



Sydney School of Business

**Student Handbook
International Students**

September 2015 to September 2016

20-22 Macquarie Street Parramatta NSW 2124 Australia

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Welcome

Welcome to the Sydney School of Business (SSB) and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

This handbook was developed to help guide our through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with the Sydney School of Business (SSB).

The first part of this handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

Please take some time to read this handbook and familiarise yourself with its content

Studying Through the Sydney School of Business (SSB)

The Sydney School of Business (SSB) is located in Parramatta and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

Studying location

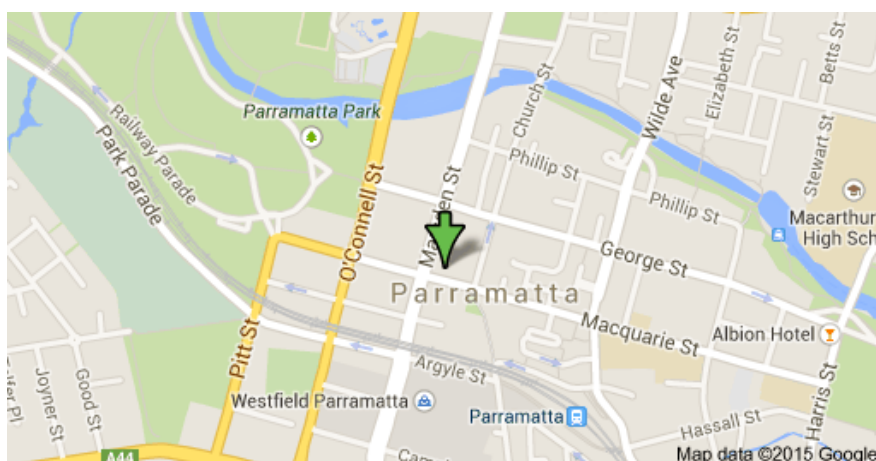
Sydney School of Business (SSB)

Address: Level 5 20-22 Macquarie Street Parramatta NSW 2124

Tel: 02 8837 6488

Email: info@SSB.edu.au

Web: www.SSB.edu.au



Contact Information and Emergency Contacts

SSB International Student Support Officer:

If you require support or assistance with your course or aspects of your stay in Australia please contact the Director of Studies who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons please make an appointment with the student administrator, through reception.

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Immigration and Border Protection (DIBP)

<http://www.immi.gov.au/contacts/australia/processing-centres/students/students-vic.htm>

T 9 Wentworth Street

Parramatta NSW 2124 Telephone: 131 881

Local Medical Centres

- Parramatta Medical Centre
Shop 2, Entrada Building
20 Victoria Rd Parramatta NSW 2124 (Cnr Victoria Rd & Church St) Opposite McDonalds
PH: (02) 9762 1041
FAX: (02) 9762 1044
Opening Hours: Mon-Fri 8am-7pm; Sat-Sun 9am-3:30pm
- Argyle Street Medical Centre
Address: Shop 13, Westfield Parramatta, Cnr Argyle & Marsden Street Westfield Parramatta, Parramatta NSW 2124
PH:(02) 9893 8733
Opening hours: Monday – Friday 8am - 6:30pm; Saturday – Sunday 9am - 5pm
- WP Medical Centre
+Shop M10A, Level 2 (within Priceline Pharmacy) Westfield Parramatta
159-175 Church Street Parramatta NSW 2124
PH (02) 8208 8822
FAX (02) 8208 8872
OPENING HOURS
Monday – Friday 0930 – 1700
Saturday 0900 – 1300 SUNDAY-CLOSED

Transport

Using public transport in NSW

Before you set out, find out about accessible public transport, staying safe during your trip, travelling with equipment or animals, and more.

Please visit the website <http://www.transportnsw.info/en/index.page>? for information such as trip planners, transport status, tickets, timetables and maps.

Local taxi companies

- ◆ Taxis combined- 9-13 O'Riordan Street Alexandria NSW Ph.13 33 00
- ◆ Premier Cabs -33 Woodville Road Granville NSW Ph. 13 10 17

Post Office

- ◆ 57 Macquarie Street Parramatta NSW 2124
Ph. 13 13 18
Opening hours- Mon - Fri8:30am - 5:00pm Sat – Sun Closed

Automatic Teller Machine locations- in Parramatta

NATIONAL AUSTRALIA BANK

- 28 George St. Parramatta
- Westfield Shopping Centre Parramatta- 175 Church St
- L5 503 175 Church Street

BANKWEST

- 186-190 Church Street Parramatta

COMMONWEALTH BANK OF AUSTRALIA

- 330 Church Street
- 150 George Street
- 397 Church Street
- 159-175 Church Street
- 81 Victoria Rd

WESTPAC

- Level 5 503 175 Church Street- Westfield Shopping Centre

ST GEORGE

- Level 4B Westfield Shopping Centre

ANZ BANK

- **Shop 500 Level 5 Westfield Shopping Centre Church and Argyle Streets**
- **219-221 Church Street**
- **Level 5 8 175 Church Street**

Living and studying in Australia

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The website also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Sydney.

This first section of the handbook provides you with information about the courses we offer how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

Courses Provided by Sydney School of Business (SSB)

Sydney School of Business (SSB) offers the following courses:

BSB50215 Diploma of Business

Admissions and Enrolment

SSB accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Application for Enrolment Form and send it to us by email or post. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the application form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- ◆ You were educated for 5 years in an English speaking country.
- ◆ You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- ◆ You have completed the College English Placement Test.
- ◆ You have successfully completed your High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for credit transfer or national recognition in a course. See the section in this Handbook on Course Credit.

Once you have completed your application form and gathered all the necessary documentary evidence, send it to our enrolment officer at Level 5 20-22 Macquarie Street Parramatta NSW 2124 along with the non-refundable application fee of \$200.00

If your application is complete and provides the necessary information, and we determine that you will be able to meet the entry requirements, you will be invited to participate in an interview with our Director of Studies Brenda Dore who will determine the suitability of your enrolment into the course. This interview will occur via an online meeting.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of your Overseas Student Health Cover and payment of fees. You will need to then complete an enrolment form.

You must also be prepared to bring your own laptop to Australia in case you get accepted into a course.

Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at <http://www.immi.gov.au/allforms/pdf/applying-student.pdf>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application.

You may wish to use a registered migration agent to assist you with your application, or Australian Academy of Nursing has a range of education agents who can assist you.

Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- ◆ Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- ◆ Only work if you have been given permission to do so as part of your visa grant.
- ◆ Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- ◆ Notify SSB of your Australian address and any subsequent changes of address within 7 days.
- ◆ Complete the course within the duration specified in the CoE.
- ◆ Remain with the principal education provider for at least 6 months (or the duration of the course if less than this period) unless you are issued with a letter of release from the education provider to attend another institution.

Arranging travel and documents to bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

The nearest international Airport is Kingsford Smith Airport in Mascot, 8 kilometres south of the city centre in Sydney.

You will need to prepare a folder of official documents to bring with you to Australia including:

- ◆ Valid passport including a valid student visa.
- ◆ Your Confirmation of Enrolment (CoE).
- ◆ Insurance policies.
- ◆ Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by SSB at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food

and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

Arriving in Australia through Kingsford Smith Airport

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

Travellers information service at Kingsford Smith Airport

Our Airport Ambassadors wear bright blue jackets to ensure they are easily identifiable and stand out.

Airport Ambassadors are located throughout T1 and T2, including at well-marked information desks:

International Terminal (T1) - Departures Level

Between check-in counters "G" and "H"

Opposite check-in counter "D", near front terminal entrance

Opposite SYD Airport Tax and Duty Free Store after immigration and security screening

International Terminal (T1) - Arrivals Level

Opposite passenger exit A and B

Domestic Terminal (T2) - Arrivals Level

Opposite baggage carousel number 2

Traveling to your accommodation

By Train

Sydney Airport is located just 13 minutes by train from the city. There are train stations located at both the International and Domestic terminals, which operate as part of the Airport Link train service.

The Domestic terminal train station is located directly between T2 and T3 terminals and is accessible from within the terminals from the Arrivals level.

The International terminal train station is located at the northern end of the terminal and is accessible from the Arrivals level.

For more information about Airport Link, including fares, maps and travel planners, visit the Airport Link website or phone +61 2 8337 8417

For the latest information about the Sydney train network, service and trackwork updates, and other Sydney train information, visit the Sydney Trains website.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them). Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Sydney you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks. Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

Accommodation

SSB has a number of approved home stay agencies who can organise a home stay family or individual for international students. The home stay host provides a home for International Students while they are studying in Australia.

Homestays are a great way to get to know your new community and culture, and to improve your English.

There are a few different types of homestay arrangements. Most will require a written set of guidelines or obligations for both the host family and the student.

Full board

- ◆ Your own bedroom (with bed, desk, lamp and wardrobe)
- ◆ Three meals a day (self-serve breakfast and lunch, plus a cooked dinner)
- ◆ Electricity, gas and water bills
- ◆ Involvement in family activities
- ◆ Cost is around \$220 - \$370 a week. Phone and internet use will normally cost extra.

Part board

- ◆ Your own bedroom (with bed, desk, lamp and wardrobe)
- ◆ Electricity, gas and water bills
- ◆ Use of kitchen and laundry
- ◆ Cost is around \$180-\$240 a week

Board in exchange

- ◆ Free or low cost accommodation in return for household duties such as cleaning or childcare.
- ◆ Ensure that you know how many hours of work are required and that the arrangement is fair.

There are other accommodation choices such as rental accommodation or a hostel room. If you plan to rent in Sydney, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. Rental rates may range from A\$100 to A\$250 per week. Costs for a hostel room in Sydney ranges from A\$150 to A\$200 per week.

Utilities (Electricity, Gas, Water etc) cost approximately A\$10 per week plus connection fees if you are renting a property on your own.

You can find further information here

<http://www.nsw.gov.au/information-international-students>

More information

- ◆ Australian Homestay Network
- ◆ Australian Student Accommodation Placement
- ◆ Family stay Australia
- ◆ Homestay Direct Services
- ◆ Student Accommodation Services
- ◆ TCN Homestay

Disclaimer: The agencies listed above are independent agencies and are listed for further information purposes only.

Bringing your family with you

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships

with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in NSW are as follows

- Centre-based childcare A\$60 to \$120 per day
- Family day care \$3.50 to \$7.50 per hour
- Nannies \$10 to \$25 per hour
- Au pairs (living in your home) \$80 to \$120 per week

Find out more at:

<http://www.mychild.gov.au/sites/mychild>

For school children, current costs range from \$7,749 for Prep to Grade 6, \$10,250 for Junior Secondary (Years 7 – 10) and \$11,480 for Senior Secondary (\$11,480).

To find out more about application processes and costs go to:

http://www.schools.nsw.edu.au/gotoschool/intnl_students/index.php

and schooling are in addition to living costs which currently estimated as:

- \$18,610 a year for the main student;
- \$6,515 a year for the student's partner;
- \$3,720 a year for the student's first child; and
- \$2,790 a year for every other child and where required.

Health

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- ♦ Australian Health Management OSHC www.ahmoshc.com
- ♦ BUPA Australia www.overseasstudenthealth.com
- ♦ Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- ♦ OSHC Worldcare www.oshcworldcare.com.au
- ♦ NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- ♦ Extra OSHC provided by some OSHC providers;
- ♦ International travel insurance; or
- ♦ General treatments cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Working in Australia

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP).

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- ◆ A\$18,610 a year for the main student;
- ◆ A\$6,515 a year for the student's partner;
- ◆ A\$3,720 a year for the student's first child; and
- ◆ A\$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays and Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

- ♦ loaf of bread – A\$2.50 to A\$3.00;
- ♦ two litres of milk – A\$2.20 to A\$2.90;
- ♦ newspaper – A\$1.50 to A\$3.00;
- ♦ box of breakfast cereal – A\$3.00 to A\$4.00;
- ♦ jar of instant coffee – A\$3.00 to A\$4.00;
- ♦ bottle of soft drink – A\$1.50 to A\$3.00;
- ♦ bottle of shampoo – A\$2.50 to A\$4.50;
- ♦ bar of soap – A\$1.50 to A\$2.50;
- ♦ one apple – 50 cents to 80 cents;
- ♦ one banana – 60 cents to 90 cents;
- ♦ beef (500 grams) – A\$7.00 to A\$8.00; and
- ♦ chicken (600 grams) – A\$7.00 to A\$8.00

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

SSB's Fees and charges

A non-refundable application fee applies to all of our courses. This must be paid at the time of submitting your application form.

You can find up to date fees and charges information in the course outline for your course.

These fees and charges will be shown in a written agreement that will we send to you with a letter of offer once your application has been accepted. You will receive a tax invoice the amount you are required to pay. The Tax invoice will provide you with SSB have nominated account for payments of fees held in advance. You can pay your fees by direct bank transfer. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the

ESOS Framework that regulates the standards for provision of Education to International students

Course fees include all administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 2 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Details are found in the written agreement that you signed at the commencement of your course.

Refunds

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

Application fees are non-refundable.

The refund information in the agreement sets out the circumstances in which you can apply for a refund as follows.

Circumstances in which a refund will not be paid – NO REFUND

A student is not entitled to a refund in the following circumstances:

- ◆ Where SSB terminates the student's enrolment because of a failure to comply with SSB's policies, misbehaviour or unsatisfactory course progress or attendance.
- ◆ If a student's visa is cancelled during a study period.
- ◆ If the student withdraws from a course after the course start date.

Circumstances in which a refund will be paid – REFUNDS APPLY

A full refund of any monies paid will be provided to students in the following circumstances:

- ◆ If an international student is unable to obtain a student visa
- ◆ a student cannot commence the course because of illness or a disability
- ◆ where there is death of a close family member of the student (parent, sibling, spouse or child); or
- ◆ at the discretion of SSB's when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

Tuition fees will also be refunded in full where:

- ◆ the course does not start on the starting date notified in the letter of offer
- ◆ the course is discontinued after it starts and before it is completed or stops being provided after it starts and before it is completed

- ♦ the course is not provided fully to the student because SSB has a sanction imposed by a government regulator
- ♦ an offer of a place is withdrawn by SSB and no incorrect or incomplete information has been provided by the student.

Circumstances in which partial refunds will apply

- ♦ If a student has supplied incorrect or incomplete information and as a result SSB withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all fees paid less the administration fee.
- ♦ Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less the administration fee.
- ♦ Where a student withdraws from a course 0 – 28 days before the course commencement, for any other reason - 50% of the deposit paid will be refunded. .

Any request for refunds must be made in writing via email or letter to provide contact details. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 5 days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where SSB is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enroll in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

Course Credit

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

Recognition of qualifications and statements of attainment issued by another RTO

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in course credit. All you need to do is to indicate on your enrolment form that

you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

Credit transfer

Credit transfer will be awarded for qualifications or statements of attainment that include unit that are not a direct match but align with the content from the units within the course that the student is applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Australian Academy of Nursing has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact us at contact details.

Your course and assessment

The training and assessment offered by SSB focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to complete, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed. See also the section in this handbook on course progress.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Your assessment tasks will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to pass all assessments in a unit to achieve an overall outcome of Competent. If you are found not competent for one or more of your assessments, you can have 2-3 further attempts to complete the assessment and pass. However, if you are still not assessed as competent, you will need to re-enrol in the unit that you have not passed. This will incur an additional fee for the unit as shown in your written agreement. If you do not agree with the assessment decision, you can lodge an assessment appeal as described in the Complaints and Appeals section.

Reasonable adjustment in assessment

Some students may need modifications to assessments such as – this is called reasonable adjustment.

Reasonable adjustment can involve:

- ◆ Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- ◆ Making changes to the assessment arrangements e.g. more time allowed for assessments.
- ◆ Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Submitting your assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or provided to our office staff who will record your submission. We recommend you take a photocopy of all your submitted tasks as we will not be able to provide a copy back since we must keep your work as evidence of your assessment in your file.

Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

Student Plagiarism, Cheating and Collusion

SSB has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, SSB will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

Student Orientation and Support Services

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- ◆ Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- ◆ Legal, emergency and health services
- ◆ Facilities and resources
- ◆ Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- ◆ Any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need. Your support needs will also be discussed during the orientation.

To provide you with support including the monitoring of your academic progress we offer the following

- ◆ Mentoring from appropriately qualified educators including their phone and email contact details.
- ◆ Dedicated mentor and mentor groups for each student.

- ◆ English language support.
- ◆ Access to a counsellor if required.
- ◆ Review of learning materials with the student and providing information in a context you can understand.
- ◆ Providing extra time to complete tasks if required
- ◆ Providing access to supplementary or modified materials.
- ◆ Providing supplementary exercises to assist understanding.
- ◆ Supervised study groups.
- ◆ Job placement assistance for those participating in courses that require practical placement.
- ◆ Online support and exercises for some courses.
- ◆ Computer and technology support.
- ◆ Referral to external support services.

Contact us at any time to discuss your support needs and/or to access any of the above.

Please contact

SSB International Student Support Officer

If you require support or assistance with you course or aspects of your stay in Australia please contact either the, Director of Studies or International Student Support Officer who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons please make an appointment with SSB by phone on 8837 6488

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student. Contact us at for details about welfare services we can offer.

External Support Services

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Australian Human Rights Commission

http://www.directory.gov.au/directory?ea0_lf99_120.&organizationalUnit&68652fdc-5b6b-40d6-94c7-23c54670fa4e

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid NSW

<http://www.legalaid.nsw.gov.au/>

Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Adult Migrant English Program <http://www.immi.gov.au/living-in-australia/help-with-english/amep/>

Vision Australia <http://www.visionaustralia.org.au>

Blind Citizens Australia <http://www.bca.org.au/>

Australian Association of the Deaf www.aad.org.au

Access Australia <http://www.accessaustralia.com.au/>

Maintaining your enrolment and course progress

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

SSB will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second

warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress

You may appeal the decision to report you to DIBP. However, an appeal will only be considered if SSB has

- ◆ not recorded or calculated the student's marks correctly,
- ◆ not provided appropriate support as set out in this policy,
- ◆ not implemented other policies such as assessment and feedback which could impact on the student's results
- ◆ or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents.
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
 - A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- ◆ Where SSB is unable to offer a pre-requisite unit.
- ◆ Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- ◆ Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet

requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DIBP.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

Deferral, suspension and cancellation

SSB's Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with SSB and where SSB can initiate the suspension or cancellation of the student's enrolment.

Definitions

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

Deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact SSB because of a circumstance such as being involved in a car accident.

Cancellation is where the student voluntarily withdraws or is required to withdraw from a course.

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.

- where SSB is unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

SSB may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. The Student Code of Conduct defines what is the behavior expected by students and what might be defined as misbehavior. SSB Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, SSB's Student Discipline Policy and Procedure will be followed.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per SSB's Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using SSB's Application for Withdrawal form. Students should note SSB's Fees, charges and refunds policy and procedure in relation to withdrawal.

Change in visa status

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, SSB will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by SSB, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, SSB will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

SSB will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation.

If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Complaints and appeals process for deferral, suspension or cancellation

Where SSB initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access SSB's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

SSB will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeals process as per SSB Complaints and Appeals Policy. In the case of an external appeal, SSB is not required to wait for the outcome of the external appeal before notifying Department of Education of the change to the student's enrolment status.

In most cases, SSB will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your educator throughout the course.

We also welcome feedback from you at any time by email or phone and through our suggestion box in our reception area.

Student code of conduct

The purpose of this code is to outline the way in which students of SSB are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

All students have the right to:

- ◆ Be treated fairly and with respect by all students and staff.
- ◆ Learn in a supportive environment which is free from harassment, discrimination and victimisation.

- ◆ Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- ◆ Have their personal details and records kept private and secure according to our Information Privacy Policy.
- ◆ Access the information SSB holds about them.
- ◆ Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- ◆ Make appeals about procedural and assessment decisions.
- ◆ Receive training, assessment and support services that meet their individual needs.
- ◆ Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- ◆ Access the support they need to effectively participate in their training program.
- ◆ Provide feedback to SSB on the client services, training, assessment and support services they receive.

All students, throughout their training and involvement with SSB, are expected to:

- ◆ Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- ◆ Not harass, victimise, discriminate against or disrupt others.
- ◆ Treat all others and their property with respect.
- ◆ Respect the opinions and backgrounds of others.
- ◆ Follow all safety policies and procedures as directed by staff.
- ◆ Report any perceived safety risks as they become known.
- ◆ Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- ◆ Notify us if any of their personal or contact details change.
- ◆ Provide relevant and accurate information to SSB in a timely manner.
- ◆ Approach their course with due personal commitment and integrity.
- ◆ Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- ◆ Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- ◆ Make regular contact with their Educator
- ◆ Prepare appropriately for all assessment tasks and training sessions.
- ◆ Notify SSB if any difficulties arise as part of their involvement in the course.
- ◆ Notify SSB if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- ◆ Make payments for their training within agreed timeframes, where relevant.
- ◆ For international students, comply with their student visa requirements under the ESOS Act.

Legislation and you

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Occupational Health and Safety

Under the Occupational Health and Safety Act 2004, SSB must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety and welfare. SSB has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

- ◆ As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:
 - ◆ Immediately report hazards to your trainers,
 - ◆ Seek assistance from a member of staff if you become ill or injured on campus.
 - ◆ Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
 - ◆ Complete an incident report as required.
 - ◆ Ensure you are familiar with SSB emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
 - ◆ Do not leave bags or personal belongings lying around where someone else could trip over them.
 - ◆ Do not smoke or drink alcohol on the premises.
 - ◆ Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

SSB is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. SSB will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per SSB Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by SSB aims to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with SSB.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

SSB provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011 and the VET Quality Framework

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Privacy Act

In collecting your personal information SSB will comply with the requirements set out in the Privacy Act 1988, and the Privacy Amendment (Private Sector) Act 2000.

This means that we will:

- ◆ Inform you of the purpose for which the information is collected.
- ◆ Only use the personal information that you provide to us in relation to your study with us.
- ◆ Ensure your personal information is securely handled and stored.
- ◆ We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- ◆ We will not disclose your personal information to another person or organisation unless:
- ◆ We have made you aware that information of that kind is usually passed to that person or organisation.
- ◆ You have given written consent;
- ◆ We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- ◆ The disclosure is required or authorised by or under law; or
- ◆ The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.
- ◆ For all International students SSB is required to provide personal information to the Commonwealth Department of Education and Commonwealth Department of Immigration and Border Protection (DIBP) and other State/Territory government agencies in relation to administering the *ESOS Act and the Migration Act 1958*. Students are advised about this exchange of information in their student handbooks and provide their informed consent when signing their written agreement with SSB during their enrolment.

Access to your records

You may access or obtain a copy of the records that SSB holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form giving at least 10 days notice. There is no charge to access your records however a fee of 20 cents per page applies for photocopies.

Written requests should be made through SSB's office staff.

There is no charge for access to the information that SSB holds; however, a fee of 20cents per page applies for photocopies.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, this will occur in the presence of an SSB staff member.

A student may request a Record of Results at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- ◆ making copies of documents held in a file;
- ◆ giving access to the student to review their file;

- ♦ other means necessary to grant access to current and up-to-date records.

Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Complaints and appeals policy

SSB's Complaints and Appeals Policy and related procedure have been developed to ensure that SSB responds effectively to individual cases of dissatisfaction. This policy outlines SSB's approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to any person to access the complaints and appeals process.

This policy ensures compliance with the VET Quality Framework, as well Standard 8 of the National Code 2007 and international students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

Students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

- ♦ Complaint – a person's expression of dissatisfaction with any service provided by SSB.
- ♦ Appeal – a request to review a decision that has previously been made.

Complaints and appeals systems

Despite all efforts of SSB to provide satisfactory services to its students, clients, workplaces and others, complaints may occasionally arise requiring formal resolution.

Individuals are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. SSB's administration staff and trainer/assessors are available to assist students to resolve their issues at this level and/or to assist the student with lodging the relevant documentation for the submission of formal complaint.

Complaints and appeals may be made be in relation to any of SSB's services, activities and decisions such as:

- ♦ the selection process
- ♦ the enrolment, induction and/or orientation process
- ♦ the quality of training and assessment provided
- ♦ training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- ♦ access to records
- ♦ decisions made by SSB

- ◆ the way someone has been treated.

SSB is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. SSB aims to:

- ◆ Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- ◆ Set in place a complaints and appeals handling system that is client focused and helps SSB to prevent these events from recurring
- ◆ Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- ◆ Ensure that, in the case of international students, complaints are resolved promptly as not to impact on an international student's study time in Australia as determined by their visa.
- ◆ Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- ◆ Ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) working days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Registers with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file.

Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future.

There is no cost to access the complaints and appeals process with SSB.

All records relating to complaints and appeals will be treated as confidential and will be covered by SSB's Information Privacy Policy.

This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint

Formal complaints may be made in writing to the Director of Studies using the Complaints and Appeals form or other written format. When making a complaint the complainant should provide as much detail as possible to enable SSB to investigate appropriately and determine a solution. This should include:

- ◆ The issue that is the cause for the complaint
- ◆ Any evidence that supports the complaint

- ◆ Details about the steps that have already been taken to resolve the issue
- ◆ Any suggestions for how the issue might be resolved.

The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint.

Upon receiving the complaint, the Director of Studies will conduct an investigation into the matter and ensure that SSB has accurate, complete and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

SSB acknowledges the need for an appropriate independent party to mediate if required and will offer to arrange this for complainants who are not satisfied with the process conducted by SSB

The Director of Studies will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 20 working days of the complaint being made.

Internal non-academic appeals

Appeals against a decision made by SSB during the complaints process may be made in writing to the CEO using the Complaints and Appeals form or other written format. When making an appeal the appellant should provide as much detail as possible to enable SSB to investigate appropriately and determine a solution. This should include:

- ◆ The issue that is the cause for appeal
- ◆ Any evidence that supports the appeal
- ◆ Details about the steps that have already been taken to resolve the issue
- ◆ Any suggestions for how the issue might be resolved.

The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal.

Upon receiving the appeal, the CEO will conduct an investigation into the matter and ensure that SSB has accurate, complete and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue. These consultations will preferably be conducted face-to-face.

The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the appellant remains dis-satisfied they may lodge an external complaint or appeal.

In the case of international students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Director of Studies will notify The Department of Education through PRISMS of the change to the student's enrolment and the student has 28 days in which to:

- ◆ Leave Australia
- ◆ Show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) with another provider; or
- ◆ Provide DIBP with evidence that he or she has accessed an external appeals process.

Making an appeal of an assessment decision

An appeal of an assessment decision may be made in writing to the Director of Studies using the Complaints and Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the Director of Studies may request further information from the appellant.

The assessment will then be reviewed which may involve:

- ◆ the appointment an independent, qualified assessor to review the assessment, or
- ◆ the original assessor reviewing the assessment decision and involving another assessor in the decision.

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The Director of Studies will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

External appeals

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

Complainants have a number of external sources ('external reviewer') where they can raise a complaint or appeal including:

- <http://www.fairtrading.nsw.gov.au/-Consumer> Affairs
- ◆ Administrative Appeals Tribunal <http://www.aat.gov.au>
- ◆ SSB's RTO registering body, the Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)

Note: ASQA can only deal with complaints about:

- ◆ the information provided by an RTO about its course/s
- ◆ the delivery and assessment of training received
- ◆ the qualifications issued or to be issued.

International students may also lodge an external appeal to the Overseas Students Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by SSB. Students are able to view the Overseas Students Ombudsman website www.oso.gov.au or call on 1300 363 072 for further information.

SSB will be bound by the external reviewer's recommendations and the Managing Director will ensure that any recommendations made are implemented within 28 working days of receipt of the decision made by the external reviewer.

Enrolment status during complaints and appeals process

For domestic students, where a student chooses to access this policy and procedure, SSB will maintain the student's enrolment while the complaints and appeals process is ongoing.

Except in cases of suspected serious misconduct, students must continue to attend classes. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment and this will be discussed with the student when the complaint or appeal is lodged.

For international students, SSB will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether SSB maintains the student's enrolment as follows:

- ◆ If the appeal is against SSB's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported SSB's decision to report.
- ◆ If the appeal is against SSB's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, SSB will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.

For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

Issuing of Qualifications and Statements of Attainment

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within twenty-one (21) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

SSB reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where SSB is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current written agreement for details.

Student Forms

1. Change of Details Form
2. Continuous Improvement Form
3. Access to Records Request Form
4. RPL Application Form
5. Complaints and Appeals Form
6. Application for Withdrawal Form
7. Application for Refund Form
8. Application for Deferral or Suspension Form
9. Application for Leave of Absence Form