



CBC

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Student Handbook

Student Handbook

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Contents

Introduction	6
A word from the top.....	7
Mission Statement.....	8
Goals & Objectives	8
Organisation Chart & Important Contact Details	9
Information for New Students	13
The ESOS framework – providing quality education and protecting your rights	13
Enrolment / Application Process.....	15
Life in Sydney.....	16
For Personal Safety	16
Cost Of Living in Sydney	16
Accommodation	16
Hotels, Motels & Backpackers	16
Information On Temporary Accommodation In Sydney	16
Home Stay.....	17
Renting.....	17
Travel Costs	17
Important contact details for International students.....	18
Code of Practice.....	21
Administration	21
Marketing and Liaison.....	21
Fees.....	22
Dissemination of information	22
Core Business.....	23
National Code of Practice.....	23
The Tuition Protection Scheme (TPS).....	25
Introduction.....	25
Pre-Paid Tuition Fees	25
TPS Provider Obligations.....	25
CBC Policies.....	27
Privacy - Student Personal Information	27
Anti-Discrimination	27
Immigration laws	28
Equal opportunity.....	28
Harassment	28
Sex-based harassment / Victimisation / Bullying	29
Victimisation.....	29
Bullying	30
Reporting Discrimination, Sexual Harassment, Victimisation & Bullying	30
Student Responsibilities	31
Communication and interaction.....	31
Studying.....	31
Computers and electronic resources.....	31
Consequences of inappropriate use	32
Criminal Offences	32
Unlawful Use - Violations of State or Federal law	32
Inappropriate Use	33
Copyright	34

Change of address	34
Overseas Student Health Cover (OSHC)	34
Dress Code.....	39
Facilities.....	39
Gambling	39
Food and drinks.....	39
Alcohol, Drugs and Weapons	39
Smoking.....	40
Safety.....	40
Student Discipline	40
Policy.....	40
Rules and Regulations	40
Managing Student Discipline.....	41
Disciplinary & Dismissal Procedures	41
Misconduct	43
Academic Misconduct - Cheating, Plagiarism and Collusion	43
Behavioural Misconduct.....	44
How to lodge a misconduct complaint	45
Consequences of Misconduct	45
Misconduct Appeals	45
Courses	47
Student Enrolment Policy.....	50
Entry Requirements.....	50
Student engagement prior to enrolment	50
Application Selection and Assessment.....	51
Pre-Training Skills & Knowledge Review	52
Onshore testing.....	52
Offshore testing.	53
Procedure	54
Procedures for agents to verify entry requirements prior to student enrolment.	55
Student selection procedure for agents.....	56
Pre-enrolment procedures to assess student eligibility	57
Student Access & Equity.....	57
Procedure	57
Student Support Services.....	59
Orientation program	59
USI Number help	60
Personal Counselling services	60
Academic Counseling.....	60
Academic support.....	61
Language, literacy & learner needs.....	61
Procedure	62
Complaints and Appeal Procedures	63
Complaints and Appeal Handling Policy and Procedures.....	63
Assessments.....	66
Assessment Rules	66
Assessment Requirements	67
Exceptional circumstances.....	67
Deferred Assessment	67
Examinations / Assessments	68
Assessment Feedback.....	68

Results & Awards - Final Results	69
Interim academic transcripts.....	69
Qualification issuing policy.....	69
Procedures for issuing / applying for Qualification:	69
Cancellation of Qualification or Statement of Attainment.....	70
Student RPL & Course Credit Information and Requirements	70
Recognising Prior Experience and Skills	70
Credit Transfer	70
Evidence requirements	71
National Recognition (Recognition of Qualifications Issued By Other RTO's)	72
Recognition of Prior Learning (RPL).....	72
RPL Policy for overseas qualification.....	74
Course Credits / Transfers / Pathway options.....	74
Fees & Charges	75
Procedures.....	75
Methods of Payment.....	75
Overdue Fees	76
Student Documentation request charges	76
Refunds.....	77
Refund Policy.....	77
Attendance Monitoring Policy.....	79
Attendance Monitoring (Recording) Procedure.....	80
Reporting Students Policy	82
Termination and Changes on PRISMS	83
Academic Course Progress Policy -	84
Policy.....	84
Academic Progress & Student Intervention	84
Procedures for monitoring Academic Progress & managing student Intervention	86
Academic Appeals	87
Procedures for academic appeals & complaints	87
Assessments resit policy	88
Resit/Re-assessment Procedure:.....	88
Completion within expected duration / Course deferment.....	89
Leave application / Course Deferment / Course cancellation	90
Application procedure for Leave / course deferment / course cancellation	92
Transfer Between Registered Providers.....	93
Transfer from CBC to another provider and vice-versa for International Students.....	93
Student Records	96
Records Management Policy	96
Confidentiality of Student Records.....	96
(a) Exceptions to Disclosure of Student Records & Information	96
(b) Emergencies	96
(c) Student Access	97
Occupational Health & Safety	98
Emergency Procedures	98
Steps for Evacuation in Case of Emergency.....	99
CBC Off Campus Work Experience Insurance Policy	99
Change of Ownership or Management.....	99
Third Party Monitoring Policy.....	99
Premises Relocation Policy	101
Campus Location:	102

Appendix – Fire Exit Plan 103

Disclaimer

While every effort has been made to ensure that the information in this publication is correct at the time of printing, Canterbury Business College reserves the right to make changes at any time in order to meet educational requirements and standards. Any changes will be notified to students as they occur.

This Student Handbook should be read in conjunction with the current Prospectus, the Course Guidelines relating to the course you are enrolled in, and any other publicity material applicable to your programme at time of enrolment.

Introduction

Welcome to Canterbury Business College (CBC)!

The purpose of this handbook is to assist you as a student and to become a valued member of CBC. We want to ensure that you are provided with vital information that will guide you through your time at CBC. It is really importance that you read and understand all the contents of this Handbook from cover to cover prior to payment of fees & confirmation of enrolment.

This handbook outlines the policies and procedures that govern the professional operation of CBC. Students are required to comply with CBC's published rules and policies in regards to attendance, academic progress, student visa conditions, dress code, health and safety, and behaviour.

Due to the importance of this document, each new student will be asked to sign an acknowledgment form (written agreement Acceptance of Offer) upon receipt of this Handbook and enrolling in to the course.

The Handbook should be read in conjunction with the latest version of CBC's brochure, which you should receive when you first applied for enrolment at CBC. A copy of the CBC's brochure is available on its website 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 of Practice and the Education Services to Overseas Students (ESOS) Act 2000 & Vocational Education and Training Act 2005. If you are unclear about these facts, you are welcome to discuss them at any time with the Director of Student Services.

For further information on the ESOS Act & Vocational Education and Training Act 2005, please visit:

www.asqa.gov.au

or

<https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>

Information can also be obtained from the Department of Education and Training (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 and IT 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 of 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

Director of Student Services

Mission Statement

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

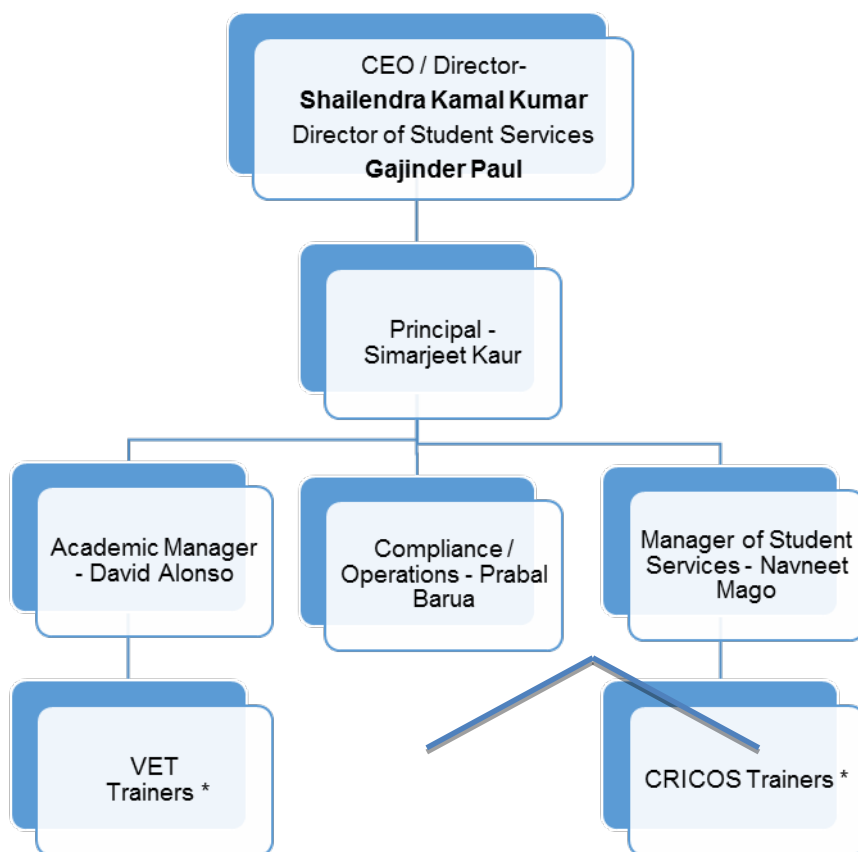
Goals & Objectives

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
- conducive learning environment to enhance effective teaching and learning.

Organisation Chart & Important Contact Details



** All trainers for Information Technology / Business & Management are provided by Cogninet Australia Pty Ltd.*

<p>For overall governance & management of the organisation. Director will demonstrate leadership in educational & business excellence, is a role model to other staff, is committed to their success. Overall responsibility and end accountability of the entire organization.</p>	<p>Company Director - Shailendra Kamal Kumar Phone: 9280 3733 E-mail: nick@usqsydney.nsw.edu.au</p>
<p>This role sets out to provide administrative excellence in the implementation of the student entry and exit systems. The role will ensure that all information is managed to comply with ASQA & DIBP requirements, to provide CBC staff with accurate and complete reports on the student status.</p> <p>For complaint/appeals handling, immigration issues, tuition fees, transcripts, enrolment, timetable and general administration related issues.</p> <p>Director of Student Services is responsible for managing all student enrolment, academic & certification records, offer leadership and guidance to all administrative staff (Reception &</p>	<p>Director of Student Services / Financial Controller & Marketing Director - Gajinder Paul Phone: 9280 3733 E-mail: gpaul@canterburybc.com.au</p>

<p>Academic Support Department), is responsible for overseeing all activities of the student services and administration department.</p> <p>As a financial controller, the key responsibilities include financial management, budgeting, company tax responsibilities, management of debtors & creditors, risk & facilities management, Marketing, Agent management, Student enrolment, induction and pre-visa queries.</p>	
<p>This role sets out to provide administrative excellence in the implementation of the student entry and exit systems. The role will ensure that all information is managed to comply with ASQA & DIBP requirements, to provide CBC staff with accurate and complete reports on the student status.</p> <p>MSS is responsible for managing all student enrolments, academic & certification records, offer leadership and guidance to all administrative staff (Reception & Academic Support Department), is responsible for overseeing all activities of the student services and administration department.</p> <p>This role works basically alongside the DSS / ACC.</p> <p>MSS executes the initiatives directed by the DSS and coordinates local and international marketing. The profile basically replicates the role of the Principal, however the capacity of operation and decision-making is restricted.</p> <ul style="list-style-type: none"> • Promote CBC as a desired learning institution; • Supervise and nurture a productive and professional admissions/enrolments team; • Contribute to the CBC Management Team; • Set and maintain standards of excellence in customer service ensuring that CBC is a customer led organization creating educational services in response to customer needs; • Plan recruitment strategies and meet or exceed enrolment targets; • Provide the setting and maintaining professional standards of excellence in achieving student satisfaction. 	<p>Manager of Student Services – Navneet Mago</p> <p>Phone: 9280 3733</p> <p>E-mail: nmago@canterburybc.com.au</p>
<p>For academic queries, HR recruitment, assessment, RPL/CT, accreditation, Quality & compliance, related issues. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA & DIBP requirements.</p> <p>Responsibilities include Trainer & Student management, training, assessment & marking guides, assessment validation (moderation), student evaluation & analysis, professional development, monitoring course outcomes.</p> <p>To provide leadership to trainers; To promote teaching excellence; Oversee faculty operations; oversee teaching operations.</p> <p>Other duties may include responding to queries both internal and</p>	<p>Principal / Academic Course Coordinator – Simarjeet Kaur</p> <p>Phone: 9280 3733</p> <p>E-mail: simarjeet@canterburybc.com.au</p>

<p>external (government departments).</p>	
<p>For academic queries, assessment, RPL/CT, accreditation, certification, course delivery Quality & compliance, related issues. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA & DIBP requirements.</p> <p>Responsibilities include Trainer & Student management, training, assessment & marking guides, assessment validation (moderation), student evaluation & analysis, monitoring course delivery and outcomes.</p> <p>To provide leadership to trainers; To promote teaching excellence; Oversee teaching operations and student satisfaction.</p> <p>Ensure that unit outlines are current and that trainers comply with the standards set by the compliance/operations manager.</p> <p>Ensure feedback from the students/trainers regarding academic issues are implemented based on the continuous improvement model.</p>	<p>Academic Manager (VET FEE HELP)- David Alonso</p> <p>Phone: 9280 3733</p> <p>E-mail: david@cbc.nsw.edu.au</p>
<p>This role sets out to provide compliance excellence in the implementation of the student entry and exit systems. The role will ensure that CBC is managed to comply with ASQA & DIBP requirements, to provide CBC staff with accurate and complete reports on the CBC's compliance and operations status.</p> <ul style="list-style-type: none"> • Supervise and nurture a productive and professional trainer/admissions/enrolments team • Comply with departments legislation/standards changes or updates and implementation across CBC campuses. • Contribute to the CBC Management Team; • Set and maintain standards of excellence in student services ensuring that CBC is a training/education led organization. • Monitor trainer compliance and ensure currency of trainer knowledge. 	<p>Compliance (CRICOS/VET) - Prabal Barua</p> <p>Phone: 9280 3733</p> <p>E-mail: pbarua@canterburybc.com.au</p>
<p>The role of Trainers include but is not limited to:</p> <ul style="list-style-type: none"> • Lecture/ teach, assist and evaluate students in the relevant unit/s taught. • Update training and delivery materials every semester/term. Ensure that all training material complies with relevant national competency standards, and with the standards set by the CBC. • Provide assistance in the development of the training and 	<p>Trainers / Assessors</p>

<p>assessment program, training materials and resources by suggesting necessary changes and improvements in training delivery and assessment strategies.</p> <ul style="list-style-type: none"> • Follow and enforce rules, policies and guidelines outlined in the Student and Staff Handbooks. • Prompt submission of required training materials and other documents by the due dates stipulated in CBC's calendar. This includes: unit outlines, attendance updates, feedback on students, final results, etc. • Consistently follow the operational procedures and standards as set by CBC management. • Enforce the level of standards expected of the students. • Assessment Validation and Moderation 	
<p>Reception is the first point of contact for all students/customers/agents). The receptionist staff is responsible for providing exceptional service at first point of contact, either by phone or in person for all students/customers/agents.</p> <p>Following are the some of the key responsibilities</p> <ul style="list-style-type: none"> • Pre-enrolment & post enrolment activities. • Manage all Student Registration / Enrolment Academic & Graduation records • Produce Quality Reports • Customer Relationships – Attending to customer enquiries and client services • Provide support and relief for other team members • Responsible for the administration & preparation of course orientation • Student attendance monitoring and reporting • Telephone Services • Reception & General Administration Support • Assure Quality • Manage library system 	<p>Receptionist & Office Administration</p> <p>Phone: 9280 3733</p> <p>E-mail: reception@canterburybc.com.au</p>

Information for New Students

The ESOS framework – providing quality education and protecting your rights

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.

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 <http://cricos.deewr.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.

Your rights:

The ESOS framework protects your rights, including:

- Your 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 are arrangements in place for your accommodation, support and welfare.
- Your right 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.
- Your 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 ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers are for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you

- are studying and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

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	<ul style="list-style-type: none"> • Speak with your provider. • Go to your provider's website.
Department of Education (DOE)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • https://aei.gov.au/regulatory-information/pages/regulatoryinformation.aspx • ESOS 1300 615 262
Department of Immigration and Border Protection	For visa matters	<ul style="list-style-type: none"> • http://www.immi.gov.au • Phone 131 881 in Australia • Contact the DIBP office in your country.

Enrolment / Application Process



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 \$18,610 for living expenses for each year of study.

Average weekly living expenses in Sydney

- Accommodation (sharing) \$151- 300 per week (will depend on suburb you live in)
- Food/ Groceries \$60 per week
- Travel \$45 per week (will depend on distance traveled)
- Phone / other bills \$15 per week
- Eating out \$45 per week (will depend on which place you choose to eat)
- Miscellaneous \$50

Average expenditure is \$370 per week

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 – www.alfredpark.com.au
- Footprints Westend - www.footprintswestend.com.au
- Sydney Central YHA – 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

Auzzie Families Homestay Care

795 New South Head Rd, Rose Bay
NSW 2096

Phone: (61 2) 9301 0900

www.auzziefamilies.com

Homestay Network

PO Box 270, Beecroft NSW 2119

Phone: (61 2) 9412 3100

Fax: (61 2) 9012 0392

www.homestaynetwork.com.au

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
- www.homehound.com.au
- www.myhome.com.au
- www.domain.com.au

Travel Costs

Standard daily Train / Bus / Ferry tickets can be purchased at all railway stations. Both automated and over the counter ticket systems are available.

International students do not get travel concessions on public transport in New South Wales. Trains, Buses and Ferries are the commonly used modes of public transport. Depending upon the area you travel to and from, Sydney now uses the Opal Card system for public transport.

For public transport information please visit:

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

Important contact details for International students

Information required on	Source	Contact details
CBC Emergency Contacts	Navneet Mago – Manager of Student Services Gajinder Paul – Director of Student Services	0413 656 896 0414 780 573
Emergency – Police / Fire / Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au Dial '000' in case of emergency.
NVR standards National Code / ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.nsw.gov.au Postal address GPO Box 9928, Melbourne, VIC, 3001 Office Address Level 10 255 Elizabeth Street, NSW 2000 Ph: 1300 701 801
Permission To Work Student Visa Conditions Applying For Other Visas	Department Of Immigration And Citizenship (DIAC)	www.immi.gov.au/ General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/client/static/pages/oshchome.aspx 24 Hour Emergency Helpline: 1800 644 325 General Enquiries: 134 190
Dispute resolution Mediation Services	LEADR	LEADR Level 1, 13-15 Bridge Street Sydney, NSW, 2000 Telephone: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733 Freecall: 1800 651 650 http://www.leadr.com.au/
Overseas Students Ombudsman	Ombudsman	Ombudsman NSW http://www.ombo.nsw.gov.au/ Ph : 02 9283 2911 Email : nswombo@ombo.nsw.gov.au
Information On Renting Real Estate Agents	NSW Office Of Fair Trading Domain	http://www.fairtrading.nsw.gov.au/default.html www.domain.com.au
Employment Writing Applications & Resumes	Seek My Career	www.seek.com.au www.mycareer.com.au

Transport	City Rail Sydney Buses Ferries	www.cityrail.com.au http://www.sydneybuses.info/ http://www.131500.info/realtime/default.asp
Information On Location/ Street Maps	Where Is	http://www.whereis.com/whereis/home.do
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Taxi Combines Services Premier Cabs	133 300 13 10 17
Driving license / Vehicle Registration	Road Traffic Authority (RTA)	http://www.rta.nsw.gov.au/
Professional Counselling Services	Family & Community Services Counsellors & Psychotherapists Association of NSW Inc	Child Protection Helpline: 132 111 Domestic Violence Line: 1800 656 463 http://www.community.nsw.gov.au/about_us/contact_us/support_and_counselling_numbers.html http://www.capa.asn.au/ Tel: 02 9235 1500
Disability Services	Wesley Mission National Disability Services, NSW	Wesley Mission http://www.wesleymission.org.au/ Ph: (02) 9263 5555 / Fax: (02) 9264 4681 National Disability Services, NSW http://www.nds.org.au/?s=NSW&month=04&year=2011 Phone: 02 6283 3200 / Fax: 02 6281 3488
Legal Services	Legal Aid	Legal Aid Help over the phone call 1300 888 529 http://www.legalaid.nsw.gov.au/asp/index.asp
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 Compliants : 1300 656 419 Fax: (02) 9284 9611 E-Mail: paffairs@humanrights.gov.au Website: www.hreoc.gov.au

Occupational Health And Safety	Work Cover, NSW Occupational Health And Safety	Occupational Health and safety http://www.business.gov.au/BusinessTopics/Occupationalhealthandsafety/Pages/default.aspx WORK COVER , NSW Work Cover Assistance Service Phone: 13 10 50 http://www.workcover.nsw.gov.au/Pages/default.aspx
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ Ph: 1300 364 277 Kids Help Line - 1800 551 800
Pregnancy Help	Catholic Care, Sydney	Catholic Care , Sydney http://www.familyrelationships.org/sydney/Pregnancy_Counselling1,77.html Office (02) 9390 5377 Fax: 02 9261 0510
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 http://www.community.nsw.gov.au/parents_carers_and_families/domestic_and_family_violence/dv_line.html NSW Women's Refuge Resource Centre http://www.wrrc.org.au/ Ph: 1800 65 64 63
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 http://www.health.nsw.gov.au/public-health/dpb/about.htm
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 http://www.health.nsw.gov.au
Postal / Courier	Post Office	http://auspost.com.au/

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
- Engaged in false or misleading recruitment practices

Fees

CBC TPS are explained on page 26 in this hand book.

CBC has a refund policy, which is fair and equitable. CBC will refund students if CBC is unable to deliver the agreed course.

Dissemination of information

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

The Principal 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 any one, or any combination of the methods outlined below.

- handbooks
- circulating memos
- emails
- meetings
- 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 DIBP 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.

National Code of Practice

The Department of Education, Employment and Workplace Relations (DEEWR) 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 of Practice 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 of Practice 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 Immigration and Border Protection (DIBP).
- To provide adequate support services to students prior to arrival, on arrival and during their study at CBC.
- To ensure student personal information is up to date.

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

<https://www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-act/pages/default.aspx>

For further information on the National Code 2007 please refer to:

<https://www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/pages/default.aspx>

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

<http://education.gov.au/>

The Tuition Protection Scheme (TPS)

Introduction

The Tuition Protection Scheme (TPS) is an Australian Government initiative to assist international students where an education provider defaults.

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.

Pre-Paid Tuition Fees

As part of the TPS there is a limit on the pre-payment of tuition fees as follows:

CBC includes details of fees due per study period in “Offer Letter” and written agreements.

Up to 50% of the total fees can be charged before the student commences (unless the student is enrolled for a short course of 24 weeks or less).

The remaining fees will be collected from the student once they have commenced but not until two weeks before the second study period.

CBC maintains a designated fee account that holds prepaid tuition fees of non-commenced students to enable refunds, if required.

TPS Provider Obligations

As a TPS provider, CBC has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. The provider default notification requirements are to ensure students are looked after following a default.

If CBC defaults it will notify its students in writing.

Student Default

Any of the following situations can be defined as a student default:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- CBC as the registered provider of the course refuses to provide, or continue providing, the

course to the student at the location because of one or more of the following:

- the student fails to pay an amount payable to CBC for the course;
- the student breaches a condition of their student visa;
- misbehaviour

If the student defaults, CBC is obliged to:

- Notify the Secretary and TPS Director in writing within 5 business days of the default occurring.
- Provide a refund as per either section 47D or 47E of the ESOS Act (2000), depending on which applies to circumstances of the default situation and within 4 weeks.

CBC Policies

Privacy - Student Personal Information

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

Discrimination means treating someone unfairly because they belong to a particular group of race, sex, marital status, physical ability, age, political conviction or religious beliefs.

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 Director of Student Services.

Further information can be obtained by phoning the ***Anti-Discrimination Board*** on ***02 9268 5555***.

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 of 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,
- 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;
- 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
- 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
- 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 of 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:

Director of Equal Opportunity
Level 14
Bligh House
4-6 Bligh Street
Sydney NSW 2000

Telephone: No: (02) 9272 6000
Email: enquires-psc@psc.nsw.gov.au.
Website: <http://www.psc.nsw.gov.au>

Student Responsibilities

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 7 days.
- 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
- Return or renew library resources or other borrowed materials and equipment on time as required.

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
- 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.

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 MSS; 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;

- 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 eg 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;
- 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;
- 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. <http://www.copyright.org.au>

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 from' 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:

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

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: www.medibank.com.au

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: www.medibank.com.au

Renewal information

For further information please refer to the following website: www.medibank.com.au

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
Booth St, Balmain, NSW 2041
(02) 9395 2111

Hunters Hill Private Hospital
9 Mount St, Hunters Hill, NSW 2110
(02) 8876 9300

Strathfield Private Hospital
3 Everton Rd, Strathfield, NSW 2135
(02) 9745 7444

Sydney Children's Hospital Foundation
19 Eurimbla Ave, Randwick, NSW 2031
(02) 9382 1188

The Canterbury Hospital
Canterbury Road, Campsie, NSW 2194

(02) 9787 0000

Medical Centres

George Street Medical Centre
308 George Street, Sydney, NSW 2000
(02) 9231 3211

Chinatown Medical Centre
768 George St, Haymarket, NSW 2000
(02) 9212 0228

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

Macquarie Medical Centre
Shop 456 "the Loft", Macquarie Shopping
Centre, 197 Herring Road North, Ryde,
NSW 2113 (02) 9878 6666

Auburn Road Family Medical Centre
4A Auburn Road, AUBURN, NSW 2144
(02) 9749 2444

St. Luke's X-Ray & Imaging
18 Roslyn St, Potts Point, NSW 2011
(02) 9356 0200

Inner West Spinal & Sports Injury Centre
170 Parramatta Road, Stanmore, NSW
2048 (02) 9518 0722

CBC-StuHB-V2015.2-150615

Wesley Private Hospital
220 Pitt Street, Sydney, NSW 2000
(02) 9799 2639

Royal Alexandra Hospital for Children
Hawkesbury Road, Westmead, NSW 2145
(02) 9845 0000

Alwyn Rehabilitation Hospital
1 Emu Street, Strathfield, NSW 2135
(02) 9747 5333

St George Private Hospital & Medical Centre
1 South St, Kogarah, NSW 2217
(02) 9598 5555

Marriage & Relationship Counselling Sydney
3 Spring Street, Sydney, NSW 2000
0416041699

Allcare Laser Dental & Cosmetic Centre
120 Longueville Rd, Lane Cove, NSW 2066
(02) 9420 5577

Eye Associates
4/187 Macquarie St, Sydney, NSW 2000
(02) 9247 9972

Pharmacies

Chifley Plaza Pharmacy
2 Chifley Square, Sydney, NSW 2000
(02) 9232 3126

Newtons Pharmacy
119 York Street, NSW 200 (02) 9267 7889

Railway Square Pharmacy
2 Lee St, Haymarket, NSW 2000
(02) 9212 5506

Maxim Health & Beauty Pharmacy
501 George St, Sydney, NSW 2000
(02) 9264 7028

Pulse Pharmacy
500 Oxford St, Bondi Junction, NSW 2022
(02) 9387 1977

Centennial Plaza Pharmacy
256-300 Elizabeth St, Sydney, NSW 2000
(02) 9281 9331

Alderson's Pharmacy
496 Princes Hwy, Rockdale, NSW 2216
(02) 9599 5135

Xtreme Chemist Superstore Burwood
35 Burwood Rd, Burwood, NSW 2134
(02) 9715 1077

Rockdale Soul Pattinson Chemist
487 Princes Hwy, Rockdale, NSW 2216
(02) 9567 3404

Chemist Warehouse Campsie
265 Beamish St, Campsie, NSW 2194
(02) 9787 5077

General Health

General & Health Counselling, Mediation & Consultancy
PO Box 4869, North Rocks, NSW 2151
Baulkham Hills, NSW 2153 (02) 9639 1069

General & Health Counselling, Mediation & Consultancy
North Rocks, NSW 2151 (02) 9639 1069

Kids & Co. Clinical Psychology
6 Robert St, Rozelle, NSW 2039 (02) 9555 1168

Quality Dental
Suite 1, Level 3, Ground Floor,
1 Elizabeth Plaza, North Sydney, NSW 2060 (02) 9922 1159

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.
- 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.
- 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 2000 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.

Student Discipline

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;
- 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 Manager / Director of Student Services will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

Rules and regulations are provided to all students during their first day of study.

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.

Managing Student Discipline

Manager / Director of Student Services will carry out disciplinary procedures and issue warnings to students.

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

All serious offences must be reported to the Manager / Director of Student Services 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:

- a) CBC will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;
- b) Give the student the opportunity to explain;
- c) 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;
- d) Issue a verbal warning to a student who breaches CBC rules. The Academic Course Coordinator / Director of Student Services will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)
- e) The Director of Student Services 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
- f) 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.
- g) CBC will make decisions that are supported and justified, based on objectivity (actual performances and behaviour);

Not with standing the above, instant suspension or dismissal may occur if a student:

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

Where a dismissal occurs, all facts are kept confidential, unless the Director of Student Services 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 to 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
- In some cases expulsion

Note: A student may, at the discretion of CBC, be given the opportunity to resit an assessment. Students need to have at least a minimum of 80% attendance and above to be given an opportunity for a reassessment.

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
- 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.
- the matter will be referred to the Director of Student Services 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
- 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 Manager of Student Services.

The MSS 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 MSS immediately
- 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 MSS, 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 Director of Student Services.

- 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 DSS may assess the matter and where necessary impose a penalty.
- The DSS/MSS will advise the student in writing of the decision within two working days of the meeting concluding.
- The decision of the DSS will be deemed final.

Courses

Please note that all programs are full-time and cannot be undertaken part-time or via distance education.

CBC also has individual qualification entry requirements as per the training package.

Certificate IV in Programming – ICA40511

There are no entry requirements for this qualification.

(As per ICA11 Information and Communication Technology Training Package Version 1)

Preferred pathways for candidates considering this qualification include:

- After achieving ICA30111 Certificate III in Information, Digital Media and Technology, or other relevant qualifications or units equivalent to the core of ICA30111 as listed below –
 - BSBOHS302B Participate effectively in OHS communication and consultative processes
 - BSBSUS301A Implement and monitor environmentally sustainable work practices
 - ICAICT202A Work and communicate effectively in an IT environment
 - ICAICT301A Create user documentation
 - ICAICT302A Install and optimise operating system software
 - ICASAS301A Run standard diagnostic tests

OR

- With demonstrated vocational experience in a range of programming-related work environments in software programming, application programming, web development or similar.
- Overseas candidates must provide evidence of successful completion of an IT course which meets the unit outcomes as mentioned above.
- If candidate already hold a Certificate II, III or IV in IT, he/she will need to submit verified Certificates / Statement of Attainment for recognition purposes

Diploma of Software Development – ICA50711

There are no entry requirements for this qualification.

(As per ICA11 Information and Communication Technology Training Package Version 1)

Preferred pathways for candidates considering this qualification include:

- After achieving ICA40511 Certificate IV in Programming, or other relevant qualifications or units equivalent to the core of ICA40511 as listed below –
 - ICAICT418A Contribute to copyright, ethics and privacy in an IT environment
 - ICAPRG402A Apply query language
 - ICAPRG403A Develop data-driven applications
 - ICAPRG404A Test applications
 - ICAPRG405A Automate processes
 - ICAPRG406A Apply introductory object-oriented language skills
 - ICAPRG410A Build a user interface
 - ICAPRG414A Apply introductory programming skills in another language
 - ICAPRG415A Apply skills in object-oriented design
 - ICAPRG419A Analyse software requirements

OR

- With demonstrated vocational experience in a range of programming-related work environments in software programming, application programming, web development or similar.
- Overseas candidates must provide evidence of successful completion of an IT course which meets the unit outcomes as mentioned above.
- If candidate already hold a Certificate II, III, IV or Dip of IT, he/she will need to submit verified Certificates / Statement of Attainment for recognition purposes.

Diploma of Business – BSB50207

Preferred pathways for candidates considering this qualification include:

- After achieving the BSB40207 Certificate IV in Business or other relevant qualification/s OR
- Providing evidence of competency in the majority of units required for the BSB40207 Certificate IV in Business or other relevant qualification/s OR
- With vocational experience in a range of work environments in senior support roles but without a qualification.
- Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:
 - Administrator
 - Project Officer.
- This breadth of expertise would equate to the competencies required to undertake this qualification.

Advanced Diploma of Business (BSB60207)

Preferred entry requirements for candidates considering this qualification include:

- Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at advanced diploma level, including:
 - After achieving BSB50207 Diploma of Business or other relevant qualification/s **OR**
 - Providing evidence of competency in the majority of units required for the BSB50207 Diploma of Business or other relevant qualification/s **OR**
 - With substantial vocational experience in a range of environments, acting in a range to senior support or technical roles.
- Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:
 - Executive Officer
 - Program Coordinator
 - Program Consultant.
- This breadth of expertise would equate to the competencies required to undertake this qualification.

Diploma of Management - BSB51107

Entry Requirements (Qualification Pathways / Pathways INTO the qualification)
There are no entry requirements for this qualification.

Preferred pathways for candidates considering this qualification include:

1. After achieving the BSB40812 Certificate IV in Frontline Management or other relevant qualification/s

OR

2. With vocational experience but without formal supervision or management qualification.

Advanced Diploma of Management - BSB60407

Entry Requirements (Qualification Pathways / Pathways INTO the qualification)
There are no entry requirements for this qualification.

Preferred pathways for candidates considering this qualification include:

1. After achieving the BSB51107 Diploma of Management or other relevant qualification/s

OR

2. With substantial vocational experience, in management but without a formal qualification.

(Ref-BSB07 Business Services Training Package)

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

For more information on courses at CBC, please refer to 'Courses' on page 46

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

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 by DOE <https://aei.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.

Application Selection and Assessment

CBC will ensure that the student's qualifications, experience and English proficiency skills (Academic English) proficiency are appropriate for the course in which enrolment is sought and are assessed by the Student 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. CBC's refund policy, RPL/CT process/college rules/ 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 as an education provider also understands the importance of setting entry requirements that 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.

Onshore testing.

The pre-training reviews are supervised and marked by a qualified staff member at CBC. The review consists of questions based on the course the student is wishing to commence.

Prior to pre-training review, the staff member will outline the course entry requirements to the student via website and student handbook.

1. Applications for enrolment at CBC are checked against the policy requirements.

2. If the applicant is deemed to require a pre-training review, then the student will have the reasons for the review explained to them before its commencement by CBC / Approved agent.
3. The applicant is provided with a copy of the pre-training review to demonstrate their knowledge and skills, either physical or online via the CBC website to complete in the allocated time.
4. DSS/MSS will determine the outcome of the review in order to ascertain the applicant's capabilities.
5. Students are informed if they meet the entry requirements or of their options if they do not meet the course entry requirements.
6. Where a student has not met the requirement for their desired course, the applicant will be notified in writing of their review / test result. The enrolment process will cease. The student may choose to apply for a lower level course.

Offshore testing.

Prior to pre-training review, a CBC approved agent or staff member (if applicable based on geographic office locations) will outline the course entry requirements to the student via the website and student handbook.

1. Applications for enrolment at CBC are checked against the policy requirements.
2. If the application is deemed to require pre-training review, then the student will have the reasons for the review explained to them before its commencement.
3. The applicant is provided with a copy of the review to demonstrate their skills and knowledge, either a physical copy or online via the CBC website to complete in the allocated time.
4. The agent acting on behalf of the applicant submits the pre-training review to the MSS/DSS to determine the outcome and ascertain the applicant's capabilities.
5. Students are informed if they meet the entry requirements or of their options if they do not meet the course entry requisite.
6. Where a student has not met the requisite for their desired course, the applicant will be notified in writing of the test result. The enrolment process will cease. The student may choose to apply for a lower level course

CBC's Students' Admission Team will retain the results of the pre-training review on the student file. Where a student has met the requirement for an offer, the enrolment process will commence, including issuing an offer letter and a COE upon payment.

Conditional offers may be issued which specify additional requirements/documentation that must be met by the applicant prior to their enrolment in the course of study.

Applicants will not be permitted to enrol unless they met the conditions stated in the offer letter.

CBC reserves the right to withdrawal course offers at any time. The decision to withdraw an offer may be based on the following grounds:

- 1) There was insufficient or inaccurate information provided by the applicant or party acting on behalf of the applicant; or
- 2) The information provided was questionable or misleading documentation was supplied; or
- 3) The eligibility requirements have changed; or
- 4) At the discretion of CBC management.

Where a student has not met the requirements for their desired course, the applicant will be notified in writing of the result. The enrolment process may not commence but the student may choose to apply for a different course and resit another pre-training review for a new course application.

Procedure

1. An approved CBC agent or staff will explain to the student the need of a pre-training review before choosing to pursue a course.
2. Students will be required to complete a pre-training review prior to being issued an offer letter. (if the pre-training review is completed online, the results will be emailed to the student).
3. Director of Student Services / CBC Agent will document the outcome of the pre-training skills & knowledge review.
4. If special needs are identified, the Director of Student Services/ agent will discuss the options with the student.
5. The Manager of Student Services / ACC will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of students performance via students' evaluation sheets and/or academic progress and performance.

In the event that a student needs access to academic language skills, CBC will make available a staff member with appropriate qualifications (TESOL - Adult Teaching qualifications).

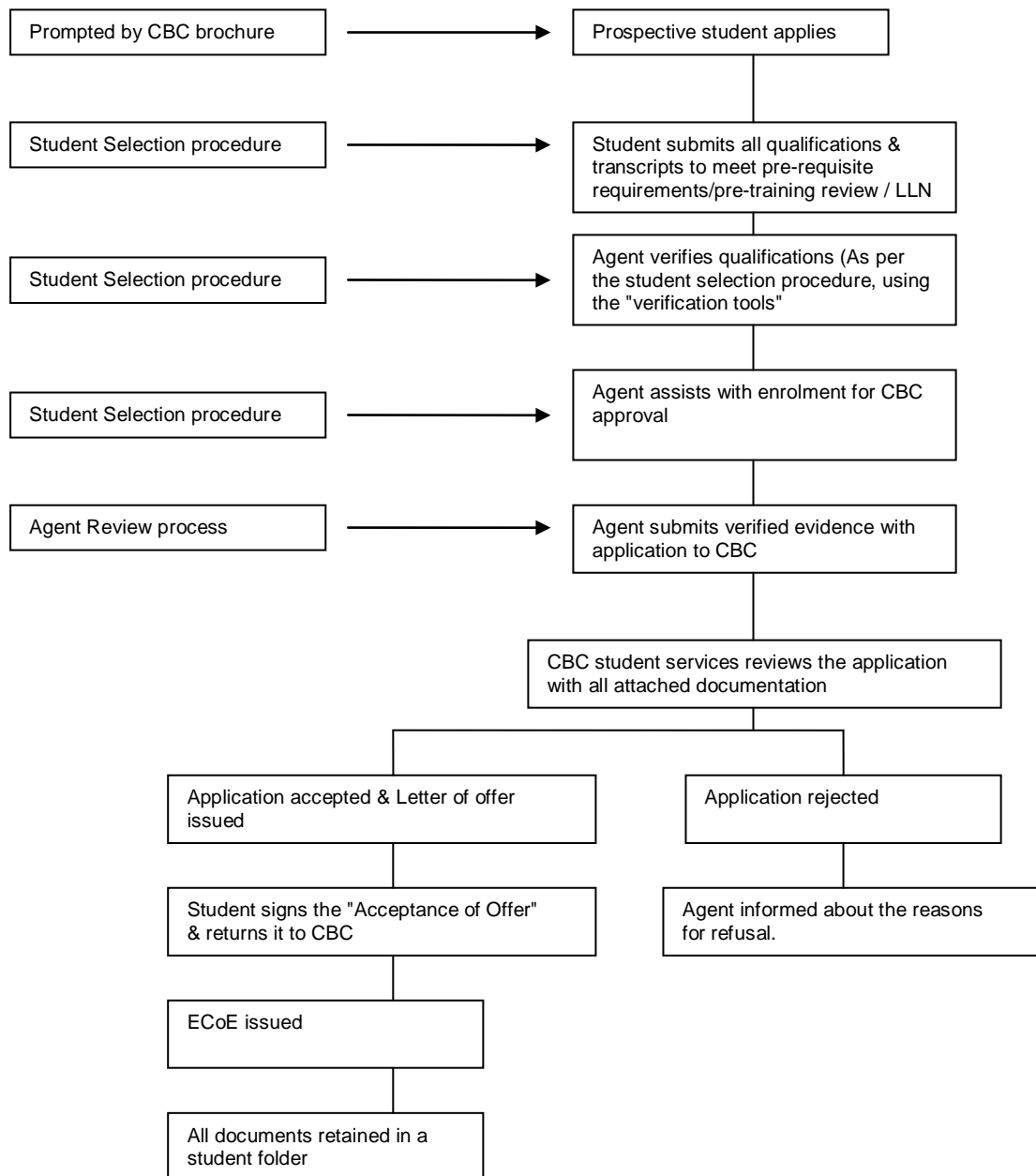
If students with special needs are identified during the assessment of the application, MSS will discuss them with the student how best to provide assistance with training and learning strategies (tutors, support classes).

The student may be required to enter into an EAP (English for Academic Purposes) course prior to the commencement of the desired course.

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. The agent needs check with the local training provider the validity, if required.
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. Director of Student Services checks all documents including student enrolment 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.

Student selection procedure for agents



Pre-enrolment procedures to assess student eligibility

The Director of Student Services is responsible to:

1. manage all direct student enrolment or via authorised agents.
2. ensure enrolment form has been filled in; check student's passport, previous attendance (if any) and 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. After fees have been paid to CBC, a "**Confirmation of Enrolment**" is given to the student. Student is also given a "Pre-arrival Pack" (also available online at www.canterburybc.com.au)
 - 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.

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 Director / MSS / ACC 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 students 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 MSS will ask the student on the orientation day if they have special needs.
2. The Agent / MSS will make note of the request on the "Application Form" and discuss the possibilities of approval.

3. Director / Manager of Student Services 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 Director / Manager of Student Services 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 help students. CBC staff members are always happy to help students whenever possible.

The Student Support Services are designed in line with the Education Services for Overseas Students (ESOS) Act 2002 guidelines and the National Code. The following support services are available to students:

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of the course. 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.

Orientation Schedule

- Introduction & welcome
- Student registration form
- USI Number (Unique Student Identifier)
- Medibank – Overseas health cover (OSHC)
- Course information, time table, learning & assessment strategies
- 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 Immigration & Border Protection (DIBP) regulations & legislation
- In and around Sydney
- Accommodation assistance
- Student ID Cards

CBC provides support services to its students. Manager of Student Services 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.

USI Number help

The USI system generates a unique student number which students can use throughout their studies in Australia. The USI allows access to a full range of study information fast and easy.

CBC Administration staff will request consent from the student to generate a USI for them

Or

Will record the students generated USI into CBC's student management system.

Personal Counselling services

CBC does not offer professional counselling service to students / staff. The Manager of Student Services (MSS) 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 MSS 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 Manager of Student Services at CBC is not professional counsellor, however can assist students as a first point of contact.

If the Director / Manager of Student Services identifies the need for a student to be referred to a professional counsellor, he will make recommendations and suggest a reliable and qualified psychologist.

Academic Counseling

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 workshops, formatting workshops, language workshops, and plagiarism workshops.

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

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

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 the requirement of extra support*). In the case where a student identifies the need for 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 to have 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 Director of Studies at CLA. Students are able to attend on any day that their timetable allows with the member of student support staff being available for their one to one support class. 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 the classes themselves 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. Tutorial and assignment work involves real-world applications and questions.

Procedure

2. During orientation CBC (Manager of Student Services) will explain the need for the "Learner Needs" survey to the student
3. Students will complete it during the orientation session and hand it back to the person in charge.
4. Manager of Student Services will analyse each individual form.
5. If any needs are established, the Manager of Student Services will further discuss the options with the concerned student.
6. Manager of Student Services / ACC will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of students 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 (Adult Teaching qualifications). CBC will dedicate at least 2 hours a week to teach students language, literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

Complaints and Appeal Procedures

Complaints and Appeal Handling Policy and Procedures

Policy

Canterbury Business College (CBC) endeavours to maintain a harmonious studying environment which is free from intimidation and harassment and which affords equality of opportunity. CBC and its staff members will act on any complaint that can be substantiated.

It is CBC's policy to act upon the subject of any complaint found to be substantiated immediately.

Complaints may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

Procedures for general complaints, appeals & dispute resolution

A complaint can be about a situation, a process, a person or people, a facility or a service provided by CBC.

A "complaint" is not about an academic result. (Students appealing academic results or matters – please see "Academic Appeal Policy".)

1. A complaint / appeal / dispute can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any CBC staff. Students are encouraged to lodge their initial complaint at reception. A written record of the complaint will be retained in the student's file.
2. If the student chooses to access CBC's complaints processes, their enrolment will be maintained while the process is ongoing.
3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.

4. CBC's Manager of Student Services / Principal can respond to a complaint / appeal / dispute. A student must lodge their complaint with only one member of staff at CBC. If the complaint / appeal need to be escalated, the staff member must follow the complaint policy.
5. CBC will investigate and respond to all complaints lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.
6. CBC treats all complaints / appeal / dispute in confidence and will seek the permission of the student before discussing the complaint with relevant staff. The student will be given a written statement, including details of the reasons for the outcome.
7. If the process results in a decision that supports the student, CBC will immediately implement the decision or preventive action required and advise the student of the outcome.
8. Any student who feels that their case has not been adequately heard or if they want to complain or appeal this decision, they may contact the Overseas Students Ombudsman.

Overseas Students Ombudsman

GPO Box 442 Canberra ACT 2601

www.oso.gov.au or phone 1300 362 072

The Overseas Students Ombudsman is free and independent.

9. Following the independent mediator out come if the student remains unhappy with the findings they may contact other independent mediation/arbitration services such as the examples listed below:

LEADR

Level 1, 13-15 Bridge Street Sydney, NSW, 2000

Telephone: (+61 2) 9251 3366

Fax: (+61 2) 9251 3733

Freecall: 1800 651 650

Mediation costs

CBC will bear the part of the mediation cost. Should a student need further information, please contact the MSS.

If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday

Please note that students have to first follow CBC's internal complaints policy before contacting the State registration body. The above does NOT apply to any academic appeal.

National Training Complaints Hotline

If you have a training problem or concern and are not satisfied with the outcome of CBC's internal Complaints & Appeals procedures, students can call Department of Education (DOE) complaints hotline on 13 38 73.

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 that the student 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.

Assessment Rules

- Assessments must be submitted to the assessor by the due date for a result to be recorded, unless an extension has been granted.
- 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.
- The length of extension is at the discretion of the trainer.
- In case of illness, a doctor's certificate must be produced for verification. (or other documentary evidence, where applicable).
- 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.
- 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.

Assessment Requirements

- Students need to maintain **80% 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.
- Students with a minimum of 80% attendance and above are offered a maximum of 2 opportunities (including 1 resit opportunity) to prove competency for every assessment completed.
- If the student is graded as 'Not Yet Competent', the student will have to pay \$150 per cluster.
- If the student still fails to achieve competency, the student will need to re-enrol the following term/semester.
- 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/Manager of Student Services for a deferred examination, supported by appropriate documentary evidence.
- Students with special needs will be appropriately accommodated.

Deferred Assessment

The student may apply to the Manager of Student Services 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.

If the Manager of Student Services is satisfied that the student was unable by reason of illness or other exceptional circumstances to complete an assessment task, the MSS may approve the deferment request in consultation with the trainer.

Examinations / Assessments

Students are reminded at least two weeks prior of the examination / assessment due date(s).

If a student is late for an examination by more than 20 minutes, the student may be refused entry.

Unless approved by the trainer, the student can not bring into an examination any devices capable of conveying information about the examination such as: mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, calculators, textbooks and program notes. Please ensure that mobile phones are turned off during the examination time.

During an examination session a student can not:

- Communicate verbally with any person other than the trainer;
- Assist any other person to communicate with another person
- Willingly receive a communication from any person.

If in the opinion of the trainer, the student's behaviour is disturbing or distracting to any other student, the trainer may direct the student to exit the examination.

If a student consider that their performance in an examination was adversely affected by illness, disability, bereavement or other exceptional circumstances, the student may apply for special consideration.

Assessment Feedback

- 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.
- 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

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.

The Statement of Attainment (SoA) will list the code(s) and name(s) of the competencies and the result the student has achieved.

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.

Qualification issuing policy

A qualification is a formal certification, issued by CBC in recognition that a student has achieved the learning outcomes relevant to the student's enrolled training package.

Issuance of the qualification follows satisfactory completion of the requirements set by CBC. Individuals will be able to obtain a Statement of Attainment where they have partially completed the requirements of the qualification.

Procedures for issuing / applying for Qualification:

1. Students will complete the "Student request form" requesting for Qualification completion certificate / Statement of Attainment (SOA) to the MSS.
2. MSS will review the request and check relevant information via the student management system (RTO Manager) to confirm if the student has completed the requirements of the enrolled qualification to be issued with a completion certificate / SOA
3. The documents will be issued to the student within 3 working days after the application is made.
4. MSS will enter the record into the "Qualification / SOA issuing" register

Note: A student cannot receive an award, transcript or statement of attainment without a USI verified by CBC.

If a financial debt is owed to CBC, the award may be withheld until the debt is cleared.

Replacement awards can be obtained to:

- recognise a name change;
- replace a damaged award or;
- replace a lost award.

NOTE: Additional copies of awards cannot be issued, that is, a student can not have more than one copy of an award at any given time.

A student must officially apply for replacement award(s) from CBC. The student must include the original award with their application or a witnessed Statutory Declaration, declaring the circumstances in the event that the original has been lost or destroyed.

The student will need to include a certified copy of evidence of a name change.

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.

Student RPL & Course Credit Information and Requirements

Recognising Prior Experience and Skills

In accordance with the requirements for NVR Registered Training Organisations, Canterbury Business College provides the opportunity to have prior learning recognised toward a qualifications or units of competence for which they are enrolled. Recognition is viewed simply as another method of assessment and therefore is conducted in accordance with the Assessment Policy.

For further information and to apply for RPL, please email your request to info@canterburybc.com.au

Credit Transfer

Canterbury Business College acknowledges the requirement as a Registered Training Organisation (RTO) to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the Australian Qualifications Framework being units of

competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for NVR 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.

If credit transfer is being sought for a unit of competence which has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. In many cases this information can be found in mapping guide published in the relevant Training Package (usually volume one or on the Industry Skills Council (ISC) website). CBC admin/assessors staff will obtain this information and validate claims of equivalence.

As a general guide, if there is no such mapping available then CBC is not obliged to recognise the unit through credit transfer.

Please follow the link for further information in Credit Transfer:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Credit-Transfer-Explanation.pdf>

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 competence the applicant has been previously attained. 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 (AQF). The applicant is required to submit copies only which are certified copies.

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 competence or qualification which are not included in CBC's 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 will not incur any fees for the credit transfer.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition. Student may not enroll only for credit transfer.
- The recognition of a unit of competence 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.

National Recognition (Recognition of Qualifications Issued By Other RTO's)

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program you are enrolled in.

To receive recognition for previous study, you do NOT need to be enrolled in the program. However you will need to provide certified copies of your qualifications, Statement of Attainment along with your RPL form CBC to assess your eligibility for RPL. For further information on RPL & Qualification recognition please contact the reception or alternatively email info@canterburybc.com.au

Recognition of Prior Learning (RPL)

CBC recognises the prior learning of students based on:

- previous training, (includes overseas qualifications)
- formal study and acquisition of a qualification and statements of attainment from another RTO,
- practical experience in a work environment,
- projects undertaken, and
- community based learning experiences.

Please follow the link for further information on RPL:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/RPL-Explanation.pdf>

All students are advised of the RPL process during the enrolment process. Education consultants advise international students regarding RPL standards during the application process. International students can request RPL forms by emailing to info@canterburybc.com.au. For onshore / local students, RPL form can be also requested from the MSS / ACC staff members.

All staff (especially trainers and assessors) are to be informed about CBC's obligation to recognise AQF qualifications and statements of attainment issued by other RTO's.

Assessments of RPL evidence provided by the applicant will be made against the evidence requirements outlined in the unit of competency.

Procedure

1. Students are advised of the RPL process through the Student Handbook, Web site, Marketing brochures and the Induction Program,
2. The Course Coordinator will facilitate the RPL process for requests received. A qualified staff (Delivery & Assessment) will process the RPL request.
3. The results of the RPL requested will be reported back to the student within 2 weeks of the application received.
4. Students who request an RPL assessment will be advised of the evidence required and suggestions on what to provide as necessary evidence (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community-based learning, or overseas education, training or experience etc.) once the request for RPL has been submitted.
5. Students must complete the RPL/CT Application Form, attach the required evidence, and submit at a date specified by the designated RPL Assessor for assessment,
6. If RPL is approved, the applicant will be marked as "Exempted" rather than "Competent" in the transcript of records.
7. The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment, the student will be advised that:
 - the application has been granted or
 - the application has been denied or
 - further evidence is required
8. If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate their skills / experience. The course coordinator will set a date for the additional documents to be submitted.
9. If the student fails to furnish the required documents, he / she will have to enrol for the unit in question alternatively if the student succeeds, RPL will be awarded.
10. If the student is not satisfied with the outcome, the matter will be referred to the management via the appeals process.

CBC's RPL assessors should possess:

- an understanding and ability to carry out a wide range of assessment techniques;
- the ability to judge diverse evidence fairly and accurately;
- the ability to draw inferences based on the evidence presented.

If CBC grants the student RPL prior to the student being granted student visa, CBC will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment (COE) issued for that student for that course, OR

If the RPL is granted after the student visa is granted, CBC will report the change of the course duration via PRISM under section 19 of the ESOS Act.

Where RPL is granted, the student's training and assessment program will be reviewed so that student has a full-time load to ensure that full-time study requirements are being met.

RPL Policy for overseas qualification

Verification of vocational / academic competence

CBC will endeavour to verify all academic qualifications & vocational competence by assessing overseas qualifications and via the interview process, if required.

All overseas qualifications achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR) guidelines to check its relevance and its standards within the Australian Education framework.

<https://internationaleducation.gov.au/Services-And-Resources/services-for-individuals/Pages/Services-for-individuals.aspx>

Students applying for RPL into CBC's training package units will have to provide a verified overseas qualification, a transcript and a detailed breakdown of the curriculum covered under the units that the student is claiming RPL for.

Student applying through CBC approved agents will have to meet the minimum entry requirement as detailed in the "entry requirements" section in CBC's marketing/promotional material. All qualification documents submitted by the student will be initially reviewed and verified by the recruiting agent as per the student selection procedure. CBC will review the agent's decision and confirm if the student meets the pre-requisite knowledge & skills requirement, prior to issuing the "Letter of offer".

Course Credits / Transfers / Pathway options

Successful completion of CBC's Diploma qualifications and above offer advanced standing for into 2nd year of Bachelor degrees at USQ.

Students may apply for advanced standing in undergraduate courses where they have completed formal studies at CBC. Students must apply by submitting the appropriate form to the University they wish to study with and attaching documentary evidence of satisfactory completion of that course/s. A decision is made by the relevant University Faculty about the level at which the student will enter their university course.

CBC currently has articulation arrangements with University of Southern Queensland. Please note every university has individual conditions and pathway arrangements.

Fees & Charges

The following guidelines apply in relation to tuition fees:

- Students are required to pay in advance one 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 semester.
- If the student has outstanding fees at the end of the 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.
- 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 Manager of Student Services to determine a fee schedule.
4. If students are more than one week late with their fee schedule payment, 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 MSS and discuss his / her position. MSS 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 DIBP for more information on how this may impact their visa.
8. If CBC grants the student RPL/CT, CBC will issue an offer letter with the pro-rata fees only for the units the student will be studying at CBC.

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
- 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
- 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
- Release letter
- Additional copies of "Statement of Attainment / Transcript / Qualification"
- 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

1. 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.
2. In event of visa refusal, Application fees (\$150) are not refundable.
3. Refund on the basis of visa rejection will require a copy of the visa rejection notification from the Australian Embassy/High Commission/DIBP and your official CBC receipt.
4. Accommodation Deposit and Airport Pick up fees are refundable if Visa is not granted.
5. Tuition Fees, Overseas Students Health Cover are Refundable in full where:
 - Student has provided evidence of medical OR compassionate reasons due to which the student cannot commence the course
 - Australian Embassy rejects a Visa application.
 - Requests for refunds must be made in writing.
 - CBC is advised of the cancellation 28 days or more before course commencement and prior to entering into Australia
 - Student enrolled in packaged courses do NOT qualify for a refund once they commence their ELICOS studies in Australia.
6. CBC will send the refund to the applicant unless otherwise instructed and authorized in writing.
7. Tuition fees are not transferable to any other institution or student, but may be transferred to another course within CBC.
8. If the students withdraws from a course once it has commenced no refund of fees is given.
9. In the unlikely event that CBC is unable to deliver your course in full, the student will be offered a full refund of the tuition fees they have paid.
10. If a student has given misleading information to a CBC approved agent, CBC and / or any commonwealth agencies of Australia, no refund is applicable.
11. All refunds will be payable in the same currency in which they were paid. CBC will forward the refund to the applicant in his / her country of origin unless otherwise authorized in writing.
12. The normal processing of a refund will be done within 4 weeks.
13. A student dissatisfied with the refund decision handed by CBC has the right to pursue other legal remedies, which includes independent complaints & appeals handling services provided by Overseas Students Ombudsman. For further information please visit: <http://www.oso.gov.au/>

14. In the event that CBC defaults, student are protected by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 (TPS)

15. Under compassionate circumstances such as bereavement (e.g. family death) CBC will make the decision of a refund on student's application.

16. This agreement does not remove the right to take further action under Australia's consumer protection laws.

17. CBC will give the student a refund statement that explains how the amount has been worked out.

Students will be advised of this policy before any payment is given to CBC. CBC will not accept any payments from an overseas student or intending overseas student unless the student has received a copy of this refund agreement.

As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given full refund if:

- The training and assessment program does not start on the agreed starting day, or
- The training and assessment program ceases to be provided before it is completed.
- The training and assessment program is not provided in full to the student

Attendance Monitoring Policy

According to **National Code Standard 11** - Registered providers systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students under Section 19 of the ESOS Act who have failed to meet the attendance requirements.

This policy outlines the circumstances in which CBC will notify the students of their attendance, the process in which attendance is collected and monitored and initiate the cancellation of a student's enrolment for unsatisfactory attendance.

For more Information:

<https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD11.aspx>

CBC follows the Department of Education - Course Progress Policy and Attendance Policy to monitor the academic progress and attendance of each student.

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 of Practice 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 MSS/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 30 mins 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 Manager of Student Services if a student is at risk of falling below 80% attendance.
7. Trainers/ assessors are required to submit completed Attendance Sheets to 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 Manager of Student Services (MSS) / 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 (RTO Manager).
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 3 consecutive days without prior approval, the Administration staff (MSS / 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 analyzing the Accumulative Attendance, students falling below 80% are contacted and counseled (as per the Reporting Students Policy). 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 issue an Intention to Report 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:
 1. Fill in the Appeal, Complaint and Grievance Resolution form
 2. Provide all the supporting documentation.
 3. Attend an interview with the Principal / DSS

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

18. After the 20 working days period has lapsed:
 - A) 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.
 - B) 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.
<http://www.oso.gov.au/making-a-complaint/>

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

Available on

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

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 Manager of Student Services (MSS), who works in conjunction with the Principal and Director of Student Services (DSS). Attendance is recorded and monitored for each study period, and includes all scheduled classes allocated to each student's timetable.

Canterbury Business College complies with the ESOS Act and National Code, which require private educational providers to monitor overseas student attendance. There by Canterbury Business College has a legal obligation to report overseas students who fail to comply with their attendance requirements. CBC's attendance requirements considers a student's attendance to be satisfactory where they maintain a minimum of 80% attendance. Students are actively encouraged to attend all scheduled classes to achieve the best outcome. The policy is made available to staff and students through orientation, staff induction, workshops, staff & student handbook & the CBC website.

In certain circumstances, CBC may decide not to report a student for breaching a minimum of 80 per cent attendance requirement under the following circumstances:

- Where the student has attended 70% of the scheduled 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 DIBP/DOE via PRISMS.

Approved Leave

The Principal in conjunction with the Manager - Student Services / Academic Course Coordinator will consider the grounds for granting the student leave under exceptional circumstances or on compassionate/compelling reasons. The student is required to submit all relevant documentation with the leave request.

Illness

In case of an illness, a student must provide certified document(s) (i.e. Medical Certificate) from a registered Medical Practitioner. The document(s) must state the reason for a student's absence and also the dates he / she were deemed unfit for class. The student must present the medical certificate as soon as practicable. Students must retain a copy of the document in the event of an appeal.

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
- changes their course duration; or
- fails to comply with their visa conditions regarding attendance and academic performance.

Academic Course Progress Policy -

Under Standard 10 of the National Code part D, CBC implements the DoE-DIBP Course Progress Policy and Procedures for its education and training courses.

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 (ESOS Act standard 19(2)).
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

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 counseling;
- 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 DIBP.
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 DIBP 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 8 of the National Code – Part D and has 20 working days to do so. A student may appeal on the following grounds:
 - a. CBC's failure to record or calculate a student's marks accurately and/or attendance,
 - b. compassionate or compelling circumstances, or
 - c. 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.
 - a. 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.

b. 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:

a. the student has chosen not to access the complaints and appeals process within the 20 working day period, or

b. the student withdraws from the process, or

c. the process is completed and this results in a decision supporting CBC (ie. the student's appeal was unsuccessful) then CBC will notify the Secretary of DEST through PRISMS as soon as practicable.

Procedures for monitoring Academic Progress & managing student Intervention

- Students will have to maintain a 50% competency throughout each term.
- The student competency will be demonstrated at the end of the each term, once the trainers have submitted the results of the term to the administration department.
- MSS/admin will review all results to identify and contact those students who have been identified as not meeting course progress via letter / phone / email.
- However if CBC identifies that a student is at risk of making unsatisfactory course progress before the end of the term, MSS will implement CBC's intervention strategy as early as practicable.
- MSS 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. MSS will make recommendations to the student to improve their performance.
- As part of the intervention strategy, MSS will document the meeting in the student management (RTO Manager) system for future reference and complete a "Student Counseling/Support Form".
- 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 Manager of Student Services (MSS), for their failure to achieve the minimum academic progress. This provides an opportunity to the student to discuss his/her situation with MSS. The MSS will counsel the student and seek clarity on the issues to address any of their concerns.
- MSS also informs the student that they run a risk of their enrolment being cancelled and being reported to DIBP via PRISMS.
- The Manager of Student Services (MSS) 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 MSS considers the need of professional counseling or support services

for the student, then CBC will seek or recommend professional counseling to the student.

- 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, MSS will issue the student an “Intent to report” letter via email or post.
- (https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Documents/Documents_Course_Progress.pdf)
- 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.
- If the student does not appeal within 20 working days of the “warning letter” issue date, he / she will be reported to DIBP 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 MSS / DSS. 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 MSS / ACC 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.
- The decision of MSS / ACC will be discussed with the DSS.

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 Manager of Student Services to seek resolution.

3. Every student has an opportunity to formally present their case with the Manager of Student Services. 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 form" to the Director of Student Services.
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 to the Director of Student Services.
7. The Director of Student Services 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 ACC / MSS 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 www.oso.gov.au 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 per cluster 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
- 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:

- An appeal in writing is made to the ACC / MSS providing reasons for re-assessment /appeal.
- ACC / MSS will review the assessment in consultation with the trainer.
- The student will be advised of the review result.

- 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 ACC, the MSS and the DSS OR if need be an external assessor.
- 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.
- If the student is still not satisfied with the result, the he / she has the right to seek independent advice or follow external mediation option with CBC's nominated mediation agency.
- Any student who fails a compulsory subject or appeals unsuccessfully will be required to re-enrol in that subject.

The cost of reassessment 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.

Completion within expected duration / Course deferment

CBC's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the student's COE. CBC will only consider extending a student's study if they fall under the conditions specified in Standard 9 of the National Code, Part D.

CBC will review each student's case based on the evidence and reasons submitted being that the student is either requesting for deferment or if he /she is not expected to complete the course within the expected duration.

CBC will only amend / extend the duration of the COE only if the student has compassionate or compelling circumstances, which are beyond the control of the student and which have an impact upon the student's program 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;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- Where the student is at the end of their enrolled course (intervention strategy – granted under standard 13) and the student has not completed every unit of study successfully and CBC deems the extension necessary for the student to complete the qualification.
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - Witnessing or being the victim of a serious crime.
 - When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite course/unit; or

- Inability to begin studying on the program commencement date due to delay in receiving a student visa.
- Where there is a variation in the student's enrolment load, which may affect the student's expected duration of study in accordance with 9.2 of the National Code, CBC will record this variation and the reasons for it on the student file. CBC will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study
- CBC may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, CBC will not enroll the student exclusively in distance or online learning units in any compulsory study period.

Note: CBC does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. CBC recommends that students plan their family engagement / weddings during term breaks. Students are encouraged to discuss their individual cases with the MSS before making any arrangements.

Leave application / Course Deferment / Course cancellation

CBC will consider the request for "approved leave / course deferment / cancellation" conditional to the student's circumstances at the time when students make the request. In case of any other situation or requirement, the MSS will evaluate the situation on a case by case basis and make the decision of approving / denying students request for leave / deferment / cancellation.

Leave of Absence

CBC expects its students to plan their course of study without any interruption based on the term dates and break periods. However, CBC does understand where this is not possible CBC makes reasonable provision for students who cannot temporarily suspend their studies

A student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a "Student Request" form and be submitted to the ACC / MSS.

CBC will consider all leave application based on DIBP's rules on the basis of compassionate or compelling circumstances. Students must realize that a request for Leave / Course Deferment / Cancellation will affect their student visa and / or the duration of their course of study. This information will be provided by the MSS through the orientation program and also when making the application for leave.

Students will normally be required by DIBP to leave Australia for the period of the Leave of Absence where it exceeds 28 days. Students should be aware of their visa durations and must make appropriated arrangement to renew / extend their visa prior to leaving Australia.

Approved Leave is not be considered as “absence” and will not affect the students overall attendance percentage. The student needs to contact CBC and make arrangements prior to returning to CBC with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, following efforts by CBC administration staff to contact the student, CBC will report the student to DIBP via PRISM as "student notified cessation of studies". CBC is not obliged to notify the student of the intent to report nor to allow 20 days for an appeal.

Course Cancellation

Course cancellation may be initiated by either the student or CBC.

Student Cancellation

- Students wishing to cancel their enrolment must complete a “Student Request” form and submit to the MSS.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from CBC’s ‘Transfer between Providers Policy / Procedure’.
- All application documentation for the cancellation will be kept on the student file and DIBP will be notified via PRISMS of the decision to cancel the enrolment as a result of the student’s request.
- CBC will regard a student who fails to re-enroll in a study period as having abandoned their course and thereby will be deemed to have notified CBC of their cessation of studies. The student's cessation will be reported on PRISMS, which may result in their visa being cancelled.

Provider Cancellation / Suspension

CBC has the ability to suspend / cancel a student’s enrolment on the following grounds:

- Misbehaviour, this may include but is not limited to: Acts of discrimination, sexual harassment and vilification or bullying, and/or acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories.
 1. Academic Misconduct
 2. Behavioral Misconduct
- CBC may cancel the enrolment of a student who does not pay fees when they are due.
- Should CBC initiate the suspension or cancellation of a student's enrolment, it will notify the student of its intention and allow the student 20 working days to access the complaints and appeals process.
- If a student appeals a decision to suspend or cancel his or her studies CBC will not report the student on PRISMS until the internal appeal process is completed, unless extenuating circumstances apply.
- Extenuating circumstances may include medical concerns, severe depression or psychological issues, endangers or threatens to endanger other students, or is at risk of committing a criminal offense. Claims of extenuating circumstances need to be

supported by evidence.

- CBC will report the students changed enrolment status on PRISMS once the internal process is complete, even if the student pursues an external appeal process.
- DSS and / or MSS is responsible for ensuring students are reported on PRISMS when a decision is made to suspend or cancel their studies and ensuring that all relevant correspondence and documentation is retained on the students files.

Application procedure for Leave / course deferment / course cancellation

A student's study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the COE:

- Student will make a written application requesting the MSS for leave / deferment / cancellation.
- Student has to attach all necessary evidence, while requesting for leave / deferment / cancellation. (*For example, medical certificates /death certificates in case of deferment due to death in the family. Airline ticket if student intends to cancel his course and return to country of origin*)
- The application will detail the following content:
 - Reason for leave / deferment (Medical / Compassionate / Bereavement / Parental / Family / Personal / Work related) or cancellation
 - Dates (start date & end date with date of return to CBC)
 - Details of what the study / course responsibilities are on the date(s) leave is requested for (*not applicable if applying for course cancellation*)
- The written application will be reviewed by MSS and the student will be advised with the copy of the "leave / deferment / cancellation application" signed and authorised by MSS confirming on the top "Approved" or "Denied".
- An intervention strategy has been implemented to assist the student to successfully complete the course of study
- CBC will Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- An approved deferment or suspension has been granted under Standard 13 of the National Code.
- A copy of the application will be retained in the student file.
- CBC will notify the Secretary of DEEWR via PRISMS as required under section 19(1) of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

Transfer Between Registered Providers

Transfer from CBC to another provider and vice-versa for International Students

Under Standard 7.1, CBC will not knowingly enroll a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study. The principal course is the highest qualification in a package of courses.

The only exceptions to this are where:

- a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- b. the original registered provider has provided a written letter of release;
- c. the original registered provider has had a sanction imposed on its registration by the Australian or state or territory government that prevents the student from continuing his or her principal course; or
- d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Unless any of the conditions in Standard 7.1 apply, CBC will not enroll a student before he or she has completed six months of the principal course. Importantly, cancellation is not equal to a letter of release as it is not one of the exceptions outlined in Standard 7.1. For best practice purposes, CBC will advise students requesting the cancellation of their course, without a letter of release, of the serious visa implications of course cancellation.

In the event that a student applies to study at CBC and has previously studied / completed a relevant course with a registered Australian provider, then CBC will follow National Code Standard 7 Guidelines prior to accepting the student.

If a student is requesting a transfer from CBC, the student should have an accurate understanding of what the transfer represents to their study options. The release letter will be denied if the student still owes CBC course fees for their current qualification or that it is suspected that they are seeking transfer only to avoid being reported to DOE/DIBP for failure to meet academic progress or attendance. The Manager of Student Services will make the final decision as to whether to grant / refuse a release letter for the student

Procedure for assessing Students wishing to transfer IN to CBC qualifications

1. The Student Services office receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
2. The Student Services office uses PRISMS to decide if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
3. If they have, the application process proceeds as for all offshore students.

4. If they have not, they are asked to provide an appropriate letter of release in support of their application. They can be provided with a “conditional” offer, which clearly states that an offer of a place is contingent on their obtaining a letter of release.
5. If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all offshore applicants.
6. If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
7. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.

Procedure for assessing students wishing to transfer OUT of CBC

1. Students make a written request (e-mail is satisfactory) to the Student Services office to transfer to another provider.
2. The student is asked to provide a valid offer of enrolment from the new institution.
3. With these documents sighted, the Manager of Student Services will assess the transfer request considering the following questions:
 - a. Is the student fully aware of the study issues involved in the transfer? (MSS checks any notes on student records).
 - b. Is the student simply trying to avoid being reported to DIBP for unsatisfactory course progress or unsatisfactory attendance? (Again MSS checks the relevant notes on student records).
 - c. Provide the student with advice on CBC’s procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
 - d. Advise the student that their request may take as long as, but will not extend past a 5 working day assessment period.
 - e. Refuse an application for transfer where a transfer is considered detrimental to the student’s academic progress or where the provider has evidence to believe that the student is abusing the student visa system by providing fraudulent documents.
4. If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted. The student will also be advised of the need to contact DIBP.
5. The Student Services office report students termination of studies through PRISMS.
6. If any of the answers are unclear, they should be referred to the Director of Student Services, to interview the student and gain a better understanding of the circumstances.

7. The Manager of Student Services will make a recommendation to CBC's Director of Student Services if they believe the request should be refused or alternatively grant the letter of release. The Director will inform Manager of Student Services and the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the Student Handbook if they seek a review.

Notes:

- ❖ The above assessment procedure will not take more than 5 working days once the student has provided the necessary documentation.
- ❖ All requests, considerations, decisions and copies of letters of release will be placed on student's file, and
- ❖ The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy

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 offices. 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'.

(a) 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 Manager of Student Services.

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

(b) 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 Manager of Student Services, unless to do so would cause unreasonable delay in the circumstances.

If the Manager of Student Services is unavailable, the Director of Student Services must be contacted. After hours problems should be referred to the Director of Student Services.

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

Manager of Student Services (Navneet Mago): 0413 656 896 (1st point of contact)

Director of Student Services (Gajinder Paul): 0414 780 573 (2nd Point of contact)

(c) Student Access

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the Manager of Student Services. 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 on 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, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of CBC;
- All information gathered by CBC regarding students will be safeguarded and disposed of as per legal, ethical and statutory requirements.

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

- filled enrolment forms,
- confirmation of enrolments,
- assessments,
- letters issued,
- attendance / academic progress letters,
- RPL/CT results issued,
- qualifications register,
- all academic correspondence to the student,
- fee invoice/statements/paid/refunds, and
- DIBP correspondence

Occupational Health & Safety

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 Manager of Student Services. 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 Manager of Student Services;
- Assist CBC to promote a safe learning environment.

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 1983. 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 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 Manager of Student Services for further instructions.
- Students and trainers will assemble on corner of Bellevue Street and Foveaux Street until advised.

CBC Off Campus Work Experience Insurance Policy

CBC students are not covered by its work cover policy while undertaking any work experience outside the CBC campus / registered premises. If a student intends to apply for work experience with any employer, CBC strongly recommends all its students to apply for work experience related insurance.

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(6) of the ESOS Act.

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 parties 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
- Academic Coordinator
- Compliance Manager
- Manager Student Service
- Third Party Representative
- 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

- Terminate third party arrangements (if required).

- **Third Party monitoring Checklist:**

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

Premises Relocation Policy

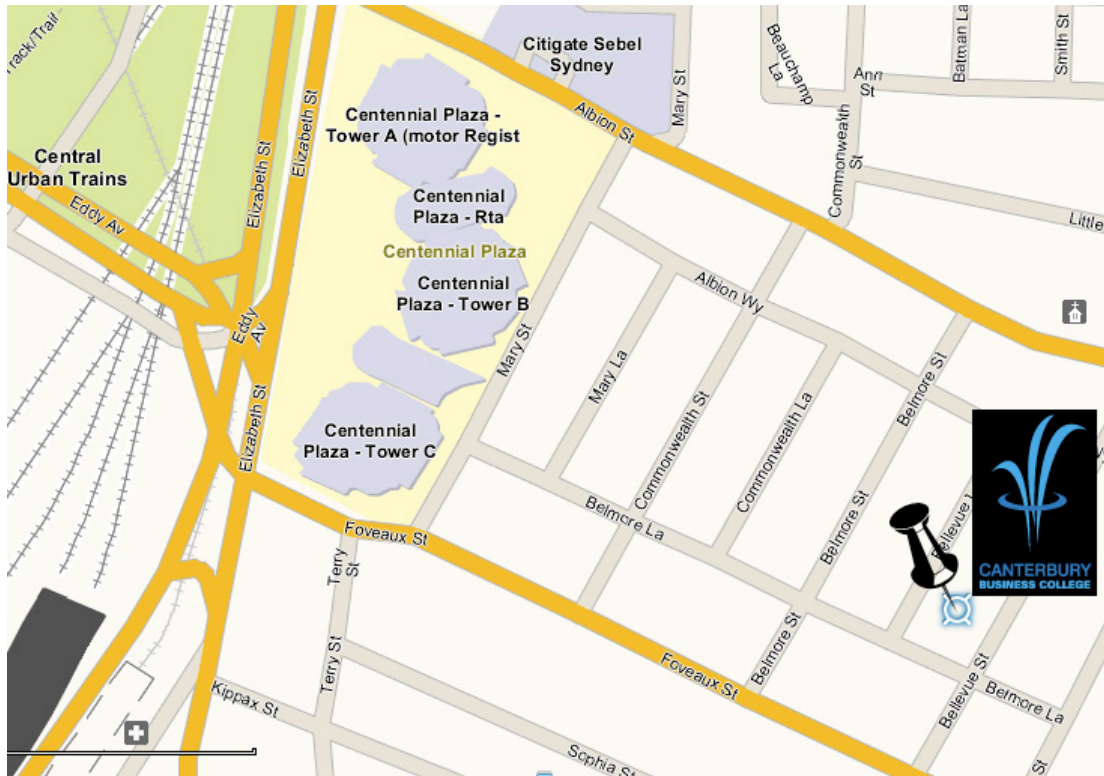
CBC will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

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:

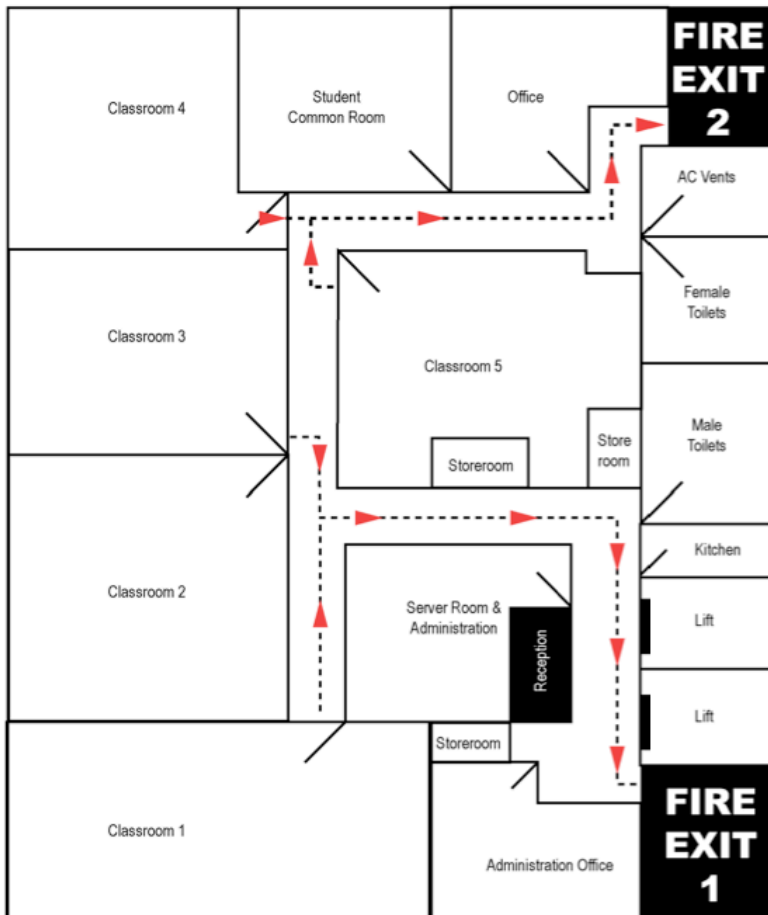
- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students

Campus Location:



Canterbury Business College,
Level 6, 29-35 Bellevue St,
Surry Hills, NSW 2010
Tel: +61 2 9280 3733
Fax: +61 2 9280 3858

Appendix – Fire Exit Plan



Canterbury Business College Fire Escape Plan

Exit 1

Located opposite to reception, this enters onto Bellevue Street.
(As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

Exit 2

Located at the rear end of the Institute (next door AC Vent room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assembly at the corner of Belmore Lane and Bellevue Lane.

Classroom 1, 2, 3, Reception & Administration must take the Fire Exit 1 located opposite the reception area

Classroom 4, 5, Student common room must take the Fire Exit 2 located next to the AC Plantroom

IMPORTANT:

DO NOT USE LIFTS IN THE EVENT OF A FIRE ALARM

If your exit is blocked by fire use the other exit

After hour's emergency contact

Manager – Student services (Navneet Mago):
+61 4 13656896 (1st point of contact)

Director – Student services (Gajinder Paul) :
+61 4 14780573 (2nd point of contact)

IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER - NAVNEET MAGO