



**Canterbury Business College (CBC)**

**CRICOS Code 01899K | RTO Code 6554**

## **Student Handbook**

CANTERBURY  
BUSINESS COLLEGE

# Student Handbook



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## Introduction

### Welcome to Canterbury Business College (CBC)!

Canterbury Business College is a Registered Training Organisation (RTO), 6554, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA).

Canterbury Business College is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS Code: 01899K). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Canterbury Business College is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

### This Handbook

This information booklet is designed to provide you with information about the services provided by Canterbury Business College and its approach to providing you with a safe, fair and supported environment to participate in training and assessment. See the Student Resources page on the website for full versions of the policies and procedures and various forms.

This booklet does not provide you with specific information about a particular course offered by Canterbury Business College and should be read in conjunction with the latest version of CBC's brochure. A copy of the CBC's brochure is available on its website [www.canterburybc.com.au](http://www.canterburybc.com.au) for reference.

Being a student of a Registered Training Provider (RTO) in Australia, you will have to follow the compliance guidelines within the National Code and the Education Services to Overseas Students 2018, Education Services for Overseas Students Act 2000 (ESOS) & Standards for Registered Training Organisations 2015. If you are unclear about these facts, you are welcome to discuss them at any time with the Student Service Manager.

For more information please visit:

[www.asqa.gov.au](http://www.asqa.gov.au)

or

<https://internationaleducation.gov.au/Pages/default.aspx>

Information can also be obtained from the Department of Education, Skills and Employment (<https://www.education.gov.au/>). If you need a personal copy overseas student acts, please request one from reception and an electronic copy will be emailed to you.

If you need any assistance or further clarification, kindly contact the administration or any other relevant staff. CBC will be happy to assist you.



## A Word From The Top

It is my pleasure to welcome you to Canterbury Business College.

We understand that your decision to study with us is a very important phase in building your career. We will take utmost care to support your learning needs so that your time with us is safe, productive and enjoyable. We will work hard in providing you with assistance and guidance so that you can gain the maximum benefit from studying with us.

The programs we offer at Canterbury Business College are specifically designed to meet the increasing demands for skills in the Business, ICT and Hospitality industries in Australia, and are complemented by our friendly and enjoyable learning style.

Sydney is a very vibrant city with a lively Central Business District with restaurants, cafes, shopping places and theatres. In and around Sydney you will be able to experience outdoor activities such as water-skiing, cycling, and bushwalking, horse riding, sailing and golf.

If you have any queries or concerns whilst you are a student at Canterbury Business College, please do not hesitate to discuss them with any of the CBC staff.

Once again, I welcome you to Canterbury Business College!



**Gajinder Paul**

Chief Executive Officer

## **Why Study at Canterbury Business College?**

- A culture of learning that respects openness, inclusiveness and collegiality
- Canterbury Business College is committed to equity, ethics, innovation and excellence

Canterbury Business College will ensure that students are provided with all the information required by prospective students to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals.

## **Mission Statement**

Canterbury Business College (CBC) aims to provide quality education so that all students have a better chance for a brighter tomorrow.

## **Goals & Objectives**

CBC is a private organisation committed to providing quality education and training for the students in the most effective and professional manner. CBC has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of education.

## **CBC Values**

- A commitment to excellence in learning, teaching and promoting learning as an enjoyable experience;
- The importance of academic, physical, social, emotional, moral and spiritual development of each student;
- Respecting and recognising all people as valuable assets;
- Supportive learning environment where all people on campus are treated fairly and respectfully; and
- Conducive learning environment to enhance effective teaching and learning.

# **Introduction to Australian Vocational Education and Training**

## **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

## **National Recognition**

The qualifications and Statements of Attainment issued by Canterbury Business College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Canterbury Business College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

## **What is competency-based training?**

Competency-based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against the requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

## **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules, including the compulsory core units that are included in a course and the elective units which are available.

## **Delivery of Training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of the enrolment and when training delivery commences.

## Results and Certificates

On completing the training program with Canterbury Business College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Canterbury Business College will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you with information on your progress.

## Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

- Country Education Profiles—an online recognition tool providing guidance on the comparability
- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see <https://internationaleducation.gov.au/Pages/default.aspx>

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## National Code 2018

The Department of Education and Training regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework (ESOS). This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law.

This imposes visa related reporting requirements on both students and providers. The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. This National Code sets out guidelines for the ethical conduct of registered providers like Canterbury Business College (CBC).

CBC offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider CBC understands and implements the National Code for the following purposes:

- To ensure that recognition of prior learning of students is conducted and recorded in a formal process;
- To provide refunds to the students as per the refund policy of CBC;
- To recruit students in accordance with the National Code and CBC's enrolment policy;
- To ensure that all trainers and assessors are suitably qualified and experienced;
- To commit to professional development of staff;
- To comply with the guidelines issued by Department of Home Affairs;
- To provide adequate support services to students prior to arrival, on arrival and during their study at CBC; and
- To ensure student personal information is up to date.

For further information on the ESOS Act 2000 please refer to:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx#Policy>

For further information on the National Code 2018 please refer to:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx#Policy>

For further information on Department of Education International Education please refer to:

<https://internationaleducation.gov.au/Pages/default.aspx>

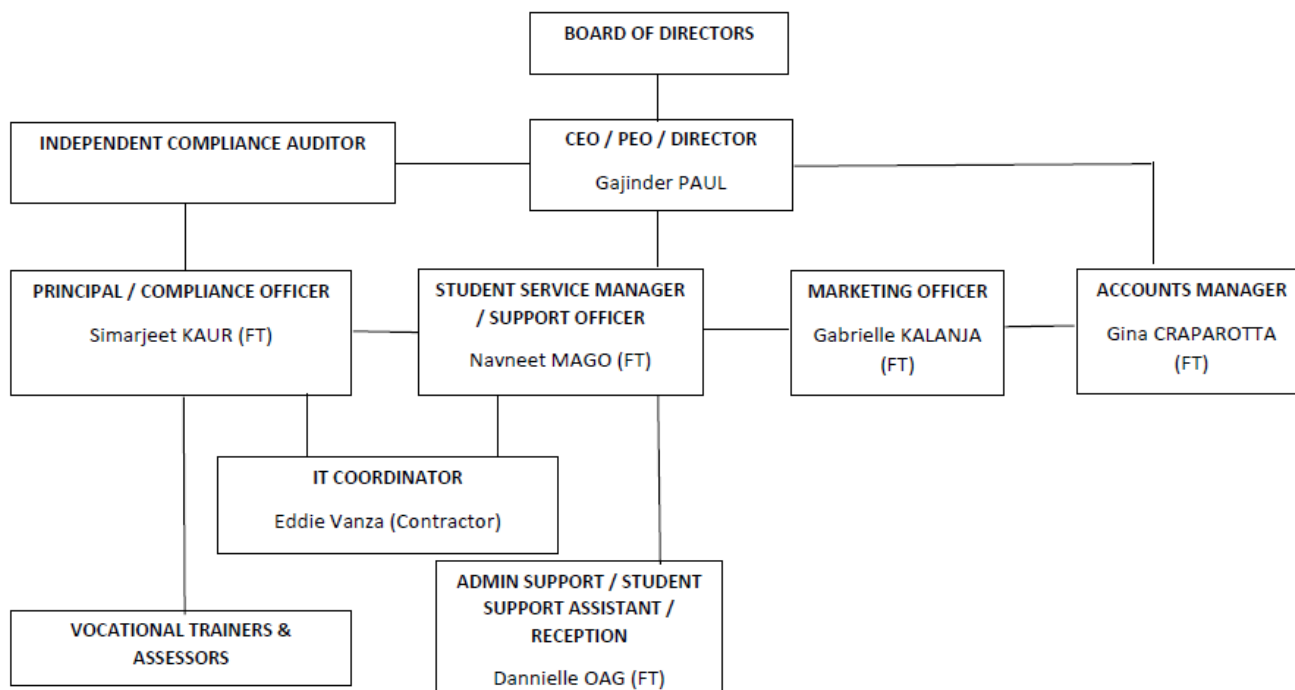
## **Courses**

Please note that all programs are full-time and cannot be undertaken as part-time or via distance education. CBC also has individual qualification entry requirements as per the training package; see the latest brochure for further details on these.

**Canterbury Business College offers the following training programs to students:**

- BSB50215 Diploma of Business (CRICOS: 087162G)
- BSB51918 Diploma of Leadership and Management (CRICOS: 098694K)
- BSB60215 Advanced Diploma of Business (CRICOS: 087464D)
- BSB61015 Advanced Diploma of Leadership and Management (CRICOS: 091806G)
- ICT40518 Certificate IV in Programming (CRICOS: 099848M)
- ICT50718 Diploma of Software Development (CRICOS: 099766B)
- SIT40516 Certificate IV in Commercial Cookery (CRICOS: 095009E)
- SIT50116 Diploma of Travel and Tourism Management (CRICOS: 094695G)
- SIT50416 Diploma of Hospitality Management (CRICOS: 095010A)

## Organisation Chart & Important Contact Details



\* All trainers and assessors for Information Technology, Business, Leadership & Management, Travel & Tourism and Hospitality are provided by Cogninet Australia Pty Ltd.

\* FT – Full Time

## Duty Statements

**Job Title** Director/ Chief Executive Officer/ Director Student Service

**Role:**

The role of the Chief Executive Officer is to provide business and educational leadership to all staff and learners within Canterbury Business College. The Chief Executive Officer is ultimately responsible for organisational governance and compliance.

**Main duties**

The Chief Executive Officer has the following duties and responsibilities:

- Provide arrangements for the systematic approach to the management of Canterbury Business College operations.
- Oversee arrangements to collect, analyse and act on relevant data for the continuous improvement of Canterbury Business College operations.
- Identify and analyse legislative and regulatory requirements and implement a risk management approach to guide how Canterbury Business College conducts operations to comply with these requirements.
- Personally, undertake all formal communication with Registering Authority.
- Manage arrangements to cooperate with registering authority in the conduct of regulatory audits, access to information, retention of records and in keeping ASQA informed of changes to Canterbury Business College status.
- Maintain appropriate insurances to protect Canterbury Business College from loss and to protect learners and staff in case of injury caused during activities.
- Identify and develop new business initiatives and opportunities.
- Monitor training and assessment services to remain aware of the quality of services being delivered and the satisfaction of learners and employers.
- Establish and monitor information management arrangement to ensure Canterbury Business College has a records and data management system that guarantees access, integrity and accuracy.
- Build cooperative partnerships with community organisations and liaise with State or Territory registering bodies on relevant issues.
- Implement and monitor arrangements to engage with industry to ensure training and assessment services are aligned with industry requirements.
- Keep informed of changes in the VET industry including changing regulatory requirements and changes to endorsed training packages.



- Oversee Canterbury Business College financial affairs including annual certification of accounts, the receipt, protection, distribution and if required reimbursement of tuition fees and the budgeting of operational activities.
- Conduct staff inductions and training to ensure staff are aware of obligations and responsibilities with regards to legislation and compliance with the Standards for Registered Training Organisations.
- Approve all marketing materials to be used for promotional and advertising purposes. This is to include the approval of the use of the NRT Logo.
- Oversee an internal audit program to monitor the compliance of Canterbury Business College operation with the Standards for Registered Training Organisations.
- Undertake performance appraisal of staff to identify areas of professional improvement and recognise achievement.
- Provide arrangements to ensure staff maintain their professional competence and the currency of the skills and knowledge. This is to include annual training session for all staff to update them about regulatory and legislative requirements.
- Provide arrangements to ensure a safe working environment for all staff and learners. This is to include a deliberate process of hazard identification, assessment, and control. Workplace safety is the highest priority and takes precedence over all other considerations.
- Provide arrangements for emergency prevention and response procedures.
- Establish arrangements to maintain an equitable working environment for all staff and learners. The training environment should be free from discrimination and harassment and respect the rights and choices of individuals.

**Job Title:** Principal / Compliance Officer

**Role:**

The role of the principal is to provide business and educational leadership to all staff and learners within Canterbury Business College.

**Main duties**

The Principal has the following duties and responsibilities:

- Provide arrangements for the systematic approach to the management of Canterbury Business College operations.
- Oversee arrangements to collect, analyse and act on relevant data for the continuous improvement of Canterbury Business College operations.
- Identify and analyse legislative and regulatory requirements and implement a risk management approach to guide how Canterbury Business College conducts operations to comply with these requirements.
- Manage arrangements to cooperate with registering authority in the conduct of regulatory audits, access to information, retention of records and in keeping ASQA informed of changes to Canterbury Business College status
- Assist with trainer Management
- Moderation/ validation processes / Industry Consultation
- Monitoring course outcomes / Oversee operations
- Monitor training and assessment services to remain aware of the quality of services being delivered and the satisfaction of learners and employers.
- Establish and monitor information management arrangement to ensure Canterbury Business College has a records and data management system that guarantees access, integrity and accuracy.
- Establish arrangements to maintain an equitable working environment for all staff and learners. The training environment should be free from discrimination and harassment and respect the rights and choices of individuals.
- Oversee an internal audit program to monitor the compliance of Canterbury Business College operation with the Standards for Registered Training Organisations.
- Undertake performance appraisal of staff to identify areas of professional improvement and recognise achievement.

- Provide arrangements to ensure staff maintain their professional competence and the currency of the skills and knowledge
- Provide arrangements to ensure a safe working environment for all staff and learners. This is to include a deliberate process of hazard identification, assessment, and control. Workplace safety is the highest priority and takes precedence over all other considerations.
- Provide arrangements for emergency prevention and response procedures
- Build cooperative partnerships with community organisations and liaise with State or Territory registering bodies on relevant issues.
- Implement and monitor arrangements to engage with industry to ensure training and assessment services are aligned with industry requirements.
- Keep informed of changes in the VET industry including changing regulatory requirements and changes to endorsed training packages.

**Job Title:** Student Service Manager / Support Officer

**Role:**

The role of the Student Service Manager is to oversee the management of Canterbury Business College corporate governance and quality systems. This involves monitoring compliance with quality standards and codes, learner administration and records management, reporting requirements, etc.

**Main duties**

The Student Service Manager has the following duties and responsibilities:

- Maintain a systematic approach to the management of Canterbury Business College operations.
- Maintain an awareness of legislative and regulatory requirements and monitor the risks associated with compliance.
- Keep informed of changes in the VET industry including changing regulatory requirements and changes to endorsed training packages.
- Coordinate staff inductions and training to ensure staff are aware of legislative and Standards for Registered Training Organisations, obligations and responsibilities.
- Coordinate internal Standards for Registered Training Organisations audit program to monitor the compliance of Canterbury Business College operation.
- Oversee the maintenance of the student management system to ensure the accuracy and integrity of operational training data.
- Coordinate the administration of continuous improvement data collection. This predominately relates to Quality Indicator Surveys which must be issued to learners and employers, collected, entered and reported.
- Undertake own professional development activities to continue to develop competence and currency of skills and knowledge.
- Coordinate Canterbury Business College systematic approach to continuous improvement. This includes participating in Continuous Improvement Committee meetings, identifying opportunities for improvement and acting responsively to implement agreed improvements.
- Perform duties in an ethical and professional manner that supports an inclusive environment that is free from discrimination and harassment.
- Respect the needs of each learner and make adjustment to administrative processes to accommodate the needs of individuals.
- Implement and monitor compliance with Canterbury Business College version control system to ensure documents being used in the delivery of services are the most current and approved version.

- Implement and monitor arrangements to store and archive records in accordance with Canterbury Business College records retention policy. This is to include arrangements to back-up electronic data into a secure off-site location.
- Liaise with Canterbury Business College training staff to coordinate the flow of documentation to ensure learner records and operational data is kept accurate and up to date.
- Facilitate learner access to their records on request.
- Ensure that appropriate housekeeping measures are observed, and, that work areas are maintained in a clean and tidy state.
- Coordinate and monitor the work of others who may assist or contribute to Canterbury Business College quality compliance.
- Monitor internal documentation procedures to ensure the consistent flow of accurate, concise and timely information.
- Promote and monitor staff compliance with Canterbury Business College policies and procedures to ensure the actions of staff are consistent with the agreed and documented approach to responding to work requirements.
- Implement and monitor arrangements to ensure a safe working environment for all staff and learners. This is to include a deliberate process of hazard identification, assessment, and control. Workplace safety is the highest priority and takes precedence over all other considerations.
- Establish arrangements to maintain an equitable working environment for all staff and learners. The training environment should be free from discrimination and harassment and respect the rights and choices of individuals.
- Contribute to implementing emergency prevention activities and response procedures.

**Job Title:** IT Coordinator & Help Desk

**Role:**

The role of the IT Manager is to help students and staff with IT issues and technical troubleshooting, Network Administration, IT infrastructure planning and development staff, Teaching Team & Administration Team, SSM & Principal.

**Main duties**

- Maintaining and updating campus IT facilities
- Resolving IT Technical problems
- Assisting with cross campus IT functions and partner RTO IT and Help Desk IT interactions
- Management of classroom computer resources
- Being available to management, staff, trainers and students
- Abide by Canterbury Business College code of Conduct & Code of Practice
- Perform duties in an ethical and professional manner that supports an inclusive environment that is free from discrimination and harassment
- Monitor workplace safety at all times. Always put workplace safety before any other priority or activity

**Job Title:** Marketing Officer

**Role:**

The role of the Marketing Officer is to oversee the management of Canterbury Business College marketing strategy and staff recruitment and retention.

**Main duties**

The Marketing Officer has the following duties and responsibilities:

- Establish a professional network with referral agencies including employers, industry peak bodies and industry forums. Identify and develop new business initiatives and opportunities.
- Develop, implement and monitor a marketing strategy in accordance with Canterbury Business College business plan and marketing guidelines outlined within the Standards for Registered Training Organisations.
- Keep informed of changes in the VET industry including changing regulatory requirements and changes to endorsed training packages.
- Manage Canterbury Business College financial affairs including annual certification of accounts, the receipt, protection, distribution and if required reimbursement of tuition fees and the budgeting of operational activities.
- Liaise with outsourced service providers to coordinate the design, layout and preparation of publications and promotional items
- Assist with the coordination of marketing projects encompassing the preparation of specific marketing/promotional material
- Input and maintain data integrity of Canterbury Business College Customer Relationship management database
- Manage advertising accounts in accordance with Business Development Managers directions
- Liaise with internal and external stakeholders as required
- Contribute to Canterbury systematic approach to continuous improvement. This includes identifying opportunities for improvement and acting responsibly to implement agreed improvements
- Perform duties in an ethical and professional manner that supports an environment that is free from discrimination and harassment.
- Ensure that appropriate housekeeping measures are observed, and, that the workplace is maintained in a clean and tidy state
- Always strive to minimize waste in the planning and usage for Canterbury Business College resources
- Model ethical and professional behaviour to set the benchmark of these qualities for learners and others

**Job Title:** (Finance) Accounts Manager

**Role:**

The Role of the Accounts Manager is to provide administrative support to the Business Development Manager to manage the financial accounts of Canterbury Business College.

**Main duties**

The following duties apply:

- Analyse basic financial information in response to routine queries from management, staff and learners.
- Apply policy and relevant legislation with regard to confidentiality and privacy.
- Develop and maintain a good knowledge of Canterbury Business College policy and procedures and accounting system.
- Apply basic accounting knowledge and techniques to all areas of work, including the production of financial reports.
- Plan, organise and manage own workload to complete allocated duties in a timely and accurate manner.
- Input financial information into Canterbury Business College accounting system with speed and accuracy.
- Monitors and contribute to the drawing up of operating budgets during the yearly budget setting process.
- Process accounts payable and receivable in accordance with Canterbury Business College policy and procedures and accounting requirements.
- Process purchase orders in support of the procurement to business and training resources.
- Perform work in accordance with Canterbury Business College policy and procedure.
- Work in a busy office environment, demanding high levels of concentration, while also coping with frequent interruptions.
- Sometimes work long and irregular hours in order to meet commitments to internal and external clients.
- Input and maintain data integrity of Canterbury Business College Customer Relationship Management database.
- Manage advertising accounts in accordance with Business Development Managers directions.



- Contribute to an early opener roster
- Liaise with internal and external stakeholders as required.
- Undertake own professional development activities to continue to develop competence and currency of skills and knowledge.
- Contribute to Canterbury Business College systematic approach to continuous improvement. This includes identifying opportunities for improvement and acting responsively to implement agreed improvements.
- Liaise with Canterbury Business College training staff to coordinate contact with learners in order to manage their financial account.
- Monitor workplace safety at all times. Always put workplace safety before any other priority or activity.
- Perform duties in an ethical and professional manner that supports an environment that is free from discrimination and harassment.
- Ensure that appropriate housekeeping measures are observed, and, that the workplace is maintained in a clean and tidy state.
- Always strive to minimise waste in the planning and usage of Canterbury Business College resources.
- Model ethical and professional behaviour to set the benchmark of these qualities for learners and others.

**Job Title:** Reception/ Admin Support/ Student Support Assistant

**Role:**

The Role of the Receptionist is to act as the primary 'shop front' representative of Canterbury Business College and provide general administrative support to all staff and learners.

**Main duties**

The following duties apply:

- Answering telephone enquiries from members of staff, the general public in a polite and professional manner.
- Schedule appointments for the Chief Executive Officer and senior management team.
- Apply policy and relevant legislation with regard to confidentiality and privacy.
- Assist with filing and general maintenance of learner records.
- Assist learners with administrative enquiries and with completing Canterbury Business College forms and applications.
- Process Learner Enrolment Applications
- Distribute correspondence to staff and learners.
- Respond to email enquiries from learners and members of the general public in a professional manner.
- Distribute pre-enrolment information to individuals or referral agencies as required.
- Input learner satisfaction survey data and maintain the survey database to ensure its accuracy and integrity.
- Maintain reception area in neat and tidy condition including a limited amount of cleaning.
- Draft basic correspondence on behalf of Canterbury Business College management as required.
- Perform additional administrative support duties as required.
- Respond effectively to difficult or challenging behaviour.
- Contribute to an early opener roster
- Liaise with internal and external stakeholders as required.
- Undertake own professional development activities to continue to develop competence and currency of skills and knowledge.

- Contribute to Canterbury Business College systematic approach to continuous improvement. This includes identifying opportunities for improvement and acting responsively to implement agreed improvements.
- Liaise with Canterbury Business College training staff to coordinate contact with learners in order to manage their administration.
- Monitor workplace safety at all times. Always put workplace safety before any other priority or activity.
- Perform duties in an ethical and professional manner that supports an environment that is free from discrimination and harassment.
- Facilitate learner access to their records on request.
- Ensure that appropriate housekeeping measures are observed, and, that the workplace is maintained in a clean and tidy state.
- Always strive to minimise waste in the planning and usage of Canterbury Business College resources.
- Model ethical and professional behaviour to set the benchmark of these qualities for learners and others.

**Job Title:** Trainer/ Assessor

**Role:**

The Trainer is to prepare and deliver safe and effective training and assessment to learners enrolled with Canterbury Business College and is to provide suitable training support services to compliment learner's individual needs.

**Main duties**

The following duties apply:

- Plan training and assessment sessions to ensure the required resources are available to support the delivery.
- Deliver and coordinate training in accordance with the requirements of the training strategy using training methods that progressively instil knowledge and skills into learners.
- Conduct assessment in accordance with the principles of assessment and the designated assessment strategy.
- Undertake own professional development activities to continue to develop competence and currency of skills and knowledge.
- Contribute to Canterbury Business College systematic approach to continuous improvement. This includes identifying opportunities for improvement and acting responsively to implement agreed improvements.
- Participate in Canterbury Business College assessment moderation and validation activities to promote fair and reliable assessment and to maintain the alignment of assessment activities and materials with industry expectations and training package requirements.
- Contribute to the development of training and assessment materials when required.
- Liaise with Canterbury Business College administration support staff to coordinate the flow of documentation to ensure learner records and operational data is kept accurate and up to date.
- Maintain equipment and training aids to ensure they are serviceable and safe for operation.
- Monitor the safety of learners at all times. Always put the safety of learners before any other priority or activity.
- Deliver services that focus on the individual learner in relation to identifying and meeting learner's individual needs.
- Perform duties in an ethical and professional manner that supports an inclusive learning environment that is free from discrimination and harassment.

- Respect the needs of each learner and make adjustment to training and assessment to accommodate these needs of individuals without compromising the integrity of the desired outcome.
- Create an environment that supports and encourages equitable treatment and behaviour from all learners and those contributing to learning and assessment.
- Facilitate learner access to their records on request.
- Ensure that appropriate housekeeping measures are observed, and, that training facilities are maintained in a clean and tidy state.
- Report non-compliance with legislation or Canterbury Business College policies and procedure immediately to the Training Manager.
- Always strive to minimise waste in the planning and usage of Canterbury Business College resources.
- Model ethical and professional behaviour to set the benchmark of these qualities for learners and others.

## Information for New Students

### The ESOS framework – Providing Quality Education and Protecting Your Rights

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses. The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

### Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <https://cricos.education.gov.au/>.

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

### Student Rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent;
- If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare;
- The requirement to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement; and
- The right to get the education you paid for. The ESOS framework includes consumer

protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

- The right to know:
  - How to use the provider's student support services.
  - Who the contact officer is for overseas students.
  - How to apply for course credit.
  - How to apply for enrolment deferment, enrolment suspension or cancellation.
  - The provider's requirements for satisfactory progress in the courses of study.
  - How to use the provider's complaints and appeals process.

## Your Responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your education provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course, follow your provider's attendance policy; and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangement

## Contact Details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with your provider. Go to your provider's website.
Department of Education, Skills and employment (DESE)	For your ESOS rights and responsibilities	<a href="https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx">https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx</a>
Department of Home Affairs	For visa matters	<a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a> Contact the Department of Home Affairs office in your country.

## The Tuition Protection Scheme (TPS)

### Introduction

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

### Provider default

In the unlikely event Canterbury Business College is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Student Request Form.

### Fees being paid in advance

Canterbury Business College acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, Canterbury Business College requests payment of no more than 50% of the total tuition fees for the course before the student commences the course. Following course commencement, no further pre-paid tuition fees are taken before the beginning of the second study period.

Canterbury Business College maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

### Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Canterbury Business College undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including tuition fees, application fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable



deposit/application fee;

- the nature of the guarantee given by Canterbury Business College to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed 'not competent' on completion of training and assessment;
- the amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) and
- the Canterbury Business College refund policy.

### **Student complaints about fees or refunds**

Students who are unhappy with the Canterbury Business College arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Chief Executive Officer. This should occur in accordance with the Canterbury Business College Complaints and Appeals Policy and procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws.

## **Student Enrolment Policy**

This policy outlines the ways in which suitability of a course is assessed for an applicant and how reasonable adjustments are made to aid in the academic goals of the student.

### **Entry Requirements**

CBC has in place the following generic entry requirements to ensure that successful applicants have every opportunity to complete their chosen program of study.

CBC does have some common course entry requirements; however individual qualifications may have specific criteria's depending on the training package requirements.

#### **Entry requirements for international students**

- Must be 18 years of age or over;
- Completed Year 12 (HSC or equivalent);
- Minimum 5.5\* IELTS score or equivalent;
- Work experience and an understanding of the course chosen;
- Successful completion of the Pre-training review / CLA English Proficiency Test; or
- Genuine Temporary Entrant (GTE) form and Statement of Purpose (SOP) for offshore students only.

For more information on courses at CBC, please refer to the brochure. Available at reception or on our website (<https://www.canterburybc.com.au/>)

\* Students with a score of under 5.5, will need to successfully complete an EAP Course or unless the student has completed a qualification from another local provider.

### **Application Selection and Assessment**

CBC will ensure that the student's qualifications, experiences and English proficiency skills (Academic English) are appropriate for the course in which enrolment is sought and are assessed by the Admissions team for the following standards:

- Has the student recently worked in the industry?
- Does the student have any vocational experience relevant to the course they are choosing to study?
- What is the highest level of study achieved by the student?
- What previous course studies has the student completed?
- Is the student aware of all the conditions of their enrolment (e.g. Total course fee, CBC's refund policy, RPL/CT process/college rules/ OSHC / living costs/ Information on living and studying in Australia)?

- Reviewing the student's experience/studies to date: would the student be able to, or reasonably expected to, achieve results in the course they choose to study?
- Does the student have any special needs? If yes, what does CBC need to do in order to support this student?
- Does the student have suitable Academic English Skills for the course they are choosing?
- Does the course the student is choosing to study have any pre-requisites? If so, has the student completed them? Or
- What is the strategy for the student to complete the pre-requisites prior to the course?
- If the study is of an international origin, does the student have the financial capacity to afford the costs of tuition and living expenses in Australia?

## **Pre-Training Skills & Knowledge Review**

Prior to the enrolment process, students are required to complete a pre-training review, which aims to confirm an individual's previous learnings. The review is designed to determine if CBC needs to deploy additional resources (support classes) to accommodate any student's learning needs and offer equal learning opportunities to all.

CBC management understands that students must be aware of pre-entry requirements applicable to their chosen course. CBC is also mindful of the setting entry requirements to ensure the quality of course delivery to all students.

If a student can prove or can provide an official academic transcript / statement of attainment / qualification that demonstrates the student has completed or has previously studied related units of competency; then a student can directly enrol into their chosen course. If a student is unable to demonstrate the above, the student will be required to complete a pre-training review prior to requesting an offer letter.

## **Procedures for Agents to Verify Entry Requirements Prior to Student Enrolment**

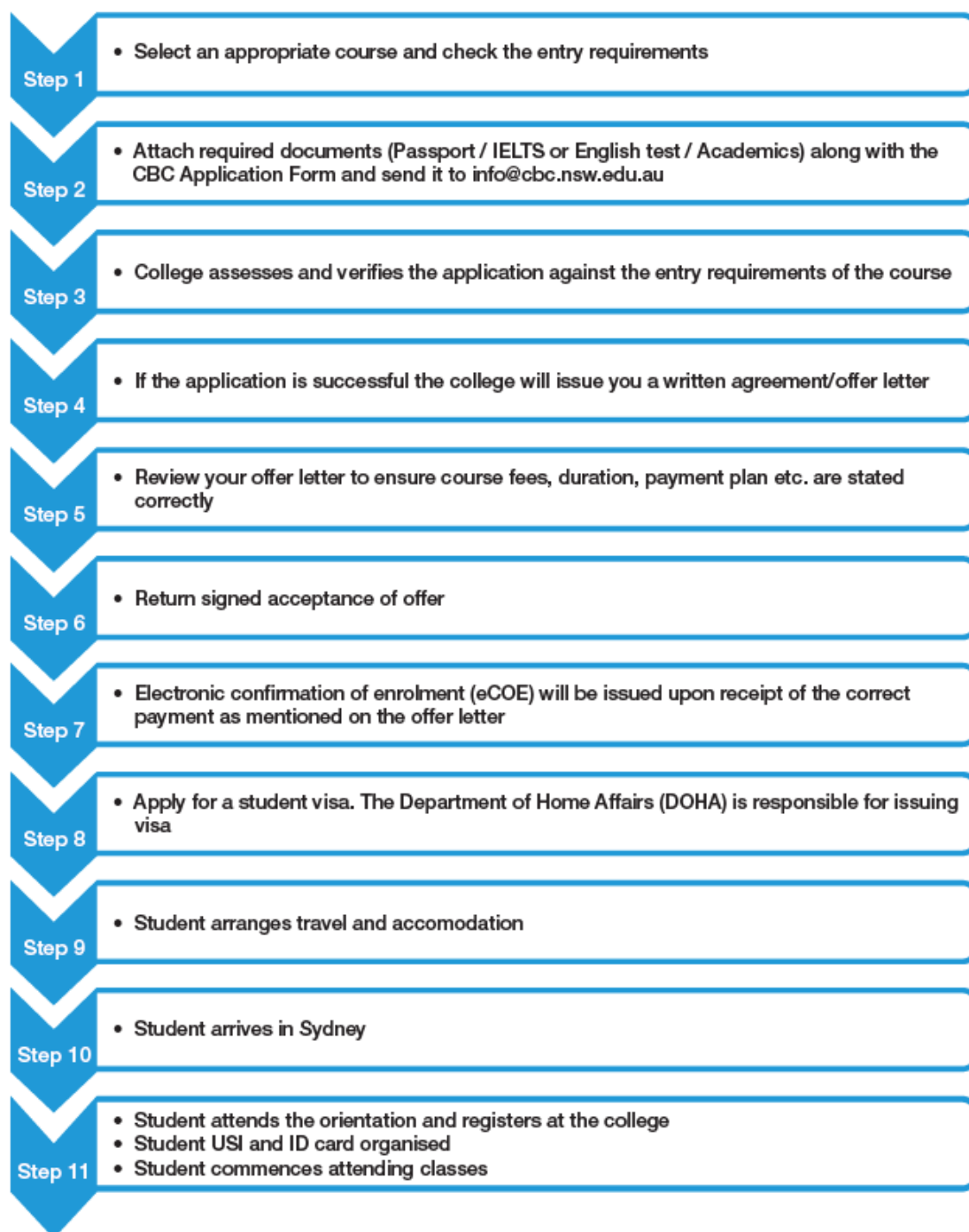
1. Agents receive a student application for enrolment.
2. Agent advises the students of the entry requirements.
3. Student submits all required documentation including all qualifications, transcripts, and work experience to meet the pre-requisite requirements. All original documents need to be sighted by the agent. No photocopies are accepted.
4. The agent verifies the qualification & transcripts to check if they meets the skill requirements as described by CBC in its verification process.
5. The agent provides the student with the pre-training review for the enrolments process.
6. Upon approval, the agent completes and attaches all required documents with the CBC application form.
7. The agent forwards all documents to CBC.
8. Admission staff checks all documents including student application form and advises the agent if the application has been successful. An offer letter is issued to the student. If not, the agent is advised of any missing documents or the reason for refusal.

## **Pre-Enrolment Procedures to Assess Student Eligibility**

The Admission staff is responsible to:

1. Manage all direct student enrolment or via authorised agents.
2. Ensure application form has been filled; check student's previous qualifications, passport, and a valid overseas health cover,
3. Assess all applications made to CBC and approve its eligibility
  - a. If student meets selection criteria as prescribed by CBC in the student selection process, they are given an "Offer Letter".
  - b. The student is then directed to pay his fees. Upon payment of the fees, a **"Confirmation of Enrolment"** is issued via PRISMS.
  - c. ensure no personal information about students is divulged to unauthorized individuals or organisations
4. Ensure student enrolment details are recorded on RTO Manager.
5. Monitor that all the records are kept as specified in the Record Management Policy.
6. Student can access a "Pre-arrival Pack" at [www.canterburybc.com.au](http://www.canterburybc.com.au)

## Enrolment / Application Process



## Student RPL & Course Credit Information and Requirements

### Credit Transfer

Canterbury Business College provides the opportunity for students to apply to have their current competency recognised toward a qualification or units of competency for which they are enrolled.

This complies with:

- Standard 3 of the Standards for Registered Training Organisations 2015, which requires that Canterbury Business College accepts and provides credit to students for units of competency evidenced by AQF certification documentation issued by any other RTO;
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

### What is credit transfer?

Credit transfer (also referred to as national recognition or universal recognition) is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification. It is important to note that credit transfer is not recognition of prior learning (RPL). RPL is assessment and is addressed within the Recognition policy.

### When unit codes and titles are different

If credit transfer is being sought for a unit of competency which has a different title or code, then it is necessary to establish the equivalence status between the unit held and the unit being sought. In many cases this information can be found in the mapping guide published on the National Training Register [www.training.gov.au](http://www.training.gov.au). Our administrative staff will obtain this information and validate claims of equivalence. Administrative staff should note that the mapping notes within the National Training Register are sometimes very clear and in general will use language such as “Not equivalent” or “Is superseded by and is equivalent to”. In some cases, there will appear to be no direction and this may be because the unit is new and has no previous version of the unit. In some cases, it will say words to the effect: “Is superseded by:” without any clarification about the equivalence status. In these cases, the new unit should be considered as not equivalent. If in doubt, admin staff are to seek the advice of the Chief Executive Officer or the related industry skills council.

If there is no mapping available, the unit is deemed not equivalent then we are not to recognise the unit through credit transfer. In these circumstances, the applicant should be referred for RPL in accordance with our Recognition policies and procedures. Under no circumstances is a comparison between units to be used as the basis for issuing credit transfer. If the skills council has not determined it to be equivalent, then it is not. Subjective comparisons by the RTO are not valid.

**Evidence requirements**

An applicant will be required to present his or her statement of attainment or qualification for examination by Canterbury Business College. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, Second Edition, 2013. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

**Credit transfer guidelines**

The following guidelines are to be followed when an application for credit transfer is received:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- students may not apply for credit transfer for units of competency or a qualification not included in our scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and we do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer.
- The recognition of a unit of competency under a credit transfer arrangement is not contingent on the applicant demonstrating their currency. If the unit has been previously awarded and equivalence can be demonstrated then the unit can be recognised. The currency of the applicant is not a factor to be considered.

**Credit transfer Procedure**

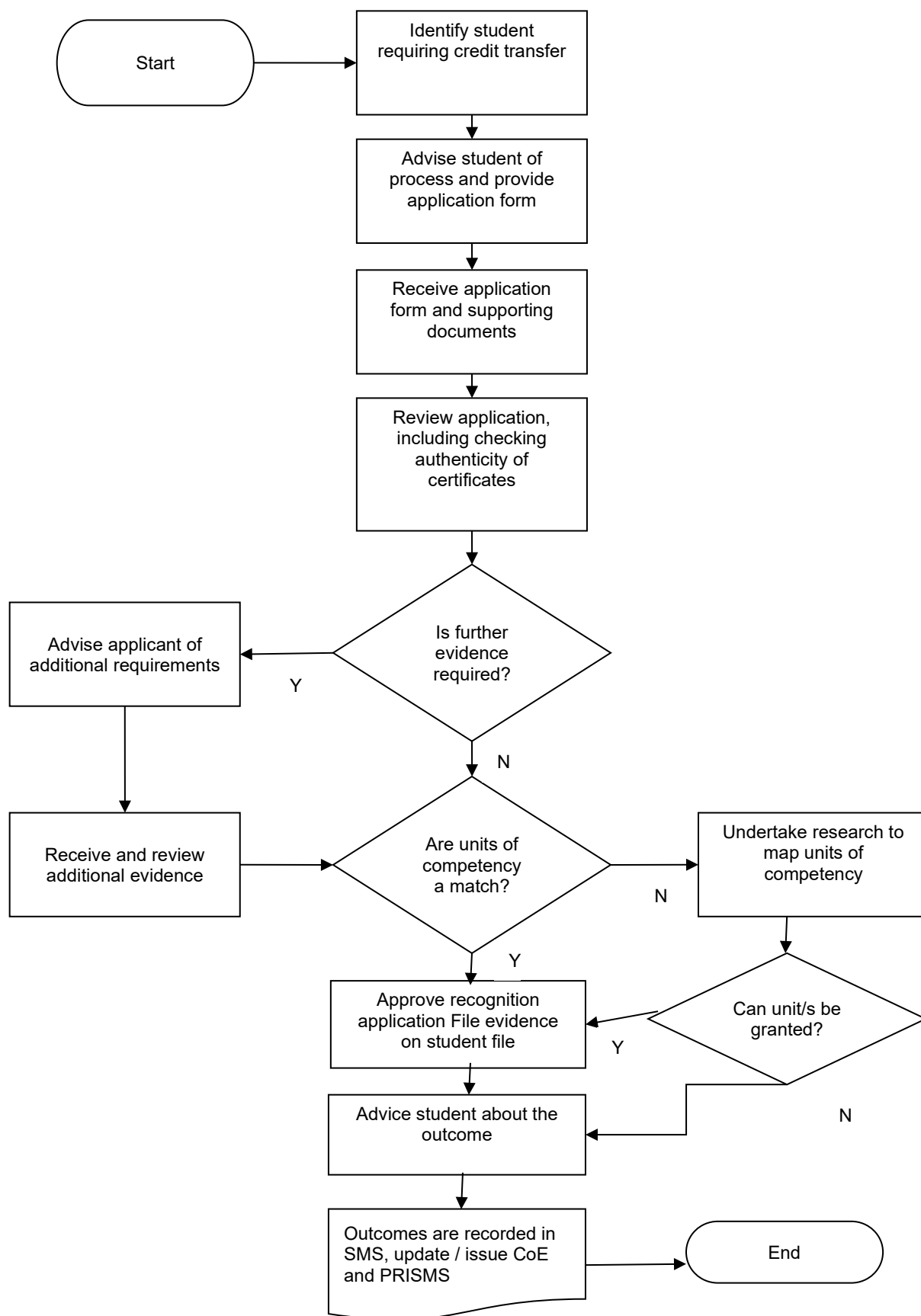
The following procedure is to be applied by Canterbury Business College upon receipt of an application for credit transfer:

- **Step 1** We will provide sufficient information to candidates to inform them of opportunities for alternative pathways via credit transfer and the credit transfer policy. Ideally, this information should be provided to candidates prior to enrolment.
- **Step 2** To apply for credit transfer, the applicant must complete and submit the following documentation to Canterbury Business College:
  - Credit transfer Application Form;
  - Certified copy of the qualification or statement of attainment; and
  - Enrolment application for the training program applicable to the units of competency for which credit transfer is requested.
- **Step 3** On receipt of the application, we will check the qualification or statement of attainment for authenticity and grant credit transfer for the equivalent units of competency that have been completed at any other Registered Training Organisation.
- **Step 4** Where the units of competency do not align with the units of competency requested, further information is to be sought in the form of the Training Package mapping guide if available.
- **Step 5** Verified copies of qualifications and statements of attainment used as the basis for granting credit transfer must be kept on the student file.
- **Step 6** The completed credit transfer application form must be signed by the student and Canterbury Business College Chief Executive Officer / Principal (or delegate) and retained on the student's file at Canterbury Business College.
- **Step 7** Student will be notified of the outcome of their application. This may include issuing statements of attainment or qualifications awarded through credit transfer in accordance with our Certification policies and procedure. This written record should also be used to capture a record of the student's acceptance of the credit transfer outcome. Canterbury Business College is to retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
- **Step 8** If the candidate is not satisfied with the outcomes of the credit transfer process, they may appeal the outcome like any other assessment decision. Refer the candidate to the appeals process which can be found in the Student Handbook or policy and procedure manual.



- **Step 9** When all outcomes have been finalised, the credit transfer outcome is to be recorded in the student management system. Canterbury Business College is to inform the student of the reduced course duration following granting of credit transfer and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course. Canterbury Business College also must report any change in course duration in PRISMS if course credit is granted after the overseas student's visa is granted.

## Credit Transfer Process



## Recognition of Prior Learning

Canterbury Business College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

This complies with:

- Standard 1 of the Standards for Registered Training Organisations 2015 requires that students are offered the opportunity for recognition of prior learning;
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

### What is recognition?

Recognition generally takes two forms: recognition of prior learning, which is the focus of this policy, and credit transfer, which is dealt with in the Credit Transfer policy. It is important not to confuse these two recognition concepts. For the purposes of this policy, recognition of prior learning will be referred to simply as “recognition”.

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.<sup>1</sup> This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

### Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- students may not apply for recognition for units of competency or qualification which are not included in Canterbury Business College’s scope of registration.

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<sup>1</sup> Australian Qualifications Framework (AQF) Advisory Board, 2004

- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

## Forms of evidence

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, Canterbury Business College applies the following rules of evidence:

- Sufficient,
- Valid,
- Authentic, and
- Current.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;

- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined together with a number of evidence items, the candidate will start to provide a strong case for competence. Canterbury Business College reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

### **Appealing recognition outcomes**

If the student is not satisfied with the outcomes of a recognition application, they may appeal the outcome like other assessment decisions.

### **Recognition Procedure**

The following procedure is to be applied by Canterbury Business College upon receipt of an application for recognition:

**Step 1** Provide sufficient information to prospective students to inform them of opportunities for alternative pathways via recognition and the recognition process.

**Step 2** students who request recognition of their current competence are to be invited to carry out a self-assessment prior to enrolment to determine their suitability for a recognition application (using the Recognition Self-Assessment Guide). This step is not compulsory but is strongly suggested. The student should be provided an electronic version of the RPL application documents.

**Step 3** A candidate may seek assistance from the assessor to:

- Help the candidate to identify appropriate forms of evidence;
- Guide the candidate on the use of recognition tools; and
- Inform the candidate about the assessment process.

**Step 4** Candidates are to compile their recognition submission. This form allows candidates to record their particular documentary evidence against each unit of competency and to attach this evidence as required.

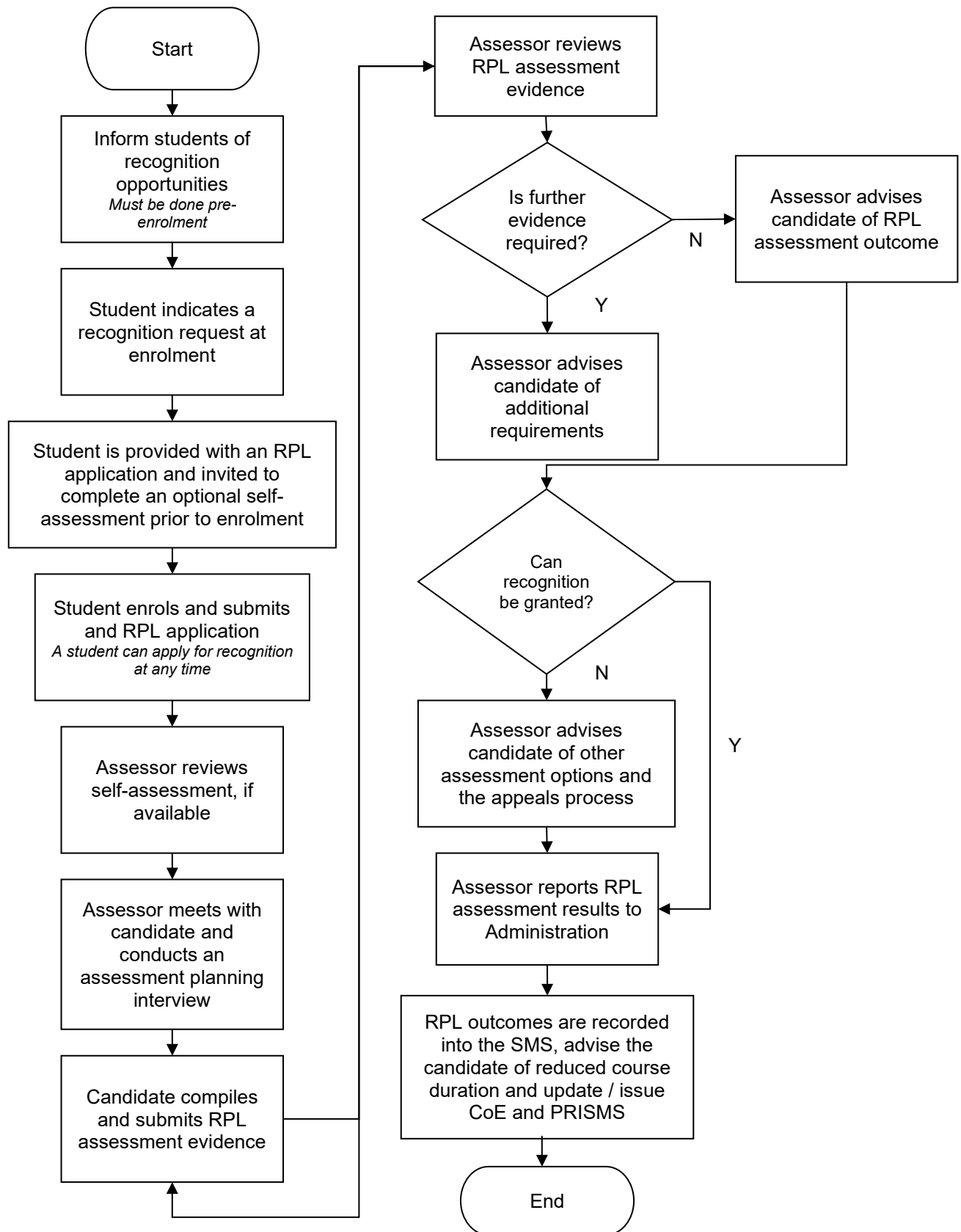
**Step 5** The Assessor is then to review the assessment evidence and decide on the need for additional evidence on perceived gaps. The Assessor may invite the candidate to undertake a recognition interview to answer verbal questions or a practical assessment. At the end of the evidence gathering process the Assessor is to provide the candidate with written record of their decision with feedback regarding the assessment outcomes, including the procedure for the candidate to appeal the assessment outcome. This written record should also be used to capture a record of the student's acceptance of the assessment outcome. Canterbury Business College is to

retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

**Step 6** If the candidate is not satisfied with the outcomes of a recognition application, they may appeal the outcome like any other assessment decision. Refer the candidate to the appeals process which can be found in the Student Handbook or policy and procedure manual.

**Step 7** When all assessment and appeal processes have concluded, the assessment outcome is to be recorded in the CT/recognition log. Canterbury Business College is to inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course. Canterbury Business College also must report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

## Recognition Process



## Course Credits / Transfers / Pathway options

USQ and CIM accept students who have successfully completed any CBC's Diploma and Advanced Diploma qualifications into Bachelor programs. Accepted students are awarded course credits into the following programs:

CBC Qualification	USQ Qualification
ICT50715 - Diploma of Software Development	8 exemptions in Bachelor of Information Technology (BITC)
BSB50215 – Diploma of Business BSB51918 – Diploma of Leadership and Management	8 exemptions in Bachelor of Business / Bachelor of Commerce / Bachelor of Business Administration
BSB60215 – Advanced Diploma of Business BSB61015 – Advanced Diploma of Leadership & Management	9 exemptions in Bachelor of Business & Commerce (BBCM)

CBC Qualification	CIM Qualification
ICT50715 – Diploma of Software Development	8 exemptions in Bachelor of Business Major – Information Systems, Hospitality & Management 6 exemptions in Bachelor of Business Major - Accounting
BSB50215 – Diploma of Business BSB51918 – Diploma of Leadership and Management	8 exemptions in Bachelor of Business Major – Hospitality & Management 6 exemptions in Bachelor of Business Major - Information Systems & Accounting
BSB60215 – Advanced Diploma of Business BSB61015 – Advanced Diploma of Leadership & Management	10 exemptions in Bachelor of Business Major – Hospitality & Management 6 exemptions in Bachelor of Business Major - Information Systems & Accounting
SIT50416 - Diploma of Hospitality Management	8 exemptions in Bachelor of Business Major – Hospitality & Management 6 exemptions in Bachelor of Business Major - Information Systems & Accounting

Please note every university has individual conditions and pathway arrangements.



## **Student Engagement Prior to Enrolment**

Prior to accepting a student, or an intending student, for enrolment in a course, CBC will provide, in print or through an electronic copy or through its approved & authorised agent, current and accurate information regarding the following:

1. CBC will enter into a written agreement with the student, signed or otherwise accepted by that student via “Acceptance of Offer”, concurrently with or prior to accepting course money from the student. The agreement will:
  - a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
  - b. Provide an itemised list of course money payable by the student;
  - c. Provide information in relation to refunds of course money;
  - d. Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
  - e. Advise the student of his or her obligation to notify the registered provider of a change of address within 7 days while enrolled in the course.
2. The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
3. The course also has a pre-training review that aims to confirm the applicant’s knowledge in the course field.
4. The course content and duration, qualification offered if applicable, modes of study and assessment methods.
5. Campus locations and a general description of facilities, equipment, and learning and library resources available to students.
6. Details of any arrangements with another registered provider, person or business to provide the course or part of the course.
7. Indicative course-related fees including advice on the potential for fees to change during the student’s course and applicable refund policies

8. Information about the grounds by which the student's enrolment may be deferred, suspended, withdrawn or cancelled.
9. A description of the ESOS framework made available electronically  
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
10. Relevant information on living in Australia, including:
  - a. Indicative costs of living;
  - b. Accommodation options; and
  - c. Where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

## **Student Access & Equity**

During the enrolment & orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs that they may have to fulfil their study requirements. This would be with regards to any arrangements they would need while being a student at CBC. For example: children, family commitments, disability or medical condition, other commitments, and religious obligations.

The SSM / Principal will make a note of this on the student application form OR add notes to the students' enrolment file (RTO Manager).

CBC will exercise the right to approve / disapprove any special needs or requirements that the candidate might have depending upon the feasibility and CBC's capacity to facilitate the student's special needs

This will assist CBC to deploy additional resources to accommodate potential student's learning needs to achieve their desired outcome and offer equal learning opportunities.

### **Procedure**

1. During the enrolment CBC representative (Authorised agent) will ask the prospective student if they have any special needs. OR the SSM will ask the student on the orientation day if they have special needs.
2. The Agent / SSM will make note of the request on the "Application Form" and discuss the possibilities of approval.
3. Manager / Student Service Manager will analyse the special needs or requirement of the student in comparison to CBC's ability to facilitate the request.

4. If the candidate is selected, the Manager / Student Service Manager will further discuss the request with the selected student and inform them of arrangements.
5. The student then would have the final option of either accepting the position or rejecting it, depending on the arrangements suggested by CBC

## **Student Support Services**

CBC has the resources and staff available to assist students. CBC staff members are committed to ensuring that all students are well supported throughout their studies with us.

The Student Support Services are designed in line with the Education Services for Overseas Students ESOS Act guidelines and the National Code. The following support services are available to students:

1. Orientation Program
2. Language, Literacy & Learner Needs
3. Personal Counselling Services
4. Academic Counselling
5. Academic Support
6. Payment of Tuition Fees
7. Unique Student Identifier

## **Orientation Program**

An orientation program is conducted for all new students with the aim to introduce students to the range of support services. A briefing is conducted on Australian culture and course outline. Information is given to students regarding student visa conditions, accommodation, overseas health cover, and use of information technology facilities within CBC. Students are also given a campus tour and are introduced to academic and administrative staff, including who to contact for support services.

## **Orientation Schedule**

- Introduction & welcome;
- Student registration;
- USI Number (Unique Student Identifier);
- Medibank – Overseas health cover (OSHC);
- Course information, timetable;
- One to one support from Trainers & assessors (on request)
- Student rights and obligations;
- Resource / Library information;
- Student Welfare support services;

- Complaints and appeals processes;
- Legal Services;
- Learner needs survey;
- Emergency evacuation directions & protocol;
- Department of Home Affairs regulations & legislation;
- In and around Sydney;
- Accommodation assistance; and
- Student ID Cards

CBC provides support services to its students. Student Service Manager is appointed for the provision of support services to:

- Adjust to life and study in Australia.
- Assist in the resolution of problems, which could impede in their studies.

## **Language, Literacy & Learner Needs**

Canterbury Business College has as part of its enrolment process the requirement for each student to complete a 'Learner needs questionnaire'. Once all the questionnaires have been collated, the data acquired allows CBC to set out the provisions for not only the requirements of standard learning resources such as IT equipment, books, software and facilities for students but also to further support our students where they have identified that they need support. (Note: students may be also identified during the period of their study as well in need of extra support/tutorials). In the case where a student is identified in need of extra support classes on the questionnaire or by the notice of trainers or by the results of assessments, CBC has a range of support services that enhance student learning. Students can easily choose avail this extra support classes that help academic language support.

As CBC is part of the Canterbury Education Group there are significant resources and access to student support staff from the ELICOS sector of Canterbury.

Canterbury Language Academy facilitates CBC students with English language support. The support is based on the principle that "as students become more proficient, the support structure is gradually reduced". Three types of support / scaffolding have been identified as being especially effective for CBC students.

1. Grammatical language lessons: The support staff can help students that have identified their need for improvement in grammatical areas. These lessons can be based around a grammatical area, tenses, nominalisation, active and passive tenses, avoiding first language acquisition changes to their English use, etc.
2. English for Academic purposes: The support staff can have students participate in the necessary skills required to complete tertiary level assessments. This can include the

composition of essays in their various forms, the creation of business reports, case studies, swot analysis, presentation skills. Student support teachers are experienced in teaching EAP for the ELICOS sector which already provide pathways towards CBC / USQ.

3. Using visuals: The support staff can present information and ask for students to respond through the use of graphic organizers, tables, charts, outlines, and graphs. The interpretation of graphs etc is highly important to successfully complete and business and management course. This is normally identified after assessments or when a student asks their trainer for support on assessments.

The development of academic language is vital to student success in the classroom. Each of the content area subjects contain a unique and demanding technical vocabulary. Keeping this in mind, CBC has the support classes available on call with the Manager of Studies at CLA. Students are able to attend on any day that their timetable allows. CBC understands that active student involvement is the key to a student's academic success, therefore if a number of students are noted to require certain support classes, then classes will be setup based on their timetable.

In addition to the ELICOS support classes, CBC also holds tutorial classes based on the subjects taught on-site. The tutorial classes with small class sizes makes individual attention possible and ensures that what is learnt in lectures is put to practice and application. There is an emphasis on understanding practical applications as well as theories and models.

## **Procedure**

1. During orientation CBC staff will explain the need for the "Learner Needs" survey to the student.
2. Students will complete it during the orientation session and hand it back to the person in charge.
3. Staff will analyse all forms to establish the need for support classes.
4. If any needs are established, the Student Service Manager will further discuss the options with the concerned student.
5. Student Service Manager / Principal will then discuss the strategies with the trainer / assessor and make arrangement for regular monitoring of student's performance via student's evaluation sheet or academic progress and performance.

In the event that a student needs access to language, literacy and numeracy skills training, CBC will make available a staff member with appropriate qualifications. CBC will dedicate at least two (2) hours a week to teach students language, literacy and numeracy skills to assist students in meeting the LLN requirements of the training package. Contact Reception on Level 4, 29-37 Bellevue Street Surry Hills, to make an appointment with the Director of Studies.

## **Personal Counselling Services**

CBC does not offer professional counselling service to students / staff. The Student Service Manager (SSM) acts as a point of contact and offers support to students and staff on matters and issues that fall within his capacity. However, if the student / staff needs professional counselling or support services, then SSM will seek or recommend professional counselling agency.

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.

The SSM at CBC is not professional counsellor, however, can assist students as a first point of contact. If the Student Service Manager identifies the need for a student to be referred to seek a professional counsellor.

## **Academic Counselling**

CBC ensures that all its students are offered appropriate course counseling prior to their arrival in Australia or prior to them commencing their course. CBC offers these services to discuss student's academic interests and objectives to make sure that they are enrolled in the right qualification. If required, CBC would recommend and facilitate options for students to seek professional career counseling.

All information is confidential and is not disclosed to other departments of CBC except in the following circumstances:

- The student has permitted the disclosure of information to another party;
- In exceptional situations where failure to disclose information would place the student or another person at serious and imminent risk; or
- Where CBC is required by law to disclose information.

## **Academic Support**

CBC offers academic support to students in addition to their regular scheduled lectures. To assist students with their assessments, there are referencing, formatting, language, and plagiarism workshops.

Additional tutorial support is organized for students requiring academic assistance. Workshops are conducted for students with academic difficulties.

Students are encouraged to contact their respective course trainer or course coordinator/s for any additional academic support.

## **Policy**

CBC will at all times conduct its dealing with students in a fair and equitable manner, complying with specific requirements of the code of conduct and other relevant legislation in order to ensure equitable outcomes for both CBC and its customers.

CBC provides its students adequate access to appropriate guidance, support systems and welfare services. In doing so, CBC will ensure:

- a. Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programmes or related activities;
- b. Teaching and management staff proactively implement intervention strategies if skill gaps are identified;
- c. Support and guidance are appropriate to the mode of delivery for each particular course of study;
- d. Guidance, support systems and welfare services are made known to students; and
- e. Any necessary health and safety procedures are made known to students.

## **Rules and Regulations**

Rules and regulations that govern student behaviour are necessary in order to maintain a safe learning environment.

The Student Service Manager will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

Rules and Regulations are commonly known by all teaching staff and enforced at all times, being communicated and explained in a manner that is empowering and non-threatening to students.

Students will be dealt with in a fair and equitable manner should any of the rules and regulations be broken.

## **Payment of Tuition Fees**

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees, they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Student must pay published late fees

It is important to ensure your fees are paid by the due date. As a part of the student support service, a student may be granted permission to pay in instalments under exceptional circumstances.

## Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this, we will need some additional identification information from you, such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances\_

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI, the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at <https://www.usi.gov.au/>

CBC Administration staff will request consent from the student to generate a USI for them and then record the students generated USI into CBC's student management system.

## Student Responsibilities

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with Canterbury Business College.
- Inform the provider of any change of address.



- Maintain satisfactory course progress.

## **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure online system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

## **Termination and Changes on PRISMS**

CBC will update and maintain all the enrolment details of its international students in PRISMS. CBC will terminate the student's enrolment via PRISMS after following its internal policies and processes (attendance & academic progress policies).

This includes if the student:

- Does not commence (i.e. Simply does not turn up, or has not arranged with the provider for a later start because of health or compassionate reasons); or
- Terminates their studies before course completion; or
- Changes their course; or
- Changes their course duration; or
- Fails to comply with their visa conditions regarding attendance and academic performance.

## **Conditions of Your Visa**

All international students applying to enter a training program being offered by Canterbury Business College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience

- Meet the following Student Visa 500 subclass requirements - [Click Here](#):
  - Be a genuine temporary entrant – [Click Here](#)
  - Meet English language test score requirements – [Click Here](#)
  - Demonstrate financial capacity – [Click Here](#)
  - Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
  - Meet the health requirements – [Click Here](#)
  - Be of good character – [Click Here](#)

Under the simplified student, visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply, and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Canterbury Business College as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page

<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

All students, regardless of the financial capacity and English language proficiency, will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

## **Permission to Work Arrangements**

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

## **Communication and Interaction**

When communicating and interacting with the CBC staff and other students in person, by letter, fax, telephone or email, the student has a responsibility to:

- Treat people with respect and fairness regardless of their background or culture;
- Show respect for others by not swearing, using obscenities or making offensive remarks;
- Not do anything that could offend, embarrass or threaten others;
- Not harass or disrupt others in the performance of their duties or studies;
- Avoid unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment);
- Respect and not damage or steal property of CBC or of other persons;
- Not make false statements in regard to your student status or representation as a student or entitlements as a student;
- Ensure personal details such as your address is updated with CBC within seven (7) days; and
- Pay all fees by the scheduled due date.

## **Studying**

You should:

- Attend all classes on time;
- Achieve satisfactory progress in your studies through participation and attendance as required;
- Complete all assessment tasks by the due date (where a date is specified) or request for an extension of time;
- Complete all assessment tasks and examinations honestly (without cheating);
- Not submit and claim as your own, work derived from another source or work done by another person; and
- Return or renew library resources or other borrowed materials and equipment on time as required.
- Respect copyright laws

## **Computers and Electronic Resources**

Canterbury Business College recognises that computing and electronic resources are a valuable source of learning. Students are encouraged to make use of these resources for purposes relating to study being undertaken. CBC computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources provided by the CBC. These resources include Internet, email, web browsing, website publication, chat and newsgroups (forums). It is the student's responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

CBC reserves the right to:

- Moderate access to Internet services, including the filtering of websites;
- Monitor and record all usage of its computer networks;
- Access student e-mail accounts where it has been considered that there has been misuse of the e-mail system; and/or
- Take disciplinary action where a breach of expected behaviour has occurred.

## **Consequences of Inappropriate Use**

- Where it is alleged that a student is inappropriately using facilities, CBC will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to the delegated CBC officer prior to any disciplinary action being taken; and
- Disciplinary action against students who inappropriately use computing and electronic resources or breach any of the terms and conditions of CBC, may include but is not limited to:
  - Suspended access to CBC's computing and network facilities, either indefinitely or for a specified period of time determined by the SSM; or
  - Legal action - illegal acts will be referred to the appropriate legal authority.

## **Criminal Offences**

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- Downloading, uploading, copying, storing or distributing child pornography;
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal;
- Breach of copyright such as unlicensed copying of a computer program;

- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs; and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

### **Unlawful Use - Violations of State or Federal law**

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use;
- Accessing / downloading website materials / files or transmitting material that is defamatory;
- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material;
- Internet technologies must not be used to access or disseminate use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred; or
- Discrimination based on age, race, religion, gender or sexual preference; and/or
- Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet.

### **Inappropriate Use**

Students should not use the computing and electronic resources provided by CBC that are not directly related to the study being undertaken.

The following are examples of inappropriate use of Canterbury Business College computing and electronic resources:

- Conducting private business for personal gain or profit, including fee-based or subscription services;
- Unauthorised downloading or storage of files and records, which are not for study purposes.
- (Downloading of Software [licensed, shareware, freeware, evaluation or otherwise] including system, application or data files may only occur when approved by CBC);
- Accessing of communication and information devices and services such as Internet relay chat, for non-study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason, the accessing of Internet chat sites is prohibited. Audio files, movie files and games are not to be played, installed onto computers or downloaded from the Internet;
- Using the Internet to gain unauthorised access to other computers;
- Unauthorised use of any password/mailbox is prohibited
- Failing to undertake security precautions when downloading files e.g. checking for viruses.  
(Any use of the Internet should ensure that there is no possibility of transmission of viruses)

or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened CBC Network Administrator);

- Gaining or attempting to gain access to another user's account or masquerade as another user;
- Attempting to intercept, download or electronically read another user's files, transmissions or electronic mail;
- Giving an unauthorised person, (either intentionally or negligently) passwords associated with access to the computing and networking facilities;
- Attempting to access any computer system or network without appropriate authority;
- Attempting to bypass system restrictions or security mechanisms;
- Attempting to change configuration files or settings;
- Intentionally damaging or destroying any computer systems or data, or developing or using programs for this purpose;
- Exceeding allocated host computer disk space; and/or
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person.

In using the Internet, the privacy of others must be respected. Students should not:

- Use the computing and networking facilities to infringe on another person's right to privacy;
- Publish personal contact information about other people or include reference to others including names and pictures without their permission; or
- Forward a message identified by the sender as private without the permission of the sender.

## Copyright

Students may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books.

For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. Students must comply with licenses for the use of intellectual property, including software. All software loaded on CBC's computers or provided by CBC are licensed and there is no permission to copy software unless permitted by CBC. If you need further information about your copyright obligations, please contact the institute librarian or see the [Australian Copyright Council website](#).

## Change of Address

Please ensure at all times that CBC has your current address on file. As per immigration laws, it is mandatory to provide right address to the education institute and report within 7 days of a change of address. If a student has changed their address, they are required to fill in the 'Change of Contact Details form' at CBC reception.

## 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 international student visa holders.

### How do I get OSHC?

You will be requested for an OSHC payment from CBC in the offer package or you may choose your own health cover provider. If you are bringing your dependents to Australia, you will need to obtain additional health cover for each family member.

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.

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://www1.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-deed.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less**, you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

### What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. For further information please refer to the following website:

<https://oshcaustralia.com.au/en>

### How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee, pay the total amount, keep the receipt and you can claim the refund back from your OSHC provider.

### How do I make a claim?

For further information please refer to the following website: <https://oshcaustralia.com.au/en>

## **Renewal information**

For further information please refer to the following website: <https://oshcaustralia.com.au/en>

## **Dress Code**

Canterbury Business College is an adult learning environment that prepares you for employment in the workforce, as well as for further industry-related training. Because of this, students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace.

While at CBC, you should:

- Be adequately clothed in accordance with occupational health and safety requirements;
- Not wear clothing that is likely to offend others in terms of lack of decency, modesty or cleanliness;
- Not wear clothes that are likely to offend others because of slogans, cartoons, or any symbols or graphics worn to provoke, intimidate, condemn or ridicule others; and
- Not wear dark glasses in the classroom unless required for medical/safety reasons.

## **Facilities**

Students are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to the trainer, or CBC administration;
- Leaving classrooms neat and tidy after classes and tutorials; and
- Not using or installing unlicensed software on CBC's computers and checking all removable data storage devices for viruses before using them on CBC's equipment.

## **Gambling**

Gambling is not permitted on campus. Any breach of this rule will result in immediate expulsion.

## **Food and drinks**

Food or drinks are not allowed in any area CBC other than the Student Common Room. Students found consuming food or drink in the PC labs, lecture/workshops or tutorial rooms may have their access suspended.

## **Alcohol, Drugs and Weapons**

Students are not allowed on CBC premises under the influence of alcohol or drugs.

Consumption of alcohol on campus is prohibited.



The possession use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on CBC premises is against the law and will be reported to the police.

If a student is taking prescription medication, it is the student's responsibility to ensure that the medication does not affect their safety or compromise the safety of others.

Students are not to bring knives, guns or other weapons on CBC's premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility.

## Smoking

Smoking is prohibited throughout the building including foyers, toilets and lifts.

## Safety

The [NSW Workplace Health & Safety Act 2011](#) applies to all staff and students of CBC. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

## Canterbury Business College Campus Guidelines

Canterbury Business College students must adhere to the following:

- Behave and speak to everyone at Canterbury Business College in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access Canterbury Business College complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat Canterbury Business College equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment

- Refrain from smoking on campus

Canterbury Business College will contact relevant government authorities if a student brings any of the following to the Canterbury Business College campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to Canterbury Business College campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

## **Canterbury Business College Classroom Guidelines**

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

## **Student Feedback**

Students will complete the following at the end of each study period:

- Learner Quality Indicator
- Canterbury Business College Student Feedback

Students are requested to answer these feedback forms honestly to assist Canterbury Business College to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Canterbury Business College, this information can be provided directly to the trainer or SSM at anytime.

## Fair Work Ombudsman

The Fair Work Ombudsman (FWO), is an [independent statutory agency](#) of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

## Complaints About Work

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- That the matter is outside of their jurisdiction and refer the person somewhere else;
- That there hasn't been a breach of commonwealth workplace laws;
- That mediation is the best way to resolve the issues;
- To conduct a formal investigation;
- To conduct an audit; or
- An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with commonwealth workplace laws.

## **Canterbury Business College Services and Facilities**

### **Reception**

At reception, students can:

- Pay tuition fees;
- Request information about their enrolment & attendance;
- Book and pay for social activities;
- Send scanned documents;
- Pick up parcels; and
- Collect Canterbury Business College student card.

### **Student Engagement Area / Breakout Area**

Canterbury Business College's student room is located on level 5 and includes:

- TV – entertainment;
- Wireless internet;
- Vending Machines;
- Tea and coffee facilities; and
- Board games – etc.

## **Course Delivery and Assessment**

### **Delivery of Courses**

Students are required to undertake 20 hours of study per week during each term. Canterbury Business College courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

Canterbury Business College adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of unsatisfactory academic progress. Students are provided with the resource materials on its intranet – on the course resource drive. The students can also access and borrow the books at the reception library.

### **Assessments**

Assessment is defined as the process of making judgments about whether competency has been achieved.

The programs offered by CBC incorporate competency-based assessments. The purpose of assessing competency is to confirm that the student can perform to the standards expected in the

workplace. The student will be given the option of providing evidence to meet the requirements of competency through Recognition of Skills and Experience or the student can undertake training and assessment against the competency.

The assessor/trainer will advise prior to the commencement of course how unit competency is to be assessed. Assessments will generally be progressive and involve multiple assessment tools for each competency. Assessment items can include, but are not limited to projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations and/or observation of activities.

## Written Exercises

Written exercises may be open or closed book exercises, which may involve multiple-choice questions, short answer questions, case studies, and reports.

## Case Study/Written Report

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

## Presentations /Role Plays

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

## Portfolio

A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

For more information on the Assessment methods/tools please refer to the Training & Assessment Strategy doc on [CBC Website](#).

## Assessment Rules

### Assessment Submission

Students will receive an Introduction to the elements at the beginning of each module/unit and the objectives to be achieved. This contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment.

- Assessments must be submitted to the assessor by the **due date** for a result to be recorded unless an extension has been granted. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a ABSENT;

- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your trainer in writing 48 hours prior to the submission due date, supported by documents;
- The length of extension is at the discretion of the trainer;
- Students are responsible for complying with the procedures for assessment submission;
- To avoid plagiarism the student must properly acknowledge & reference all information sources;
- If a student has submitted an assessment by the due date, and it is assessed as requiring additional work, the student can request an opportunity to resubmit again; and
- If a student does not resubmit their assessment by the due date, the assessment outcome will be recorded as 'Not Yet Competent' for that competency.

## **Missed Assessment**

In cases where a student has not submitted an assessment, the Principal and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The following is considered when implementing an intervention:

- The student's history in submitting assessments;
- Attendance record; and
- Compassionate or compelling circumstances

Students may be required to pay the missed assessment fee prior to undergoing the assessment.

Students may access Canterbury Business College's complaints and appeals process if they are not satisfied with the outcome.

## **Re-assessment**

Participants will be allowed a further attempt at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring/coaching session if required. After that, they will be charged a re-assessment fee.

Reassessments are organised by the Student Services Department, and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the college's policy. Student Services will advise of the cost of repeating a UOC and the cost for re-assessment. Repeating a UOC is subject to timetable availability.

## Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

## Assessment Requirements

- Students need to maintain satisfactory attendance in any given term to be given the opportunity to attempt any form of assessment;
- Student with less than the minimum attendance requirement will have to **re-enrol** into the cluster of units to attempt any assessments;
- If the student is graded as 'Not Yet Competent', the student will have to pay \$150 per unit;
- If the student still fails to achieve competency, the student will need to re-enrol the following term/semester; and
- All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

## Exceptional Circumstances

Examination / assessment arrangements may be considered for students with disabilities, temporary incapacity, hospitalisation or students who have family emergencies during the assessment / examination period.

In events as noted above:

- Students who cannot attend the scheduled examination or complete the assessment by scheduled date due to hospitalisation or on compassionate grounds should apply to the Director/Student Service Manager for a deferred examination, supported by appropriate documentary evidence; and
- Students with special needs will be appropriately accommodated.

## Deferred Assessment

The student may apply to the Student Service Manager in writing for a deferred assessment giving valid reasons for the request.

The application is to be made at least seven days prior to the due date of the assessment, except:

- In emergency circumstances;

- In cases of serious illness or injury where the student will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate; and
- If the Student Service Manager (SSM) is satisfied that the student was unable by reason of illness or other exceptional circumstances to complete an assessment task, the SSM may approve the deferment request in consultation with the trainer.

## **Assessment Feedback**

The evidence students submit will be assessed, and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given feedback for improvement and asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this Student Handbook.

- A student has the right to receive written feedback for an assessment;
- It is the student's responsibility to contact the assessor / trainer to obtain the result of their assessment and feedback; and
- A student should contact their assessor / trainer the first instance they are dissatisfied with the result of an assessment and the feedback. If the assessor /trainer is unavailable, the student should contact the Student Services department.

## **Results & Awards - Final Results**

### **Issuing Qualifications and Statements of Attainment**

Canterbury Business College will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. The student's final results will be issued to them on the completion of a competency or a group of competencies. If a student only completes a part of the units within a qualification, then a "Statement of Attainment" will be issued to the student reflecting the unit completed. Students are required to fill out a Student Request Form. 3. The documents will be issued to the student within three (3) working days after the application is made. The admin staff keeps a record into the "Qualification / SOA issuing" register.



Please note, however, that Canterbury Business College is not obliged to issue a certificate or SoA to a completed student if:

- All agreed fees the student owes to Canterbury Business College have not been paid; and
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

**Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF, a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

**Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course, but the student did not achieve all of the units of competency to receive the full qualification.

## **Interim Academic Transcripts**

A student may apply for an Interim Transcript (charges apply) anytime during their course. The Interim Transcript lists the codes and names of the competencies and the result the student has achieved.

An Interim transcript cannot be used as a proof of academic achievement.

## **Cancellation of Qualification or Statement of Attainment**

CBC may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If CBC cancels the student's award, the student will be advised in writing.

The student must return the cancelled award to CBC within 21 days of receiving written notice from CBC. The student has the right to appeal this decision through the Director of Student Services.

## **Policy Guidelines**

### **Fees & Charges**

The following guidelines apply in relation to tuition fees:

- Students are required to pay in advance one term/semester's tuition fees and overseas student health cover for the total duration of his / her studies;
- Re-assessment fee may be applicable;

- If a student repeats a subject and this falls into another semester after the course completion date, the student will be charged part of the tuition fees for that term/semester;
- If the student has outstanding fees at the end of the term/semester or at the end of their course; the results and qualification will be withheld until all fees have been paid in full;
- If CBC grants the student RPL, CBC will issue an offer letter with the pro-rata fees only for the units the student will be studying at CBC;
- CBC reserves the right to vary fees without notice; and
- Student fees are to be paid as a condition of enrolment at the CBC.

## **Procedures**

1. CBC will invoice students per semester/term.
2. Student fees are due before the commencement of each semester/term.
3. If students are unable to meet this deadline, they are to see the Student Service Manager to determine a fee schedule.
4. If students are more than one week late with their fee schedule payment, SMS, email or a letter of notice will be sent.
5. If fees are more than two weeks late, the student may be sent an Intent to Cancel Enrolment notice.
6. If a student is having difficulties paying fees on time, the student has to make an appointment with the SSM and discuss his / her position. SSM will assist in resolving the student's fee problem and propose a plan to the student. If the student is not satisfied with the proposed plan, they will be required to apply to the DSS stating their issues and concerns with regards to the paying their outstanding fees.
7. If the fees are not paid for more than two weeks and the student has not made a genuine effort to discuss the circumstances with administration or respond to the Intent to Cancel Enrolment notice, the students' enrolment with CBC will be cancelled and this may also result in the cancellation of the student's visa. In this case, students are strongly advised to contact Department of Home Affairs for more information on how this may impact their visa.

## **Methods of Payment**

Fees will be directly deposited into the CBC's trust account by following payment methods

- Cash;
- Direct Deposit;
- Credit card;
- Bank draft; or
- Telegraphic transfer

## Overdue Fees

If the student has overdue fees due to CBC, the student may not be eligible to:

- Undertake/submit assessment;
- Continue study;
- Enrol into further study with CBC; or
- Borrow books from the library

## Student Documentation request charges

Students will be charged \$15.00 as document-processing fee on request of the following:

- Holiday letter;
- CBC Enrolment Confirmation letter;
- Certificate of Attendance;
- Additional copies of “Statement of Attainment / Transcript / Qualification”; and
- Any other formal document requested from CBC for personal and / or work-related reasons.

## Refunds

CBC’s refund policy is both fair and reasonable to the students and CBC.

### Refund Policy

- As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if CBC is unable to offer the course. All refund requests must be made in writing using the refund request form which may be obtained from the reception or CBC’s website. The form must be signed by the student.
- In the event of a visa refusal, the enrolment fee is non-refundable.
- Tuition Fee, Overseas Student Health Cover, Accommodation deposit and Airport pick up is refundable in full where:
  - The student has provided evidence of medical OR compassionate reasons due to which the student is unable to commence the course.
  - Australian Embassy refuses visa - A refund based on visa rejection will require a copy of the visa rejection notification from the Australian Embassy / High Commission / DHA
  - CBC is advised of the course cancellation 28 days or more before the course starts and or before entering Australia.
- A student does not qualify for a refund where a student-
  - is enrolled in a packaged course and has commenced their ELICOS studies in Australia.
  - withdraws from a course that has already commenced.

- has provided misleading information to CBC or its approved representatives and or to any commonwealth agencies of Australia.
  - Misses classes due to exams, excursions, work placement or other obligations that fall outside the normal schedule of classes.
- Under compassionate circumstances, such as bereavement (e.g., Death in the family) CBC will make a decision of a refund on a case to case basis.
- Tuition fee is non-transferable to other institution or student but may be transferred to another course within CBC.
- CBC reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event, that CBC is unable to deliver the course in full, you will be offered a refund of the tuition fees you have paid, alternatively, enrolment may be offered in a different course by CBC.
- The average processing time for a refund is within four weeks from the receipt of the required documents.
- All refunds will be payable in the same currency in which the fees were paid.
- CBC will forward the refund to the applicant in his / her country of origin unless the student has enrolled through CBC's registered agent where a refund will be paid to this agent. A student may request the college to provide a refund statement that explains how the refund amount was calculated.
- In the unlikely event that Canterbury Business College is unable to provide a refund or place a student in an alternative course, (provider default) Canterbury Business College will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.
- Canterbury Business College reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.
- Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access Canterbury Business College' complaints and appeals processes and to also take further action under Australia's consumer protection laws.
- The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- A student dissatisfied with the refund decision handed by CBC has the right to pursue other legal remedies. This includes independent complaints & appeals handling services provided by Overseas Students Ombudsman. For further information, please visit <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.



## **Attendance Monitoring Policy & Procedure**

Under the requirements of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator. This policy has been included to allow the RTO the option of monitoring attendance.

Canterbury Business College has selected to implement the Department of Education–Department of Home Affairs approved course progress policy and procedures. Noting this, Canterbury Business College apply the following policy to monitor student attendance.

Canterbury Business College monitors the attendance of all students in all courses. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at Canterbury Business College is twenty (20) hours.

### **Purpose**

This Policy is designed to monitor student attendance to ensure that each student complies with their visa conditions and enables CBC to comply with the requirements of the National Code for Registration Authorities and Providers of Education and Training ("The National Code"). This policy aims to provide all students with the best opportunity to achieve the learning outcomes of their selected course while studying at Canterbury Business College.

### **Scope**

This Policy/Procedure applies to all students enrolled at Canterbury Business College.

### **Attendance Monitoring (Recording) Procedure**

1. Each student is provided with an official timetable for their course of study, including the days/time/duration.
2. Students are advised in the orientation program of the requirement to attend a minimum of 80% of classes which includes any medical related absences. Students can contact the SSM/Principal to enquire about the current attendance (%).
3. All trainer/assessors are provided with a five-week attendance sheet twice in a 10-week term to record their class attendance. Attendance sheets include details of the students and the sessions/ days that they are required to attend.
4. Attendance is recorded two times during each class. The trainer/assessors are responsible for the accuracy of attendance records taken during class sessions. It is of paramount importance that clarity and accuracy be maintained in marking attendance as incorrect information may lead to student visa cancellations.
5. The following key is used for attendance marking:

- a. P (Present) - If a student is present all session / day
  - b. A (Absent) - If a student is absent all session / day
  - c. HS (Half Session) - If a student arrives late to the class.
  - d. S (Sick) / MED (Medical Certificate) - If a student has called in sick or has submitted a Medical certificate.
  - e. AL (Approved Leave) – If a student is on Approved leave or has travelled overseas due to medical / compelling / compassionate circumstances.
6. Trainer/assessors/admin staff are required to notify the Student Service Manager if a student is at risk of falling below 80% attendance.
  7. Trainers/ assessors are required to submit a copy of the Attendance records at the reception at the end of each week (Note: The attendance sheets are legal compliance documents and should not leave the college premises at any time).
  8. The Student Service Manager (SSM) / Principal are responsible for checking, monitoring, reporting and the collation of data regarding attendance.
  9. Attendance is recorded to a web-based Student Management Program / in-house software on a fortnightly basis.
  10. Students identified as not maintaining satisfactory attendance are considered 'At Risk' of falling below the minimum attendance requirements and are issued a non-attendance letter.
  11. If a student is identified as failing to maintain the attendance requirement, CBC will commence counselling to ascertain the student's circumstances surrounding their current attendance.
  12. If a student is absent for more than 5 consecutive days without prior approval, the Administration staff (SSM / Principal) will contact the student to offer assistance if needed or advise the student to return to their classes immediately.
  13. In week 5 of the 10-week term after analysing the Accumulative Attendance, students falling below 80% are contacted and counseled. A Non-Attendance letter is sent out via email / post advising the student's current attendance is unsatisfactory and the need to contact the college immediately.
  14. Non-attendance and a lack of response to the college's request to explain the circumstances surrounding the student's absence, or not attending a scheduled counselling session without reason may lead CBC to a Warning Letter. (Interventions, counselling and warning letters support this process).

15. If a student fails to provide valid reasons/circumstances surrounding the decline of attendance, an Intention to Report is issued.
16. The student has 20 working days to appeal CBC's decision. The student may appeal the above decision on the following grounds:
  - a. CBC failed to record or calculate a student's attendance accurately,
  - b. There are compassionate or compelling circumstances, or
  - c. CBC has not implemented its intervention strategy and other policies according to its documented policies and procedures.

If the student chooses not to appeal the decision or if the appeal is not upheld, CBC will report the student.

17. The student can lodge an internal appeal by following these steps:

- Fill in the Student Complaint / Appeal form;
- Provide all the supporting documentation; and
- Attend an interview with the Principal / SSM.

CBC will provide a formal letter outlining the details and reasons of the outcome.

18. After the 20 working days period has lapsed

- If the student's appeal has been rejected, CBC will notify the student in writing stating the reasons why the appeal was rejected. Following this, CBC will report the student through PRISMS for unsatisfactory Attendance; and
- If the student's appeal has been upheld, CBC will notify the student in writing.

If the student is dissatisfied with the outcome of the internal appeals process, the student can access the external appeal process through the Overseas Student Ombudsman.

<b>Overseas Students Ombudsman - Commonwealth</b>
<a href="http://www.ombudsman.gov.au/contact-us">http://www.ombudsman.gov.au/contact-us</a>
<b>National Training Complaints Hotline</b>
Telephone – 13 38 73 and select option 4
Email – <a href="mailto:ntch@dese.gov.au">ntch@dese.gov.au</a>

To apply for External Review a student must complete an application form.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>



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## Reporting Students Policy

Canterbury Business College will record the attendance of students to support their academic progression and compliance with their visa conditions. Overall monitoring of class attendance is managed by the Student Service Manager (SSM), who works in conjunction with the Principal. Attendance is recorded and monitored for each study period, and includes all scheduled classes allocated to each student's timetable.

In certain circumstances, CBC may decide not to report a student for breaching the attendance requirement under the following circumstances:

- Where the student has attended 70% of the scheduled course contact hours in a term and has maintained satisfactory course progress through the study period/course duration, or
- (Satisfactory course progress is defined where a student has completed 50% of the total subjects in a semester).
- Where the student has maintained satisfactory attendance in previous study period/s, or
- Where there is documentary evidence that support the student's absence
  - e.g. a serious illness or injury, compassionate or compelling circumstances may apply.

These could include;

- Where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or family;
- Major political upheaval or a natural disaster in the home country requiring emergency travel.

Or

A traumatic experience which could include:

- Involvement in, or witnessing of a serious accident; and
- Witnessing or being the victim of a serious crime.

If a student's attendance falls below the 70% of the scheduled contact hours and the student has failed to achieve satisfactory course progress, in spite of CBC's previous notifications to the student. CBC will issue an Intention to Report. The student has 20 working days to appeal CBC's decision. If the student chooses not to appeal or if the appeal is not upheld, CBC will report the student to Department of Home Affairs / DESE via PRISMS.

## Termination and Changes on PRISMS

CBC will update and maintain all the enrolment details of its international students in PRISMS. CBC will terminate the student's enrolment via PRISMS after following its internal policies and processes (attendance & academic progress policies).

This includes if the student:

- Does not commence (i.e. Simply does not turn up, or has not arranged with the provider for a later start because of health or compassionate reasons); or
- Terminates their studies before course completion; or
- Changes their course; or
- Changes their course duration; or
- Fails to comply with their visa conditions regarding attendance and academic performance.

## Academic Course Progress Policy & Procedure

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Electronic Confirmation of Enrolment (eCoE). An education provider can only extend the expected duration of study in limited circumstances, through issuing a new eCoE.

Satisfactory course progress is defined as a student successfully completing all required units in their program in order to achieve the qualification. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

### Policy

1. CBC will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
2. CBC will assess each student's progress at the end of each compulsory study period.
3. CBC study periods are 10-week terms to make an assessment of a student's course progress.
4. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements over a period of a semester (2 terms = 1 semester), this is also a breach of visa conditions.
5. When a student has not passed or demonstrated competency in 50% (at least competent in 1 term) or more of the course requirements over a semester CBC will initiate its **intervention strategy** for any student who is not making satisfactory course progress at the end of each term, or sooner if deemed appropriate, as recorded in the student's results.
6. The Academic Progress policy is made available to staff and students via Student / Staff handbook and specifies:
  - a. Procedures for contacting and counseling students;
  - b. Strategies to assist identified students to achieve satisfactory course progress; and
  - c. The process by which the intervention strategy is activated.

### Academic Progress & Student Intervention

An intervention strategy is an individual student plan developed by the Principal, in consultation with the trainer/assessor and aimed at improving the academic progress and attendance of a student.

Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study program. Canterbury Business College will do everything it can to assist students who want to learn and progress. If the intervention strategies

do not result in any improvement, Canterbury Business College will notify the student in writing of its intention to make a report to the Department of Education, Skills and Employment and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

CBC will maintain and monitor student's academic progress throughout the duration of the qualification. CBC will put in place all required student support services to assist them in achieving their desired results. Students are expected to achieve a minimum of **50% pass rate** each term.

Students failing to do so will be counselled and warned before they are directed to re-enroll into the course or their enrolment may be cancelled. On a case by case basis, students will be given an extension at the end of the course duration, if they have not completed all the required units of competencies.

An intervention strategy could be activated by:

- A letter to the student;
- Personal contact with the student by CBC authorised staff members;
- The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:
  - Attending tutorial or study groups;
  - Receiving individual case management;
  - Attending counselling;
  - Receiving assistance with personal issues which are impeding course progress;
  - Mentoring;
  - Being placed in a suitable alternative subject within a course or a suitable alternative course; or
  - A combination of the above.

**1. The intervention strategy will include provisions for:**

- Where appropriate, advising students on the suitability of the course in which they are enrolled;
- Assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to; and
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to department of home affairs.

2. At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first four weeks of the following study period.
3. However, if CBC identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, CBC will implement its intervention strategy as early as practicable.
4. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, CBC will notify the student of its intention to report the student to Department of Home Affairs for unsatisfactory progress.
5. A student is identified as being at risk of not making satisfactory progress; if their attendance drops below 80% and/or they are assessed as not yet competent in at least half the units studied.
6. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access CBC's complaints and appeals process under Standard 10 of the National Code and has 20 working days to do so. A student may appeal on the following grounds:
  - CBC's failure to record or calculate a student's marks accurately, or
  - Compassionate or compelling circumstances, or
  - CBC has not implemented its intervention strategy and other policies according to its policies and procedures that have been made available to the student.
7. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
  - If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), CBC will not report the student, and there is no requirement for intervention.
  - if there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and CBC will not report the student.
8. Where:
  - The student has chosen not to access the complaints and appeals process within the 20-working day period, or
  - The student withdraws from the process, or
  - the process is completed, and this results in a decision supporting CBC (i.e. the student's appeal was unsuccessful) then CBC will notify the Secretary of Department of Education and Training through PRISMS as soon as practicable.

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## **Procedures for Monitoring Academic Progress & Managing Student Intervention**

1. Students will have to maintain a 50% competency throughout each term.
2. The student competency will be demonstrated at the end of each term after the trainers / assessors have submitted the results of the term to the administration department.
3. SSM/admin will review all results to identify and contact those students who have been identified as not meeting course progress via letter / phone / email.
4. However, if CBC identifies that a student is at risk of making unsatisfactory course progress before the end of the term, SSM will implement CBC's intervention strategy as early as practicable.
5. SSM will invite the student to a personal interview / counseling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. SSM will make recommendations to the student to improve their performance.
6. As part of the intervention strategy, SSM will document the meeting in the student management (RTO Manager) system for future reference and complete a "Student Counseling/Support Form".
7. Students failing to maintain the minimum course progress will be issued with a letter of concern. The student will be initially given an opportunity to discuss their reasons / problems with the Student Service Manager (SSM), for their failure to achieve the minimum academic progress. This provides an opportunity to the student to discuss his/her situation with SSM. The SSM will counsel the student and seek clarity on the issues to address any of their concerns.
8. SSM also informs the student that they run a risk of their enrolment being cancelled and being reported to Department of Home Affairs via PRISMS.
9. The Student Service Manager (SSM) acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However, if SSM considers the need of professional counseling or support services for the student, then CBC will seek or recommend professional counseling to the student.
10. However if the student continues to under achieve in the subsequent terms and is deemed Not Yet Competent, despite attempts by CBC to assist the student in their learning, SSM will issue the student an "Intent to report" letter via email or post.

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

11. Students can access CBC's complaints and appeal process within the next 20 working days of the **"Intent to report"** letter being issued to explain the reason why this decision should not be imposed by CBC.
12. If the student does not appeal within 20 working days of the "warning letter" issue date, he / she will be reported to Department of Home Affairs via PRISMS.

## Academic Appeals

If a student at Canterbury Business College is not happy with his/ her results, the student may appeal against their result via a written request, clearly stating the grounds of appeal to the SSM. This should be submitted after completion of the subject and within 14 days of commencement of the new term.

- If the student is dissatisfied with their results, he/she has a right to appeal.
- The notice of appeal should be in writing addressed to the SSM / PRINCIPAL and submitted within seven days of notification of the assessment results.
- If the appeal is not lodged in the specified time, the result will stand as marked.
- In the event of an emergency, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate.

## Procedures for Academic Appeals & Complaints

CBC motivates students to express any concern they may have about assessments / study-related issues if necessary. Students need to follow CBC's defined procedures, while addressing their assessment / study-related concern or wishing to make a complaint.

1. The student is expected to first contact their subject trainer to address their work/study-related concern.
2. If the student is not satisfied with the trainer's response or has difficulty discussing matters with the trainer, they have the right to escalate the matter and discuss with the Student Service Manager to seek resolution.
3. Every student has an opportunity to formally present their case with the Student Service Manager / Principal. The student is welcome to bring a support person if they wish.
4. If the resolution reached is not to the satisfaction of the student, the student has a further right of appeal, which has to be done in writing, "complaint/appeal form" to the Student Service Manager.
5. The student needs to include all relevant information within their documented complaint.
6. The student may submit the documented complaint in writing by letter, email or in person.

7. The Student Service Manager will respond to the complaint in writing about the appeal outcome including the reasons for the decision within 10 working days from the date of submission. The decision will be reviewed by the Principal / SSM prior to informing the student.
8. If the complainant is not satisfied with the solution provided, or if you want to complain or appeal this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent.

Find out more at <http://www.ombudsman.gov.au/contact-us> or phone 1300 362 072.

## **Assessments resit policy**

All students will be offered an opportunity to resit/resubmit a failed exam/assessment only once. If the student still does not succeed after the re-submission the student has to pay \$150 reassessment fee for every subsequent attempt.

Students do not qualify for an automatic re-sit:

- If they are absent on the assessment due date without prior approval from the trainer / Principal; and
- Do not meet the minimum attendance requirement.

CBC will inform the student of re-submissions / resit dates.

CBC will consider a student's request for late-submission / extension on a case-by-case, provided that the evidence submitted by the student is valid.

## **Resit/Re-assessment Procedure**

1. An appeal in writing is made to the Principal / SSM providing reasons for re-assessment / appeal.
2. Principal / SSM will review the assessment in consultation with the trainer.
3. The student will be advised of the review result.
4. If the student is still not satisfied and further challenges the decision, then a review panel is formed comprising the lecturer/trainer in charge, the Principal or SSM OR if need be an external assessor.
5. CBC will advise the student of the appeal decision within 14 days from the submission date of the appeal. The decision of the panel will be final.
6. If the student is still not satisfied with the result, he / she has the right to seek independent advice or follow external mediation option with CBC's nominated mediation agency.
7. Any student who fails a compulsory subject or appeals unsuccessfully will be required to re-enrol in that subject.



The cost of external assessor will be borne by the CBC. The external assessor will base his/her judgement based on principles of assessment. These principles require assessment to be reliable, fair, practical and valid.

## **Deferring, Suspending or Cancelling a Course**

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at Canterbury Business College are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

Canterbury Business College may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The college will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and Canterbury Business College must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, Canterbury Business College must report the student to DHA via PRISMS, as not complying with visa conditions.

## **Process for Transferring to Another Provider**

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Canterbury Business College may consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete a Student Request Form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by Canterbury Business College including the reasons for refusal of release. Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the college's complaints and appeals process within 20 working days if they want a review of the decision.

Applications for transfer from Canterbury Business College will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill out a Student Request Form

- Students provides the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Director of Studies to discuss the transfer request
- The SSM will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the SSM during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on RTO Manager with required future actions.
- In all cases, students who have not had their termination request approved may access Canterbury Business College's complaints and appeals process within 20 days.

Evidence will be retained on the student file.

## **Extension of Student Study**

Canterbury Business College will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where Canterbury Business College has not been able to offer a pre-requisite unit of competency)
- Canterbury Business College is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- Canterbury Business College approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, Canterbury Business College records this variation and the reasons on the student file and RTO Manager. Canterbury Business College will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Canterbury Business College specified in the student CoE will not exceed the CRICOS registered course duration.

## **Reduction of Student Study**

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Canterbury Business College will notify this early course completion to DET via PRISMS.

## **Holidays and Leave**

Canterbury Business College has timetabled in suitable holidays for students undertaking courses, so students are not permitted to have additional holidays. Canterbury Business College closes on all official Federal and state Public Holidays.

## **Special Leave**

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime,

this has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave.

**Leave Application Procedure**

Where students require special leave, Leave Application Forms are available from reception and the website and must be completed with supporting documentation attached to set an appointment with the Student Service Manager. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

**Sick leave**

Students who are absent due to medical reasons **MUST** provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify Canterbury Business College as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Canterbury Business College records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. Canterbury Business College maintains copies of medical certificates in the student file.

## **Student Records**

### **Records Management Policy**

The CBC Records Management Policy is written to ensure the integrity, accuracy and currency of records.

CBC adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All CBC student records are stored in the administration office. Non-current student records (graduated students and discontinuing students) are scanned and electronically stored as digital records on the cloud (off site servers).

### **Confidentiality of Student Records**

This information should be read in conjunction with the CBC's 'Privacy Policy'.

### **Exceptions to Disclosure of Student Records & Information**

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted.

Federal and State Acts require the release of confidential information and therefore override confidentiality policies. If a CBC staff member receives a request or demand of this nature, it should be referred to the Director Student Services / CEO.

Information given will be to the extent requested by the agency.

### **Emergencies**

Student Record Information may be released to a relevant emergency service, the student's legal representative or other relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the bonafides of the person requesting the information, but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the Principal / SSM, unless to do so would cause unreasonable delay in the circumstances.

The following are the contact numbers for after hour's emergencies to request student records / information:

- Student Service Manager (Navneet Mago): 0413 656 896 (1<sup>st</sup> point of contact)
- Director Student Service (Gajinder Paul): 0414 780 573 (2<sup>nd</sup> Point of contact)

### **Student Access**

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the SSM. All information regarding clients will not be disclosed to any third-party

unless there is a written consent from the client authorising the third-party to act on behalf of the student.

CBC will ensure that:

- Electronic and paper records are stored in a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of CBC; and
- All information gathered by CBC regarding students will be safeguarded and disposed of as per legal, ethical and statutory requirements.

Canterbury Business College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Canterbury Business College will seek the written permission of the student for such disclosure. Canterbury Business College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

CBC keeps student records for administrative and legislative purposes. These will include:

- Filled enrolment forms;
- Confirmation of enrolments;
- Copies of their previous qualifications
- Assessments;
- Letters issued;
- Attendance / academic progress letters;
- RPL/CT results issued;
- Qualifications register;
- All academic correspondence to the student;
- Fee invoice/statements/paid/refund; and
- Department of Home Affairs correspondence

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information.

You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

## **Managing Student Discipline**

SSM will carry out disciplinary procedures and issue warnings to students.

The Student Services Manager, with the assistance of the Director Student Services, will carry out dismissal procedures or suspend a student from their programme.

All serious offences must be reported to the SSM as soon as possible. The report may be verbal but must be followed up in writing in the form of a report.

### **Disciplinary & Dismissal Procedures**

An offence involving the rules and regulations can lead to dismissal. If you carry out a serious offence, CBC will carry out the following process:

#### **Procedure**

1. CBC will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;
2. Give the student the opportunity to explain;
3. Consider the student's performance, duration on the programme and past actions, including any warnings or reprimands issued in the past by their teaching staff;
4. Issue a verbal warning to a student who breaches CBC rules. The SSM / Principal will be informed immediately after the warning is given.
5. The Student Service Manager will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension
6. After a written warning has been issued, further breaches of CBC rules may result in suspension or dismissal at the discretion of the management and training team.
7. CBC will make decisions that are supported and justified, based on objectivity (actual performances and behaviour);

Notwithstanding the above, instant suspension or dismissal may occur if a student:

1. Attends any CBC course, while processing or under the influence of alcohol and drugs
2. Poses a physical threat to CBC staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless the Student Service Manager deems the student to be a risk to CBC and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.



Student has the right to appeal the decision of dismissal in accordance with the complaints and appeal policy and procedures.

## **Misconduct**

Student misconduct includes:

1. Academic misconduct, and
2. Behavioural misconduct.

### **Academic Misconduct - Cheating, Plagiarism and Collusion**

Academic misconduct is a very serious offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment;
- Failing the competency; or
- In some cases, expulsion.

Note: A student may, at the discretion of CBC, be given the opportunity to resit an assessment.

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer;
- Obtaining information about an examination before it is held, except for information provided to all the class by the trainer;
- Copying from another student's examination paper;
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered;
- Using any sources of information during an examination or assessment that has not been agreed to by the trainer;
- Substituting for another student to take an examination (vice versa);
- A student giving their password to another student thus enabling that student to log on and undertake any academic activity, including assessment. (vice versa);
- Working with other students to produce work in groups that has not been agreed to by the trainer;
- Making up or falsifying data in experiments or other research;
- Altering the record of any grade or result;
- Giving untrue information in order to obtain exemptions from program requirements;

- Bribery in any form. This includes offering or giving CBC staff members money or any other benefit as a means of influencing them or their decisions;
- Handing in someone else's work as your own. This includes anything that the student may have obtained from the internet or from books;
- Copying published or unpublished material without proper acknowledgement;
- Using or developing another person's ideas without acknowledging them; and/or
- Using the work of other students (with or without their permission) and claiming it as your own.

A student should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:

- If a trainer believes that a student is involved in academic misconduct, the student will be informed; and
- The matter will be referred to the Student Service Manager for appropriate action.

## **Behavioural Misconduct**

Behavioural misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document or impair the reasonable freedom of other student/staff to pursue their studies/work and participate in activities at CBC.

Examples of behavioural misconduct include but are not limited to:

- Failure to comply with any CBC guidelines;
- Breaches of any CBC policy, including but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources;
- Stealing, destroying, impairing the accessibility of, or defacing any part of CBC;
- Refusing or failing to identify oneself truthfully;
- Failure to comply with any lawful order that was given by CBC staff in order to ensure the safety of any person and the orderly conduct of learning programs and other activities at CBC;
- Any act or failure to act that endangers the safety or health of any other person;
- Actions that impair any persons' participation in a CBC activity or, by act or omission disrupts the peace or good order of CBC;
- Conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within CBC;
- Acting in a way that causes students or staff or other persons within CBC to fear for their personal safety;

- Assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well-being;
- Being under the influence of prohibited drugs and/or substances including alcohol while on CBC premises or while participating in a CBC related activity; or
- Unauthorised possession of a weapon on CBC premises or while participating in a CBC related activity.

### **How to Lodge a Misconduct Complaint**

A CBC employee or student may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the Student Service Manager / Principal.

The SSM can provide the student with advice on options for the resolution of a particular complaint and can provide assistance with a written statement, if required.

### **Consequences of Misconduct**

CBC staff may in respect to any misconduct committed by a student immediately suspend the student from CBC for a determined period of time.

If a suspension action is taken the CBC staff shall:

- Advise the designated SSM immediately; and
- Provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct.

The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

If required, following the receipt of advice from the SSM, the DSS may review the circumstances and may:

- Determine further appropriate action;
- Suspend or exclude the student from CBC for a specified period of time; or
- Expel the student.

The student must be informed of their right to appeal the decision.

Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

### **Misconduct Appeals**

If the student has been found guilty of misconduct, the student can appeal the decision or the decision process in writing to the Student Service Manager.

- A date for a review meeting will be set as quickly as possible and the student will be notified of the time, date and venue in writing;
- If required, the CBC will provide an interpreter, or the student may bring a support person to assist them during the meeting;
- If the student does not attend the meeting or provide a written submission, the SSM may assess the matter and where necessary impose a penalty;
- The SSM will advise the student in writing of the decision within two working days of the meeting concluding; and
- The decision of the SSM will be deemed final.

# **Complaints and Appeal Handling Policies and Procedures**

## **Complaints Handling**

Canterbury Business College is committed to providing a fair and transparent complaint handling process.

This policy and procedure addresses the requirements of Standard 6 of the Standards for RTOs 2015 and Standard 10 of the National Code 2018

### **What is a complaint?**

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Canterbury Business College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the students dealings with Canterbury Business College, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services.

### **Who does this policy apply to?**

This policy applies to and may involve issues concerning the conduct of:

- Canterbury Business College as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of Canterbury Business College, including education agents, or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services;
- Its trainers, assessors or other staff; or
- A student at Canterbury Business College.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by students. A complaint may be made by an employer to Canterbury Business College or by the trainer about the conduct of the student. Throughout this policy we refer to the person making a complaint as simply the complainant.

### **Early Resolution of Complaints**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

## Relationship to Continuous Improvement

Frequently, the complaints handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

## Making a Complaint

A complaint may be received by Canterbury Business College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person.

To make a complaint, the person is recommended to complete the Canterbury Business College - Complaint Form. This form is available via our website or can be obtained from the Canterbury Business College office.

The completed complaint form is to be submitted to the Principal / Student Services Manager either in hard copy or electronically via the following contact details: [info@canterburybc.com.au](mailto:info@canterburybc.com.au)

## Complaint Handling Procedure

Canterbury Business College will apply the following procedure to its complaints handling:

- A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form. There is no time limitation on a person who is seeking to make a complaint. A person who makes a complaint must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that Canterbury Business College had received the complaint and will review the relevant issues and provide a response as soon as practicable. The acknowledgement must inform the complainant that they will receive a written response within 14 days and explain the complaint handling process and the person's rights and obligations;
- A complainant is to be provided an opportunity to formally present his or her case at no cost;
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting;
- Canterbury Business College will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner;

- Where a complaint is received by Canterbury Business College which involve allegations about alleged criminal conduct, Canterbury Business College is to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service;
- The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the Canterbury Business College website;
- The handling of a complaint is to commence within **ten (10) working days** of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable;
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **14 working days** of the lodgement of the complaint;
- Complaints must be resolved to a final outcome within **60 calendar days** of the complaint being initially received. Where Canterbury Business College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Canterbury Business College should attempt to resolve complaints as soon as possible. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **two (2) weekly intervals**;
- Canterbury Business College shall maintain the enrolment of the complainant during the complaint handling process;
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately;
- Complaints are to be handled in the strictest of confidence. No Canterbury Business College representative is to disclose information to any person without the permission of Canterbury Business College Chief Executive Officer;
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations; and

- Complaint handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.
- If complainant is not satisfied with the outcome of the complaint handling, the Student Service Manager / Director Student may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form> phone: 1300 362 072.

The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman can consider matters relating to:

- Refusing admission to a course;
  - Fees and refunds;
  - Course or provider transfers;
  - Course progress or attendance;
  - Cancellation of enrolment;
  - Accommodation or work arranged by your provider; and
  - Incorrect advice given by an education agent.
- To assist students, CBC holds a membership with Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:

Address: Level 1, 13 Bridge Street Sydney NSW

Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

Website: <https://www.resolution.institute>

- The Canterbury Business College is to cooperate fully with agencies such as the National Training Complaints Service, Overseas Students Ombudsman, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Canterbury Business College considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Canterbury Business College internal arrangements.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.



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## Informing Persons and Responding to Allegations

- Where a complaint involves one person making allegations about another person, it is a requirement for Canterbury Business College to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Canterbury Business College as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:
  - put forward arguments in their favour,
  - show cause why a proposed action should not be taken,
  - deny allegations,
  - call for evidence to disprove allegations and claims,
  - explain allegations or present an innocent explanation, and
  - provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Canterbury Business College also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Canterbury Business College.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Canterbury Business College to investigate the matter, then in these circumstances Canterbury Business College reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

## Appeals Handling

Canterbury Business College is committed to providing a fair and transparent appeals handling process.

### What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during their time with Canterbury Business College. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding being informed to the student.

It is important to note that a student may appeal any decision made by Canterbury Business College or a third-party providing services on behalf of Canterbury Business College. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Canterbury Business College may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling an assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

## Early Resolution of Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a student's decision to make an appeal can be avoided by proper communication and consultation with students at the time a decision is made.

## Relationship to Continuous Improvement

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

## Making an Appeal

An appeal must be received by Canterbury Business College in writing using the specified form within **28 working days** of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the Canterbury Business College – Student Request Form. This form is available via our website. The completed Request for Appeal is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:

- If a person seeking an appeal has any difficulty accessing the required form or submitting the appeal to Canterbury Business College, they are advised to contact Canterbury Business College immediately at the following phone number: 02 9280 3733

## Appeal Handling Procedure

Canterbury Business College will apply the following procedure to its appeals handling:

- Appeals must be lodged within **28 working days** of the decision or finding being informed to the person. An appeal must be submitted using the Canterbury Business College – Student Request Form;
- A person who submits an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the appeal is received. This

acknowledgement is intended to provide the person making an appeal assurance that Canterbury Business College had received the appeal and will review the relevant issues and provide a response as soon as practicable. The acknowledgement must inform the person making an appeal that they will receive a written response within 14 days and explain the appeal handling process and the persons rights and obligations;

- A written record of all appeals is to be kept by Canterbury Business College including all details of lodgement, response and resolution. Records relating to appeal handling must be stored securely to prevent access by unauthorised personnel;
- An appellant is to be provided an opportunity to formally present his or her case at no cost;
- The appeals policy must be publicly available. This means that the appeals policy and procedure must be published on the Canterbury Business College website;
- The handling of an appeal is to commence within **10 working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable;
- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within **14 working days** of the lodgement of the appeal;
- Appeals must be resolved to a final outcome within **60 calendar days** of the appeal being initially received. Where Canterbury Business College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Canterbury Business College should attempt to resolve appeals as soon as possible. An appellant should also be provided with regular updates to inform them of the progress of the appeal handling. Updates should be provided to the appellant at a minimum of **two (2) weekly intervals**;
- Canterbury Business College shall maintain the enrolment of the appellant during the appeal handling process;
- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately;
- Appeals are to be handled in the strictest of confidence. No Canterbury Business College representative is to disclose information to any person without the permission of Canterbury Business College Chief Executive Officer; and
- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

### **Third Party Review**

Where the appellant is not satisfied with the handling of the matter by Canterbury Business College, they have the opportunity for a body or person that is independent of Canterbury Business College to review his or her appeal following the internal completion of appeals handling process. Before a person seeks a review by an independent person, they are requested to first allow Canterbury Business College to fully consider the nature of the appeal and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the person making an appeal should inform the Student Services Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the Canterbury Business College Chief Executive Officer will advise of an appropriate party independent of Canterbury Business College to review the appeal outcome (and its subsequent handling) and provide advice to Canterbury Business College regarding the recommended outcomes. The independent third-party is required to respond with their recommendations **within 14 working days** of their review being requested. This advice is to be accepted by Canterbury Business College as final, advised to the appellant in writing and implemented without prejudice.

Where the Canterbury Business College appoints or engages an appropriate independent person to review an appeal, the Canterbury Business College will meet the full cost to facilitate the independent review.

### **Unresolved International Student Appeals**

Where an international student appeal is unable to be resolved, the international student may refer the matter to the Overseas Students Ombudsman. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman can consider matters relating to:

- Refusing admission to a course;
- Fees and refunds;
- Course or provider transfers;
- Course progress or attendance;
- Cancellation of enrolment;
- Accommodation or work arranged by your provider; and
- Incorrect advice given by an education agent.

The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. The following website provides more information about accessing the services of the Overseas Students Ombudsman.

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

The Canterbury Business College is to cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading, Overseas Students Ombudsman or ASQA that may investigate the handling of a complaint. Canterbury Business College considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Canterbury Business College internal arrangements.

## Unresolved Complaints & Appeals

Once the Complaints & appeals handling process has concluded; where the person making a complaint & seeking an appeal of a decision remains not satisfied with the outcome of the complaint & appeals handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their appeal.

**Please note** that for international students there is additional information about unresolved matters following this section.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their matter to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their matter to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their matter to the **Office of the Australian Information Commissioner** via the following details:
- <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

This guidance is also communicated to students within the Student Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Canterbury Business College for information.

The Canterbury Business College is to cooperate fully with agencies such as the Office of Fair Trading, National Training Complaints Service, Overseas Students Ombudsman or ASQA that may investigate the handling of an appeal. Canterbury Business College considers that it would be extremely unlikely that appeals are not able to be resolved quickly within Canterbury Business College internal arrangements.

## **Record Management of Complaint & Appeal Records**

A written record of all complaints & appeals is to be kept by Canterbury Business College including all details of lodgement, response and resolution. Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the complainant or generated by Canterbury Business College. There is also a record of the complaint and actions taken, recorded in the corrective action register.

All records regardless of their format (excluding RTO Data) will be saved in a digital format into a secure folder located on the Canterbury Business College file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel;
- Records must be kept confidential to safeguard information and to protect the privacy of complainants & appellant;
- Records must be kept avoiding damage by fire, flood, termites or any other pests; and
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

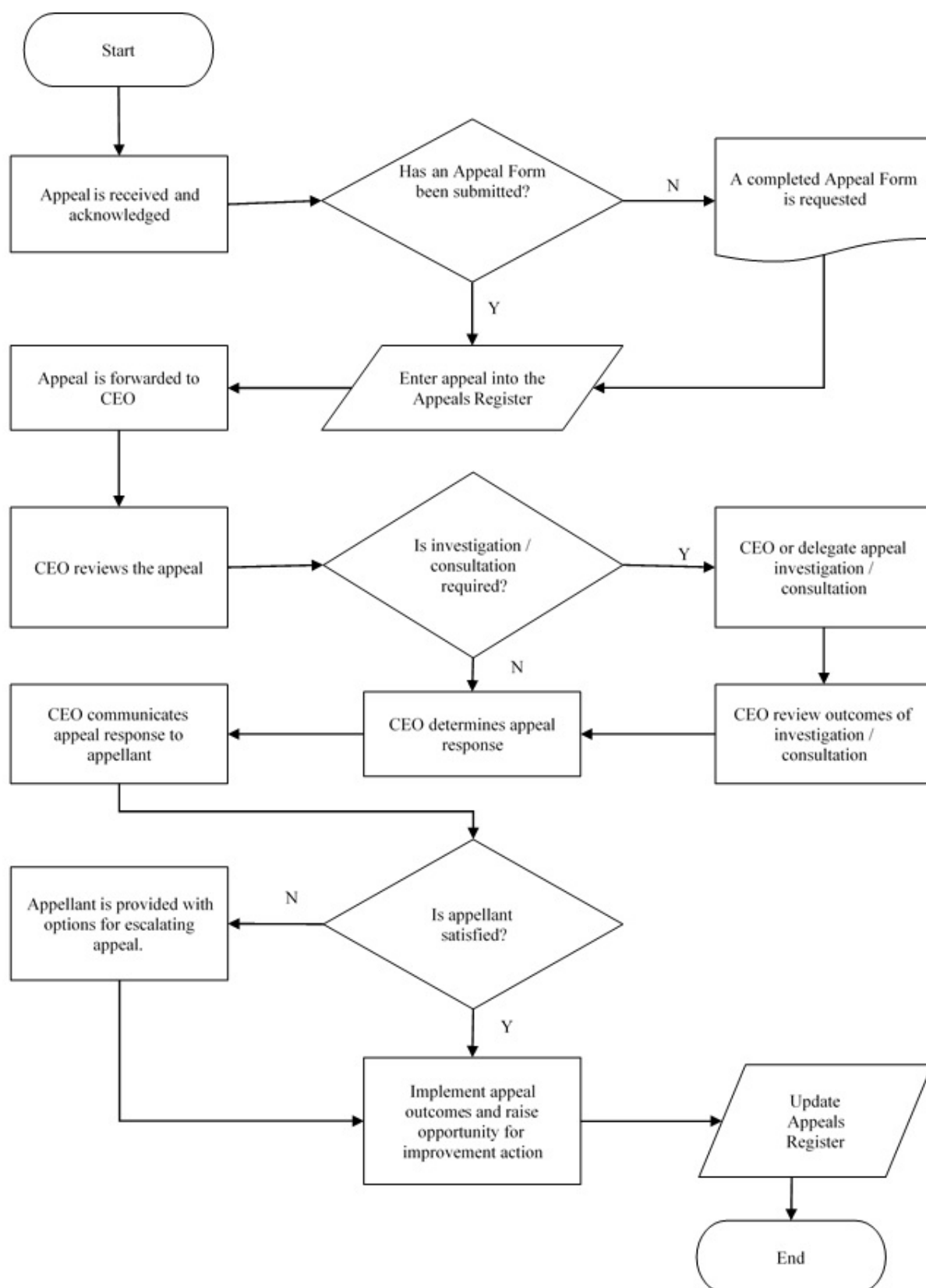
## **Period of Retention of Complaints & Appeals Records**

Canterbury Business College is to retain records relating to complaints handling for a minimum of two (2) years after the student ceases to be an accepted student.

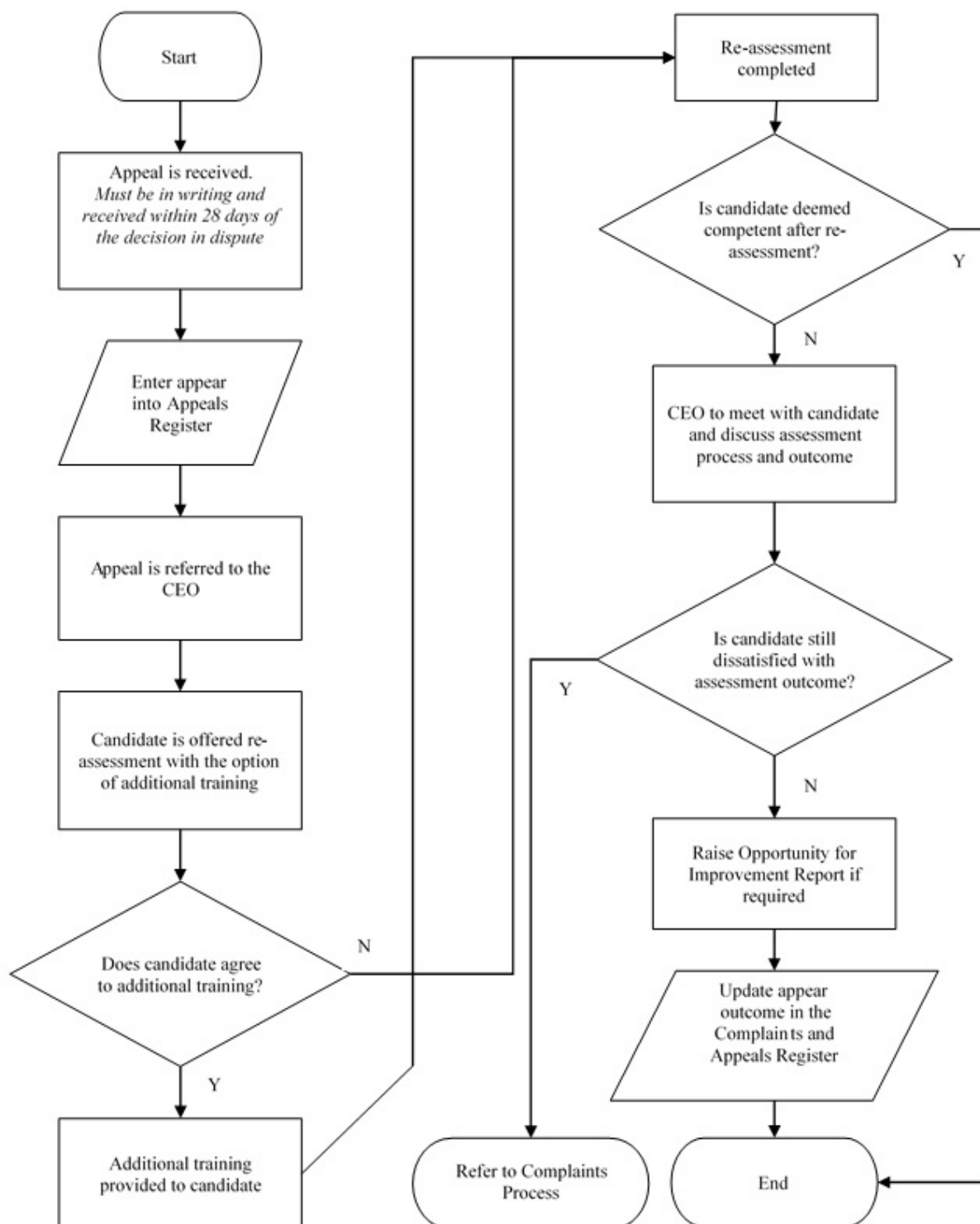
## **Destruction of Complaints & Appeals Records**

Canterbury Business College CEO is the only person who can authorise (in writing) the destruction of complaint handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

## Administrative Appeals Handling Process



## Assessment Appeals Handling Process





## **Immigration Laws**

It is the responsibility of all individuals who hold visas to understand and comply with the conditions of their visas. In particular, students should understand their work rights and study obligations. If students have any doubts about the conditions of their student visas, please consult Student Services department immediately. Please remember non-compliance of the conditions on your visa may result in cancellation.

## **Equal Opportunity**

CBC integrates equal opportunity and affirmative action principles into all decisions and operations. CBC is committed to the examination of all its practices, as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious beliefs.

CBC is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any CBC staff/student who feels that they have been discriminated against is free to discuss the matter with the Director Student Services.

CBC's Access and Equity Policy is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values;
- Equity for all people through the fair and appropriate allocation of resources and involvement in training; and
- Equality of outcome within training for all students without discrimination.

CBC will apply the following rules in support of access and equity. All students will be:

- Given fair and reasonable opportunity to participate in relevant decision-making processes;
- Provided with timely and appropriate information, advice and support services which assist students to identify and achieve their desired outcomes; and
- Allocate resources and services.

## **Harassment**

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If a student considers that they have been harassed, the student should let the person know that they object to such behaviour and do not want it repeated. If the student does not feel comfortable

talking to the person or the person continues with their behaviour, the student should speak to their trainer or any other CBC staff member.

All complaints / discussions are treated as confidential. The student also has the right to lodge a formal complaint of misconduct against the person harassing them or can discuss the matter without making a formal complaint.

## **Sex-Based Harassment / Victimisation / Bullying**

CBC understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

CBC does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by staff or other students. This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

CBC will ensure that this policy is implemented, and CBC will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially.

Examples of sexual harassment include but are not restricted to:

- Distribution or display of offensive pictures or written material;
- Repeated unwelcome requests for social outings or dates;
- Offensive comments about a person's appearance, dress or private life;
- Unsolicited comments, messages or telephone calls of a sexual nature; and
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of the CBC staff.

## **Victimisation**

Victimisation is threatening or harassing a person because they;

- Have made a complaint or intend to make a complaint;
- Are acting as a witness or intend to act as a witness; and
- Are supporting a victim or intend to support a victim.

CBC does not allow victimisation of staff by other staff, students or other workplace participants nor does it allow victimisation of students by staff or other students.

## **Bullying**

Bullying is inappropriate treatment of a person by another that intimidates, offends, degrades or humiliates. Bullying will not be tolerated at CBC.

Examples of bullying include;

- Verbal / Physical abuse, insults, threats, continuous teasing or criticism;
- Physically hurting another person;
- Touching another person without permission;
- Overwork, unnecessary pressure, impossible deadlines;
- Undermining work performance, unfair assessment;
- Discrimination, racism, sexism;
- Keeping someone out of a group;
- Acting in an unpleasant way near someone;
- 'Mucking about' that goes too far; and
- Harassment or any form of discrimination based on disability, gender, race or religion.

## **Reporting Discrimination, Sexual Harassment, Victimisation & Bullying**

All students should report an incident of concern to the Director Student Services. A written complaint is not required. Any complaint of discrimination, sexual harassment, bullying or victimisation will be treated seriously and investigated promptly, confidentially and impartially. You do not have to put up with discrimination, sexual harassment, bullying or victimisation.

CBC will follow up any report discreetly and will undertake an appropriate investigation.

If the report is verified, CBC will view the matter and will take appropriate actions, which may include penalty and counselling (CBC will assist the student to appropriate and professional counselling services).

If the complainant is dissatisfied with the action taken, then a recourse may be through CBC's internal student complaint/appeal procedure and if the complainant is still dissatisfied, they may consider contacting the following organisations:

### **Department of Education, Skills and Employment**

#### **National Training Complaints Hotline**

<https://www.employment.gov.au/national-training-complaints-hotline>

[ntch@dese.gov.au](mailto:ntch@dese.gov.au)

## Third Party Monitoring Policy

**Purpose:** To meet the requirements of:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015

**Scope:** The scope of this policy covers all Canterbury Business College clients, employees and/or third parties acting on behalf of Canterbury Business College.

**Objective:** The purpose of this policy is to provide all relevant parties with knowledge and strategies to establish, monitor and maintain effective arrangements with third parties who provide services on behalf of CBC. Also, to adhere the third-party requirements identified in legislation (where relevant), and comply with the written service agreement.

**Policy Details:** Canterbury Business College monitor third parties through various methods. These include; client/student surveys, direct monitoring, regular internal audits and external independent audit.

**Student survey:** Canterbury Business College conducts student surveys to evaluate its services and facilities, including third parties' arrangements.

**Direct Monitoring/ Regular Internal Audits:** Canterbury Business College monitors third party's performance by performing regular internal audits.

**External Independent Audit:** Canterbury Business College engages with external independent auditor(s) to review the college's processes.

### Monitoring, Evaluation and Review:

A copy of the feedback/audit reports are provided to:

- Principal / Compliance officer
- Student Service Manager;
- Third Party Representative; and
- CEO-Canterbury Business College

### Outcome of This Policy

- The policy aims to effectively monitor and evaluate all third-party arrangements including the delivery of services covering training and assessment, related educational and support services and the recruitment of prospective learners;
- Establish effective quality assurance strategies for the third-party arrangements, including development of processes that support the process and defines clear roles and responsibilities;

- Identify areas of improvement that require establishing new agreements or arrangements with third parties;
- Provide third parties to review areas of improvement within a reasonable timeframe;
- Emphasize key features to maintain third party arrangements leading to compliance with legislation; including accountability, risk management, resource arrangements, communication and dispute resolution;
- Implement changes made by legislative and/or regulatory bodies; and
- Terminate third party arrangements (if required).

## **Third Party Monitoring Checklist**

Please check the CBC's Policies and Procedures for further information on the checklist.

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## Legislative and Regulatory Responsibilities

Canterbury Business College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Canterbury Business College has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Canterbury Business College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at

<http://www.austlii.edu.au/databases.html>

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

### Privacy - Student Personal Information

#### Privacy Act 1988 (Cth)

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

(a) both of the following apply:

- (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
- (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

(b) the individual has consented to the use or disclosure.

CBC will collect information from the student at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. The student's personal information is stored securely, and only authorised CBC staff has access to the information.

CBC will manage the student's personal information according to the Commonwealth Privacy Act and its Information Privacy Principles, and the NSW Privacy and Personal Information Protection Act

1998. The student may request access at any time to information CBC holds about them and ask CBC to correct it, if the student believes the information is inaccurate, incomplete or out of date.

The student's personal information may be disclosed to Commonwealth and State Government Agencies. In these circumstances, the minimum amount of information required or requested will be disclosed.

In the interest of privacy of individuals/organisation, only authorised CBC staff will have access to the student's information.

In accordance with the Information Privacy Principles, no further access to the student's enrolment information will be provided to any other organisation or persons without the student's written consent unless authorised or required by law.

The student's right to privacy is important to CBC and all personal information collected about the student is treated as confidential.

### **Anti-Discrimination Act 1977 (NSW)**

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

CBC takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on CBC's premises complies with the NSW Government's Anti-Discrimination Act 1977.

It is against the law and action will be taken against those in breach of Anti-Discrimination laws. Any matters in relation to discrimination must be reported to the Manager Student Services.

Further information can be obtained by phoning the ***Anti-Discrimination Board*** on ***02 9268 5544***

### **Disability Discrimination Act 1992 (Cth)**

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984 (Cth)**

The purposes of the Act are to:

- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- To eliminate, so far as possible, discrimination involving the dismissal of employees on the ground of family responsibilities; and
- To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Copyright Act 1968 (Cth)**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than ten (10) pages or 10% of the words of a work in electronic form.

### **Work Health and Safety (WHS) Act 2011 (Cth & NSW)**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.



The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

It is a student's right to study in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

It is a student's responsibility to co-operate with Canterbury Business College in its legislative responsibility to secure the health and safety of other students and staff to ensure safe practices. The Occupational Health and Safety policy ensures that a safe and healthy environment is provided for all students and employees at CBC.

All accidents, whether injury producing or not, must be reported to the Student Service Manager. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe conditions.

Always remember to:

- Use safe work practices;
- Ensure the equipment used is safe;
- Speak up if you see an unsafe condition or work practice;
- Seek advice from the Student Service Manager; and
- Assist CBC to promote a safe learning environment.

## **Industrial Relations Act 1996 (NSW)**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community; and
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

## **Fair Work Act 2009 (Cth)**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.
- You can find more information about your workplace rights for all visa holders working in Australia at the following link: <https://immi.homeaffairs.gov.au/visas/working-in-australia>

## **Code of Practice**

### **Administration**

Canterbury Business College (CBC) will ensure, through a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of courses, which safeguard the interest and welfare of students.

CBC will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, high quality facilities and methods that are appropriate to the training needs of the students.

CBC ensures all training and assessment programs are registered with the appropriate state and national registers.

CBC trainers will collaborate with admin staff to ensure that all students enrolled will be monitored and assessed in their performance, attendance and progress.

CBC will employ appropriately qualified staff, providing adequate professional development to maintain up to date qualifications.

CBC ensure that all staff are mindful of student needs, both academically and culturally.

CBC adapts and maintains the changing educational / training needs of its students and industry.

### **Marketing and Liaison**

CBC will market the courses it provides with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian International Education. In the provision of information, no false or misleading comparisons are drawn with any other training organization.

CBC will ensure that appointed agents/representatives act in the best interest of the applicant and the provider. CBC will be responsible for the actions of our agents/representatives in marketing CBC's training and assessment programs.

CBC will not accept students from an agent if they know or reasonably suspect the agent to be:

- Engaged in dishonest practices;
- Facilitating the enrolment of students who do not comply with their visa requirements; and
- Engaged in false or misleading recruitment practices.

### **Dissemination of Information**

CBC will ensure its entire staff and student body have accurate and current information regarding policies and procedures.

The Principal / DSS will ensure that these policies and procedures are circulated, understood and implemented consistently.

CBC will ensure that staff are provided with information about current legislation and regulatory requirements that significantly affect their duties.

CBC will ensure that all its students are provided with information about current legislation and regulatory requirements that significantly affect their studies.

CBC will ensure that each student is provided clear information, prior to enrolment, about:

- Selection, enrolment and induction/orientation procedures;
- Program information, including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assistance;
- Client support, including any external support the RTO has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals and complaints procedures;
- Disciplinary procedures;
- Staff responsibilities for access and equity; and
- Recognition of Prior Learning / Credit Transfer (RPL/CT) arrangements.

CBC's Policies and Procedures document, current legislation and regulatory requirements are readily accessible and available at all times. These documents will be available with the receptionist in electronic copy and emailed to any interested individual.

Where necessary, arrangements will be made for those students requiring literacy, language and numeracy support programs.

Any changes and/or updates made to the existing CBC Policies and Procedures due to organizational and legislative reasons shall be disseminated and be made available to all CBC staff and students by anyone, or any combination of the methods outlined below.

- Handbooks;
- Circulating memos;
- Emails;
- Meetings; and
- Notice boards.

## **Core Business**

CBC will continuously review all information provided to students to ensure its accuracy and relevance.

CBC will recruit students in an ethical manner. For International students, their proficiency in English will specifically be assessed.

CBC will ensure through training that all appointed agents are aware of the educational standards required for students enrolling at CBC.

CBC will offer program placements that clearly include the proficiency of English required. If assistance is required CBC will provide training and support programs through qualified support trainers.

CBC will notify the relevant authorities when a student is no longer participating in a program for which they were enrolled.

CBC will ensure that the recruitment and placement of International students comply with Department of Home Affairs and DoE requirements.

CBC will meet the needs of students, being sensitive to cross-cultural issues and paying special attention to the social and academic needs of all its students.

## **Premises Relocation Policy**

CBC will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

All students who have been issued a 'CoE' to study the designated course (whether they have arrived in the country or not) will be notified of the intention to relocate premises.

CBC will notify staff and students in any of the following ways:

- Written memo to staff and students;
- Notices on prominent display boards around the campus;
- Announcement in the class; and
- Email / SMS notification to all staff and students.

## **Change of Ownership or Management**

CBC will advise ASQA in writing of any prospective changes to the ownership as soon as practicable prior to the change taking effect and CBC will advise ASQA in writing of any prospective or actual change to the ownership (as defined in Section 5 of the ESOS Act) of the registered provider as soon as practicable prior to the change taking effect or within 10 working days, where the change cannot be determined until it takes place.

CBC will provide ASQA with information on the new owner for the purpose of making an assessment under section 9 of the ESOS Act.

## Emergency Procedures

Canterbury Business College is committed to the health and safety of its students and staff. CBC will comply with all regulations of the Occupational Health and Safety Act 2004. This handbook contains a campus map showing fire exits. Please see the campus fire exit plans to become acquainted with the emergency exits.

CBC displays fire exit plans in all rooms, the foyer area and hallways. Firefighting equipment is available at locations marked on the campus map.

CBC will maintain safety on the campus:

- By providing and maintaining equipment and systems that are safe;
- By providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- By maintaining safe entrances and exits.

The NSW Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work and lays down general requirements which must be met at places of work in NSW. Canterbury Business College is committed to fulfilling its responsibilities under the Act.

Further information is available from [Workcover NSW](http://www.workcover.nsw.gov.au) by telephoning 13 10 50.

## Steps for Evacuation in Case of Emergency

At times, situations may arise when CBC may need to be evacuated, and in such situations the following steps must be followed:

- Floor wardens will notify each room of the need to evacuate;
- Trainers will take charge of the room;
- Students accompanied by their trainer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room. (Please refer to the floor plans in the Appendices);
- Personal effects only are to be taken as learning / training equipment can impede evacuation;
- As each floor is evacuated the floor warden will report to the Student Service Manager for further instructions; and
- Students and trainers will assemble on corner of Bellevue Street and Foveaux Street until advised.

## Life in Sydney

### For Personal Safety

Sydney is a relatively safe place to live by world standards, however it is important to be aware that by taking some simple basic steps you can help to make your stay here even safer. Give some thought to protecting yourself and your personal belongings, such as avoid walking around in lonely places on your own, particularly at night. Avoid wearing moneybags, jewellery or cameras that may draw unnecessary attention.

### Cost of Living in Sydney

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport.

You should allow approximately AUD \$21,041 for living expenses for each year of study.

Average weekly living expenses in Sydney

#### Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$95 to \$215 per week
- On campus - \$110 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$185 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

#### Other living expenses

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$30 to \$60 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

### Cost of Living

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step [Student Visa Subclass 500 application and Document Checklist Tool](#) for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019, the 12-month living costs are;

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

The Home Affairs website covers in more detail how to [work out how much money you might need](#) to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your [cost of living](#) in Australia [www.insiderguides.com.au/cost-of-living-calculator/](http://www.insiderguides.com.au/cost-of-living-calculator/).

If you experience financial trouble while in Australia, talk to your institution's international student support and student accommodation services staff for assistance.

## Accommodation

### Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. You can stay at budget accommodation such as motels, backpackers or hostels.

### Information On Temporary Accommodation In Sydney

CBC does not have on campus accommodation facilities for International students.

The following is a list of private hotels/ hostels that you may contact to organise temporary accommodation when you arrive in Sydney.

- Alfred Park – <http://www.accommodationsydney.net.au/property/alfred-park-accommodation/3292>
- Footprints Westend - <http://nomadsworld.com/hostels/australia/sydney/westend-backpackers>
- Sydney Central YHA – [www.yha.com.au](http://www.yha.com.au)

For further information on Sydney city and accommodation please refer to:

<http://www.sydney.com.au/hotels.htm>

The above hotels/hostels provide budget accommodation in the Sydney (city) CBD. They are located within walking distance to CBC.



## Home Stay

Home Stay provides accommodation for students with a local family. The following is a list of some of the Home Stay organizations

### **Homestay Network**

PO Box 2215, Normanhurst NSW 2076

Phone: (61 2) 9412 3100

Fax: (61 2) 9012 0392

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

### **Auzzie Families Homestay Care**

PO Box 1219 Eastwood NSW 2122

Phone: (61 2) 9804 4700

<https://www.auzziefamilies.com/>

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students must follow a few simple rules:

- Arrive home before the usual dinner time of your host family. Politely inform your host family if you will not be home for dinner;
- Ask if you can help with dinner to actively participate in the host family life;
- Ask permission before using the washing machine, phone, television, computer etc.;
- Pay your host for any phone calls and do not use the phone for longer than 5 minutes;
- Keep your bedroom clean;
- Ask the host family whether they wash/iron your clothes or you wash/iron your own clothes;
- Do not use the bathroom for more than 15 minutes;
- Clean the bathroom after use;
- Use your own toiletries and buy your own washing powder;
- Ask permission before you invite friends to the host family's home;
- Friends are not allowed to stay late at night;
- Communicate in English as much as possible;
- Be polite to your Homestay family;
- Turn the television and lights off at night; and
- Lock the doors when you leave and return home.

Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

## Renting

Finding suitable accommodation is one of the biggest challenges that international student face. The main real estate websites that may assist you in finding rental accommodation are:

- [www.realestate.com.au](http://www.realestate.com.au); or
- [www.homehound.com.au](http://www.homehound.com.au); or

- <https://www.stayz.com.au>

## Alternative Accommodation

Canterbury Business College has a list of alternative accommodation available for students. Please advise Student Services if you require assistance with alternative accommodation.

## Transport

Bus Train Ferry Information Line

PH: 131 500 <https://transportnsw.info/>

An **OPAL Card** is for use on buses, trains and ferries. It's free to get; the student just has to top up the credit for travelling. The Opal card can be ordered online, at newsagents or at the train station.

For **all** Sydney Trains and Ferries you need to get an Opal card from a rail station or order online:

<https://transportnsw.info/tickets-opal/opal/get-opal-card>

For public transport information please visit:

<https://transportnsw.info/>

## Banking

To open a bank account in Australia or get an Automatic Teller Machine (ATM) card with a Personal Identification Number (PIN), international students must have:

- Canterbury Business College Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than four (4) weeks).

To get money sent from overseas, the easiest way is via direct transfer over the internet

### Banking hours:

Monday to Thursday 9:30 am to 4:00 pm

Friday 9:30am to 5:00pm

## Medical Services

### What do I do if I'm Sick?

Choose a doctor from the list of medical facilities in this handbook or use the internet to search for local GP's and make an appointment.

### Seeing a Doctor

If you have or need to take time off studies, you will need to get a medical certificate from the doctor to provide to CBC. It is essential to provide doctor's certificates for any period taken off from your studies.

### General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

### Attending an Australian Hospital

If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

### Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication

### Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. You may be eligible for a refund of the cost of medication depending on your health cover policy.

### Dental and Optical

Dental and optical health services **are not covered by your OSHC** unless you take out extra cover.

### Interpreter Services

If you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used.

Call 131-450 for immediate access to the translation services.

## Medical Facilities in Sydney

### Hospitals

Balmain Hospital

29 Booth Street, Balmain NSW 2041

(02) 9365 2111

Wesley Private Hospital

91 Milton Street, Ashfield NSW 2131

1300 924 522

Hunters Hill Private Hosiptal

9 Mount Street, Hunters Hill NSW 2110

(02) 8876 9300

Royal Alexandra Hospital for Children

Corner Hawkesbury Road and Hainsworth Street

WestMead NSW 2145

(02) 9845 0000

Strathfield Private Hospital

3 Everton Road, Strathfield NSW 2135

(02) 9745 7444

Alwyn Rehabilitation Hospital

1 Emu Street, Strathfield NSW 2135

(02) 9747 5333

Sydney Children's Hospital Foundation

19 Eurimbla Ave, Randwick NSW 2031

(02) 9382 1188

St George Private Hospital & Medical Centre

1 South Street, Kogarah NSW 2217

(02) 9598 5555

Canterbury Hospital

575 Canterbury Road, Campsie NSW 2194

(02) 9787 0000

St Vincent's Hospital – Emergency

390 Victoria Street, Darlinghurst NSW 2010

(02) 8382 1111

Royal Prince Alfred Hospital (RPA)

50 Missenden Road, Camperdown NSW 2050

(02) 9515 6111

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

## Medical Centres

George Street Medical Centre

308 George Street, Sydney, NSW 2000

(02) 9231 3211

Sydney Airport Medical

Level 3, Sydney International Airport, Airport Drive, Mascot, NSW 2020, (02) 9667 4355

Chinatown Medical Centre

Lv 1/768 George St, Haymarket, NSW 2000 (02) 9212 02280

Macquarie Medical Centre

(02) 9878 6666

Auburn Family Medical Centre

22/1 Civic Rd, AUBURN, NSW 2144

(02) 9207 4100

Crown Street Medical Centre

351 Crown Street, SURRY HILLS NSW 2010

(02) 9360 3338

Oxford Village Medical Centre

18/63 Oxford Street, Darlinghurst NSW 2010

(02) 9194 2010

Inner West Spinal & Sports Injury Centre

Shop 86/24 Buchanan St, Balmain, NSW 2041

(02) 8065 5896

Marriage & Relationship Counselling Sydney

418/185 Elizabeth Street, Sydney, NSW 2000

(02) 8205 0566

Allcare Laser Dental & Cosmetic Centre

Suite 4, 118-120 Longueville Rd, Lane Cove, NSW, 2066 (02) 9420 5577

Eye Associates

4/187 Macquarie St, Sydney, NSW 2000

(02) 9247 9972

## Pharmacies/Chemists

<p>Chifley Plaza Pharmacy</p> <p>Shop 29, Level 1 Chifley, 2 Chifley Square, Sydney, NSW 2000</p> <p>(02) 9232 3126</p>	<p>Centennial Plaza Pharmacy</p> <p>300 Elizabeth St, Sydney, NSW 2000</p> <p>(02) 9281 9331</p>
<p>Surry Hills MediAdvice Pharmacy</p>	<p>Simply Pharmacy</p>

608 Crown Street, Surry Hills NSW 2010 (02) 9319 7547	496 Princes Hwy, Rockdale, NSW 2216 (02) 9567 2632
Railway Square Pharmacy Shop 16/ 2 Lee Street, Sydney, NSW 2000 (02) 9212 5506	Xtreme Chemist Superstore Burwood 35 Burwood Rd, Burwood, NSW 2134 (02) 9715 1077
Pulse Pharmacy Shop1037-1038 Westfield Bondi Junction 500 Oxford Street, Bondi Junction, NSW 2022 (02) 9387 1977	Soul Pattinson Chemist 42-44 Lackey St, Summer Hill, NSW 2130 (02) 9567 3404
Pulse Pharmacy 500 Oxford St, Bondi Junction, NSW 2022 (02) 9387 1977	Chemist Warehouse Campsie 265 Beamish St, Campsie, NSW 2194 (02) 9787 5077

## Important Contact Details for International Students

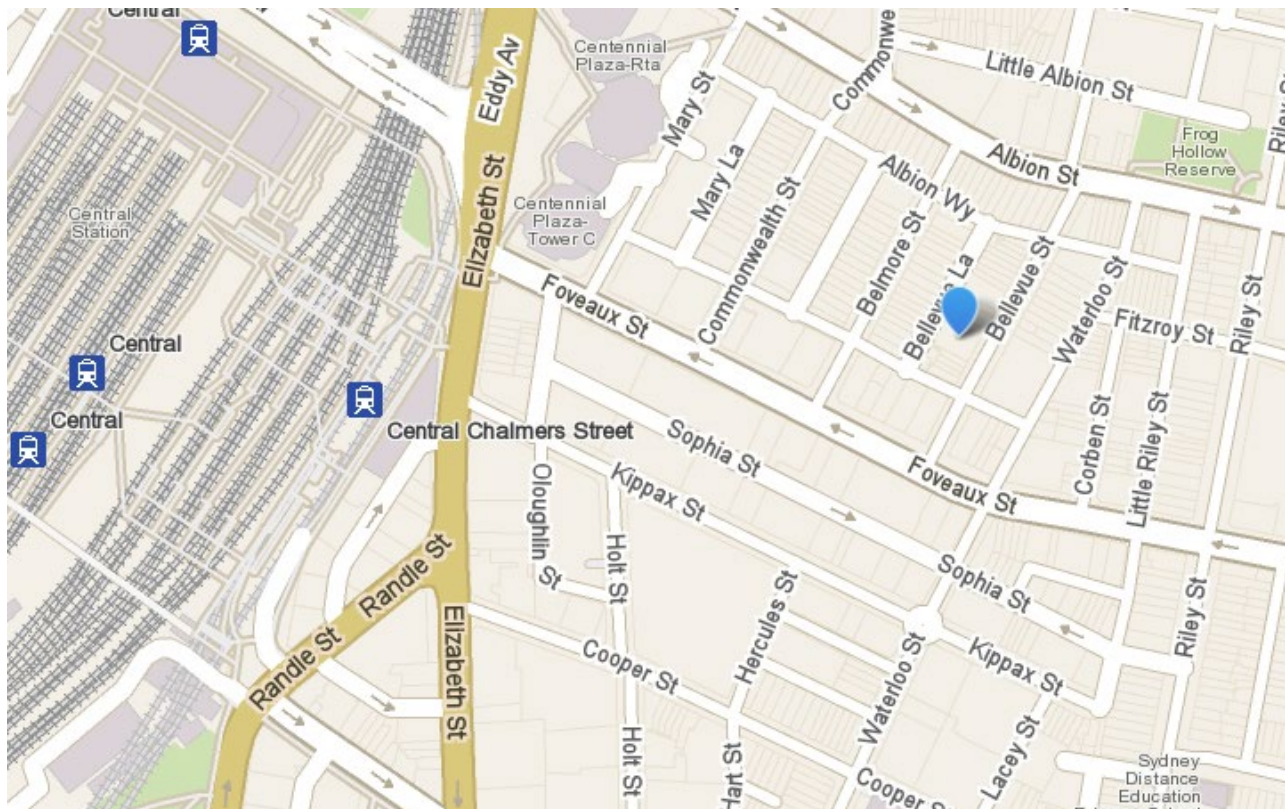
Information required on	Source	Contact details
CBC Emergency Contacts	Navneet Mago – Manager Student Services Gajinder Paul – Director Student Services	0413 656 896 0414 780 573
Learner Support	Afonso Caxala – Director of Studies (Canterbury Language Academy)	02 9280 3733 <a href="mailto:dos@canterburyla.com.au">dos@canterburyla.com.au</a>
Emergency – Police / Fire / Ambulance	NSW State Emergency Services	<a href="http://www.ses.nsw.gov.au">http://www.ses.nsw.gov.au</a> Dial '000' in case of emergency.
Standards for RTOs 2015 / National Code / ESOS Act	ASQA	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a> <a href="http://www.legislation.nsw.gov.au">http://www.legislation.nsw.gov.au</a> <b>Postal address</b>
Permission To Work Student Visa Conditions	Department Of Home Affairs	<a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a> General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	<a href="http://www.ato.gov.au/">http://www.ato.gov.au/</a>
Overseas Health Cover (OSHC)	Medibank	<a href="http://www.medibank.com.au/client/statistics/cpages/oshchome.aspx">http://www.medibank.com.au/client/statistics/cpages/oshchome.aspx</a> General Enquiries: 134 148 within Australia / +613 9862 1095 International
Dispute resolution Mediation Services	Resolution Institute	Resolution Institute Level 1 and 2, 13-15 Bridge Street Sydney, NSW, 2000 Telephone: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733
Overseas Students Ombudsman	Ombudsman	Ombudsman NSW <a href="http://www.ombo.nsw.gov.au/">http://www.ombo.nsw.gov.au/</a> Ph : 02 9286 1000
Information On Renting Real Estate Agents	NSW Office Of Fair Trading Domain	<a href="http://www.fairtrading.nsw.gov.au/default.html">http://www.fairtrading.nsw.gov.au/default.html</a> <a href="http://www.domain.com.au">www.domain.com.au</a>



Employment	Seek	
Writing Applications & Resumes	Career One	<a href="http://www.seek.com.au">www.seek.com.au</a> <a href="https://www.careerone.com.au/">https://www.careerone.com.au/</a>
Transport	City Rail Sydney Buses	<a href="https://transportnsw.info/">https://transportnsw.info/</a>
Information On Location/ Street Maps	Where Is	<a href="https://www.whereis.com/">https://www.whereis.com/</a>
General Information	Yellow Pages	<a href="http://www.yellowpages.com.au/">http://www.yellowpages.com.au/</a>
Taxi Information	13CABS Premier Cabs	<a href="http://sydney.13cabs.com.au/">http://sydney.13cabs.com.au/</a> 13 22 27 / 13CABS
Driving license / Vehicle Registration	Roads and Maritime Services (RMS)	<a href="http://www.rms.nsw.gov.au/">http://www.rms.nsw.gov.au/</a>
Professional Counselling Services	Family & Community Services  Counsellors & Psychotherapists Association of NSW	Child Protection Helpline: 132 111 Domestic Violence Line: 1800 656 463 <a href="https://www.facs.nsw.gov.au/families">https://www.facs.nsw.gov.au/families</a> <a href="http://www.1800respect.org.au/">http://www.1800respect.org.au/</a>
Disability Services	Wesley Mission  National Disability Services, NSW	Wesley Mission <a href="http://www.wesleymission.org.au/">http://www.wesleymission.org.au/</a> Ph: (02) 9263 5555 / Fax: (02) 9264 4681 National Disability Services, NSW
Legal Services	Legal Aid	Legal Aid Phone: 1300 888 529
Bullying	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), Level 3, 175 Pitt Street Sydney. NSW 2000 Phone: (02) 9284 9600 National Information Service: 1300 656 419

Occupational Health And Safety	Work Cover, NSW Occupational Health And Safety	Occupational Health and safety <a href="https://www.safework.nsw.gov.au">https://www.safework.nsw.gov.au</a>  WORK COVER , NSW Work Cover Assistance Service <a href="http://www.workcover.nsw.gov.au/">http://www.workcover.nsw.gov.au/</a>  Phone: 13 10 50
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia <a href="http://www.relationships.com.au/">http://www.relationships.com.au/</a>  Ph: 1300 364 277
Pregnancy Help	Pregnancy Help Australia	Pregnancy Help Australia <a href="http://www.pregnancyhelpaustralia.org.au">http://www.pregnancyhelpaustralia.org.au</a>
Domestic Violence	Domestic Violence Line NSW Women's Refuge Resource Centre	Domestic Violence Line 24hr telephone support and referral. Ph. 1800 656 463 or TTY: 1800 671 442 <a href="https://www.facs.nsw.gov.au/domestic-violence/helpline">https://www.facs.nsw.gov.au/domestic-violence/helpline</a>
Drug And Alcohol	Centre for Drug and Alcohol NSW Health	Centre for Drug and Alcohol, NSW Health 73 Miller Street, North Sydney NSW 2060  Ph: 02 9391 9000
Gambling Helpline	Gamblers Anonymous	Gambling Helpline  Ph: 1800 858 858
Mental Health Information	Mental Health Association	NSW Department of Health 73 Miller Street, North Sydney NSW 2060  Tel: 02 9391 9000
Postal / Courier	Post Office	<a href="http://auspost.com.au/">http://auspost.com.au/</a>

## Appendix 1 - Campus Location



### Canterbury Business College,

Level 6, 29-35 Bellevue St,

Surry Hills, NSW 2010

Tel: +61 2 9280 3733

[www.cbc.nsw.edu.au](http://www.cbc.nsw.edu.au)

[info@cbc.nsw.edu.au](mailto:info@cbc.nsw.edu.au)

Appendix 2 - Fire Exit Plan

