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NSW Business College Pty Ltd Student Information Handbook



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Document Version Control

This section is to update version control information in accordance with the Level 1 Document Version Control Procedure located in the College Procedures & Policy Manual.

Changes to this section are only to be made by personnel approved to do so by the College and in accordance with the Version Control procedure in the Procedures and Policies Manual

Instructions

- 1 All changes are made in the **Status** column by selecting the appropriate item and then entering data directly. Be careful not to delete document property fields. Select the text in each cell **not** the whole cell.
- 2 **Document title** is the file name of the document
- 3 **Version number** is a sequential number designating the version of the document.
- 4 **Document status** has 4 options. The current option is to be selected from the drop down list by the person checking, approving or publishing. The four options are:
 - Draft – selected whilst the document is being reviewed and modified
 - Awaiting approval – selected when all reviews and modifications have been completed
 - Approved for publishing – selected once the document has been approved
 - Published – selected when the document has been published and loaded onto the College Version Control folder
- 5 **Checked by** records the name(s) of the people in the RTO who have checked the document contents. Enter each name directly, separate names with commas. When all people have completed their checks the **Document status** is changed to *“Awaiting approval”*
- 6 **Approved by** records the name of the person in the RTO who approves the document for publishing. The name is entered directly. Change the **Document status** to *“Approved for publishing”* once approval has been granted.
- 7 **Published by** records the name of the person in the RTO who publishes the document. The name is entered directly. Change the **Document status** to *“Published”* once the document is published.
- 8 **Published Date** is the date the document is published.

Version control record

Item	Status	Approvals
Document Title	Student Information Handbook	
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Version Number	Version 5.1	
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Checked by	CEO, Student Services & Administration Manager, Compliance Officer	
Approved by	CEO	
		Signed
		Date
Published by		
		Signed.....
		Date



Student Orientation

Students will receive an orientation session one week before their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

Prior to commencement of class

Please locate and read the following information in this handbook (refer to contents to locate information);

- Student support services
- Legal services
- Emergency and health services
- Course assessment
- Recognition of prior learning / National recognition
- College contacts
- Complaints and appeals procedure
- Plagiarism and cheating
- Student code of behaviour
- Student attendance
- Change of address and contact details
- College facilities and resources
- Student deferral, suspension or cancellation
- Student refund
- Student visa requirements
- Overseas Student Health Cover

In your first class

At the commencement of your first session your trainer will detail and explain the following;

- Learning and assessment program
- WH&S
- Facilities and equipment
- Assessment requirements
- Questions

College contact details

The Chief Executive Officer, Director of Studies and Student Services & Administration Manager can be contacted as indicated below to provide further assistance and support during your study at NSW Business College ;

Head Office	Level 3, 84 - 86 Mary Street, Surry Hills NSW 2010	
Course Delivery Location	Level 3 & 4, 72 Mary Street, Surry Hills NSW 2010	
Phone	02 9264 0073	Fax 02 9810 4221
Email	admin@nswbusinesscollege.com.au www.nswbusinesscollege.com.au	

Send all documents to the Head Office address.



Fees and refund arrangements

Payment schedule

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable Student Written Agreement. Contact the College to obtain details.

List of all applicable and possible fees under the Student Written Agreement

Additional non-tuition fees			
Application Fee	A\$300 (Not refundable)	Written Agreement variation fee	No charge
Materials fee	A\$200 per course (Not refundable)	Bank Transfer Fee	No charge
Tuition Fees	See Part C	Accommodation Services	A\$200 (Not refundable)
RPL fee	\$500 per unit (Not refundable)	Airport pick-up	A\$100 (Not refundable)
Credit transfer fee	No charge	Late payment fee	A\$200 for late payment up to 2 weeks after due date
Repeat unit fee	\$300 per unit (Not refundable)	Assessment late submission fee	A\$100 per week

Refunds

- Tuition fees paid prior to the course commencement date will only be refunded as detailed below. Refund applications must be made in writing to the College. The student refund application form, available from the College, must be used as the written application. The College will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and include a statement explaining how the refund was calculated.
- An overseas student or intending overseas student “**defaults**”, in relation to a course at a location, if:
 - 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
 - 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 events:
 - the student failed to pay an amount he or she was liable to pay the College, directly or indirectly, in order to undertake the course;
 - the student breached a condition of his or her student visa;
 - misbehaviour by the student.
- Refund Amounts for **Student Default**

a)	Withdrawal notified in writing and received by the College 28 days or more prior to the course commencement date	70% refund of Tuition Fees paid in advance. Refunded within 28 days.
b)	Withdrawal notified in writing and received by the College less than 28 days prior to the course commencement date and before the course commencement date	60% refund of Tuition Fees paid in advance. Refunded within 28 days.
c)	Withdrawals notified in writing and received by the College on the course commencement date or after the course commencement date	No refund of Tuition Fees.
d)	Student breach of visa conditions, non-payment of fees, suspension or cancellation of enrolment by the Institute	No refund of Tuition Fees.
e)	Student default except if written notice is given as indicated in items a), b) and c) above	No refund of Tuition Fees.
- In the case of **Provider Default** and **Student Visa Cancellation** students will receive refunds in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014. Copies of the calculation method are located on the College website and can be requested from Reception at NSW Business College
 The refund will be paid to you within 14 days of the day on which NSW Business College defaults on the commencement or delivery of the course.



Alternatively, you may be offered enrolment in an alternative course by NSW Business College at no extra cost to you. You have the right to choose whether you would prefer a refund as outlined above, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement in another course without payment of a refund.

If NSW Business College is unable to provide a refund or place you in an alternative course the Tuition Protection Service will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college which will accept them into an alternative course.

- 5 Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Missed payments

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one week suspension the student will have their enrolment cancelled.

Fee changes

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Tuition protection service

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

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

The Tuition Protection Service website is <https://tps.gov.au/>

Other information & conditions

Students must notify the College of changes of address, telephone number, email address and fax number within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

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

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course testamurs (awards, statements of attainment, transcripts) will not be issued to students who are in breach of any part of the Student Agreement.

Students are entitled to 2 assessment attempts for each unit. If the student is unsuccessful after 2 assessment attempts they will be required to repeat the unit and pay a repeat unit fee.



Information for Students

RTO obligations

NSW Business College is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site
- e) Advising students about the complaints and appeals procedure published on the College web site
- f) Advising students if the College, or a third party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.

Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two assessment attempts for each unit.

If after two assessment attempts students competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as one assessment attempt for each occurrence unless:

- h) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- i) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

College Facilities

The College is located in the Central Business District of Sydney and very convenience access to trains and buses. The College has general-purpose classrooms, Internet access, student facilities for study and computer access. The College has computer facilities with the latest software to facilitate the acquisition of language skills through individual learning. The College has the library resources that can be access by students. Students will be given at least 20 working days before the relocation of the training premises.

Credit transfer

Credit transfer applies to situations where students have completed units which are identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure.

To apply for credit transfer students must complete the student national recognition form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted



Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

School-aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the student RPL application form which will be available during orientation. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

Student attendance

The College has documented attendance policies and procedures to ensure that students are aware of their attendance requirements as follows:

- The requirements for achieving satisfactory attendance (which requires overseas students to attend at least 80 per cent of the 20 scheduled face to face course contact hours each week).
- The process for determining the point at which they have failed to meet satisfactory attendance requirements, and
- The procedure for notifying students that they have failed to meet satisfactory attendance requirements.

Trainers will use the student daily attendance record to record student attendance at each scheduled class. The student daily attendance record will be passed to the Student Services & Administration Manager by trainers each week. The Student Services & Administration Manager will monitor attendance and send a warning letter to students whose attendance falls below 90% at the end of the fortnight or who are absent for 5 consecutive days. Trainers must report, in writing, to the Student Services & Administration Manager the details of any student who have missed 5 consecutive days. The Student Services & Administration Manager will send a warning letter and counsel students.

The case studies below outline the process for determining the point at which the student has failed to meet satisfactory attendance, and procedure for notifying students who has failed to meet satisfactory attendance requirements.



Case 1

A student has been absent for five consecutive days.

or

A student's actual attendance to date has fallen below 90% at the end of the fortnight.

or

A student has inconsistent attendance in the previous fortnight.

Action

1. Send a letter warning students that it is a requirement of their VISA that 80% attendance must be achieved each term and semester.
2. Conduct a counseling interview with the student in accordance with the attendance procedure.

Case 2

A student's projected attendance has fallen below 80% for the study period.

Action

1. Send a letter warning students that it is a requirement of their VISA that 80% attendance must be achieved each term and semester.
2. Conduct a counseling interview with the student in accordance with the attendance procedure.
3. Implement an intervention strategy in accordance with the attendance procedure.

Case 3

A student's projected attendance has fallen below 80% for the study period and their academic progress is unsatisfactory.

or

The College has determined that the student is not meeting the requirements of the intervention strategy.

or

A student's projected attendance has fallen below 70%.

Action

1. The College must notify the student in writing of its intention to report the student for not achieving satisfactory attendance in accordance with the attendance procedure.

Language Literacy and Numeracy (VET)

Applicants who wish to study for Certificate or Diploma courses, and are unable to provide documentation attesting to their English proficiency levels will be tested before they can enrol in a Certificate or Diploma course. The following testing procedures apply:

- Students have to sit for a designed English test in designated ELICOS Centre's which is Sydney International English College (CRICOS Provider Code: 02871C) nominated by NSW Business College specifically geared to establish the following English competencies:
 - Syntax and grammar,
 - Reading comprehension,
 - Writing descriptive/free-style essay and/or a business-oriented essay,
 - Listening to spoken and academic English,
 - Speaking – a brief topic-oriented discussion.

The test is marked on the principles of the IELTS band score to establish a student's competence to function in an academic environment.

Students who already have a satisfactory IELTS score and who are found to experience difficulty with the English language are counselled by the Director of Studies to undertake further studies or remedial studies in English (ESL) for an appropriate duration. The participants for each program offered by the College will be selected in a manner that reflects access and equity principles.



Unique Student Identifier (USI)

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a **Unique Student Identifier (USI)**.

When you create your USI number, you will have a USI account. Your USI account will contain all of your nationally recognised training records and results completed by you from 1st January 2015 onwards. This will make it easier for you if you need to confirm your qualifications for a new job or if you wish to start your studies with another training organisation.

If you do not have a USI, then NSW Business College cannot issue you with testamurs, Records or Results or Statements of Attainment.

It is NSW Business College's Policy that all new students must supply the College with their USI on or before their orientation day.

How do you apply for a USI?

Applying for a USI is simple, and free.

a) Apply for your USI by yourself online.

- Got to the USI website: www.usi.gov.au
- Click on the 'Students' link and follow the instructions to create your own USI.
- You will need one of the following forms of identification to complete your application:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Non-Australian Passport (with Australian Visa) for international students
 - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
 - Certificate Of Registration By Descent
 - Citizenship Certificate

b) Our Student Services Officer will help you to apply for USI if you wish. You can use the computer facilities at NSW Business College to make your application with the assistance of the Student Services Officer.

You can for more information about your USI at the following links:

www.usi.gov.au

<http://www.industry.gov.au/skills/RegulationofVET/UniqueStudentIdentifierForVET/Pages/default.aspx>



Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites

<http://www.studyinaustralia.gov.au> - living and studying in Australia

<http://www.youth.nsw.gov.au> – Wages, housing, health and more useful information

<http://transport.nsw.gov.au> - public transport

<http://www.lawaccess.nsw.gov.au> - Legal assistance

Student Transfer (National Code Part D Standard 7)

NSW Business College must

- not knowingly enrol a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in Standard 7. These restrictions also apply to courses taken before the principal course in a package of courses.
- not actively recruit a student where this clearly conflicts with its obligations under Standard 7.
- not knowingly enrol a student prior to the student completing six months of his or her principal course except in certain circumstances.

It is a requirement under the National Code for NSW Business College to assess requests for a Letter of Release from their International students who request to change providers prior completing the first six months of their principal course. A letter of release will be granted in accordance with NSW Business College relevant procedure and policy, and if a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using NSW Business College complaints and appeals procedure.



Student support, welfare and behaviour

Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and appeals procedure

The College has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by the College. If you have a complaint or appeal you should take the following steps:

- Contact the Student Services & Administration Manager to obtain a copy of the complaints and appeals procedure and the complaints and appeals form. (The complaints and appeals procedure is also given below).
- Complete the complaints and appeals form and lodge it with the Student Services & Administration Manager.

The procedure:

- 1.1 Students who are concerned about the conduct of NSW Business College are encouraged to attempt to resolve their concerns using this procedure.
- 1.2 The procedure will be implemented at no cost to the student.
- 1.3 The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information
- 1.4 All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 1.5 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- 1.6 Students will be provided with details of external authorities they may approach, if required
- 1.7 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 1.8 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 1.9 For internal complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- 1.10 The following matters must be lodged as formal internal appeals within 20 working days of notification of an intention to report the student to the Department of Education in order to be considered by NSW Business College:
 - Deferral of commencement, suspension or cancelling a student enrolment
 - Non achievement of satisfactory course progress
 - Non achievement of course attendance requirements
- 1.11 A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where NSW Business College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment. (see the next requirement)
- 1.12 In cases where NSW Business College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment NSW Business College only needs to await the



outcome of the internal appeals process (supporting NSW Business College) before notifying Department of Education through PRISMS of the change to the student's enrolment unless extenuating circumstances relating the a student's welfare apply.

- 1.13 Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
 - having medical concerns, severe depression or psychological issues which lead NSW Business College to fear for the student's wellbeing;
 - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - being at risk of committing a criminal offence
- 1.14 NSW Business College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by NSW Business College.
- 1.15 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to NSW Business College Management Group meeting so the matter can be recorded in NSW Business College Complaints Register and be used as part of the continuous improvement activities of NSW Business College.
- 1.16 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-
 - Contact a solicitor; or-
 - Contact the Legal Aid NSW on 1300 888 529 for information about your legal problem and contact details for services that might be able to assist you.

A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

Following the receipt of the outcome of the external appeal NSW Business College must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint

Relevant legislation and information

Our staff members are always ready to help you with any sort of problem. Please feel free to talk to your Trainer or any other staff member. The College also has a list of local organisations that can help you. You can also contact the following groups for help.

Emergency (Police/Fire/Ambulance)	000
Non-emergency (Police Assistance Line)	131 444
Telephone Interpreter Service	131 450
Lifeline (crisis support)	131 114
Alcohol and Drug Information Service	9361 800 or 1800 422 599
Sexual Assault, Domestic and Family Violence Counseling Service	1800 737 732
International Student Legal Advice	9698 7645
Department of Immigration and Border Protection	131 881



NSW Transport Information (Bus/Train/Ferry)	131 500
Taxis Combined	133 300
NSW Multicultural Health Communication Service	9816 0347
Family Planning (for pregnancies)	8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440
Mental Health Service	1300 300 180
St Vincent's Hospital	8382 1111
Complaints or problems	www.oso.gov.au
ESOS Legislation and regulation	www.internationaleducation.gov.au
Protection of student fees	www.tps.gov.au
RTO and CRICOS registration	www.asqa.gov.au
Study Information	www.studyinaustralia.gov.au

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Student code of behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment



- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student written agreement.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of the Registered Training Organisation staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Director of Studies to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle student any disputes that may arise.

Student Support Services

The Student Services & Administration Manager, Director of Studies and Trainers of the College are available to provide general advice and assistance with matter such as:

- **Studying**
Students who are experiencing difficulties with study must contact the Director of Studies for further assistances.
- **Accommodation**
We have a homestay provider to cater for a wide range of budgets but with safety and comfort as the foremost concerns for our students.
- **Counselling**
Our multilingual Student Services & Administration Manager has an extensive knowledge of NSW Business College programs and services, as well as other educational and vocational pathways, so he can help you see 'the big picture'. He can also give you help or advice on general health related issues, personal problems, and referral to other services such as legal, medical & etc.



- **Information Technology (IT) support**

Our IT Officer can help you or advice on general IT related issues.

- **Language Literacy and Numeracy support**

Please contact the Director of studies for further assistance.

Students requiring special or intensive assistance must contact the Student Services & Administration Manager who may refer them to external support services if required. These services provided with no additional cost to the student. If the College refers the student to external support services, the College must not charge for the referral. Students requiring individual training needs must contact the Director of Studies for further assistance.

Student Services and Student Services & Administration Manager Contact Detail is:

Name: **Ms. Emmy Greenland**

Phone: **02 9264 0073** ; email: enrol@nswbusinesscollege.com.au

Director of Studies Contact Detail is:

Name: **Mr. Alex Joseph**

Phone: **02 9264 0073** email: dos@nswbusinesscollege.com.au

Other Information

Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course within 7 days of the change. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information that the College may send to you from time to time. On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application.

When the College receives an application to defer or suspend enrolment, it informs the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

NSW Business College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

Judgement has to be exercised in determining what compassionate or compelling grounds are and documentation of the details and evidence must be retained in the student's file. As a guide some examples of compelling or compassionate grounds are:

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

- where there is an inability to begin studying on the course commencement date due to delay in receiving a student visa



Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the student. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the College Student Services & Administration Manager. The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application

College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. Should the College initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply. If the student appeals the decision to defer, suspend or cancel his or her studies, the College must not notify Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed. The College informs the Department of Education via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the student will be triggered and the College will be obliged to repay any unspent prepaid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

Use of personal information

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the Student Services & Administration Manager using the student records request form if you wish to view your own records. Once the request has been approved the Student Services & Administration Manager will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College.



Qualification details and entry requirements

BUSINESS AND MANAGEMENT QUALIFICATIONS

BSB30115 - Certificate III in Business - duration 40 weeks

CRICOS Course Code:087896B

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Employment outcomes targeted by this qualification include Customer service advisor, Data entry operator, General clerk, Payroll officer, Typist and Word processing operator.

Pathways from the qualification

Further training pathways from this qualification may lead BSB40215 (Certificate IV in Business), or other Certificate IV level qualifications

Entry Requirements

1. All students must of the age of 18 years or over at the time of applying for admission at College.
2. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 9 qualification is required for entry into this course.
3. Entry in to this course requires IELTS band score of overall 5.5 or equivalent in line with The Department of Education regulations (For International Student).
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Core

BSBADM405 Organise meetings

Electives

BSBCUS301 Deliver and monitor a service to customers

BSBITU302 Create electronic presentations

BSBITU303 Design and produce text documents

BSBITU304 Produce spreadsheets

BSBITU305 Conduct online transactions

BSBITU306 Design and produce business documents

BSBITU309 Produce desktop published documents

BSBPRO301 Recommend products and services

BSBDIV301 Work effectively with diversity

BSBWOR203 Work effectively with others

BSBWRT301 Write simple documents



BSB40215 - Certificate IV in Business - duration 40 weeks
CRICOS Course Code :087897A

This qualification reflects the role of individuals who use well-developed skills and a broad range knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Pathways from the qualification

Further training pathways from this qualification may lead BSB51915 (Diploma of Management), or other Diploma level qualifications.

Entry Requirements

1. All students must of the age of 18 years or over at the time of applying for admission at College.
2. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 10 qualification is required for entry into this course.
3. Entry in to this course requires IELTS band score of overall 5.5 or equivalent in line with The Department of Education regulations (For International Student).
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Core

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Electives

BSBADM405 Organise Meetings
BSBREL401 Establish Networks
BSBLED401 Develop teams and Individuals
BSBRES401 Analyse and Present research information
BSBWRT401 Write Complex Documents
BSBITU404 Produce complex desktop published documents
BSBCMM401 Make a presentation
BSBSLS407 Identify and plan sales prospects
BSBSLS408 Present, secure and support sales solutions



BSB51915 - Diploma of Leadership Management - duration 26 weeks

CRICOS Course Code:087725K

This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective of the specific work requirements with their managerial approaches.

Pathways from the qualification

After achieving the BSB51915 Diploma of Management, candidates may undertake the BSB61015 Advanced Diploma of Leadership and Management, or a range of other Advanced Diploma qualifications.

Entry Requirements

1. All students must of the age of 18 years or over at the time of applying for admission at College.
2. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course.
3. Entry in to this course requires IELTS band score of overall 5.5 or equivalent in line with The Department of Education regulations (For International Student).
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Core Units
BSBLDR501 Develop and use emotional intelligence
BSBMGT517 Manage operational plan
BSBLDR502 Lead and Manage effective workplace relationships
BSBWOR502 Lead and manage team effectiveness
Electives
BSBFIM501 Manage budgets and financial plans
BSBWOR501 Manage personal work priorities and professional development
BSBCUS501 Manage Quality Customer Service
BSBWHS501 Ensure a safe workplace
BSBLED501 Develop a workplace learning environment
BSBHRM405 Support the recruitment, selection and induction of staff
BSBHRM506 Manage recruitment, selection and induction processes
BSBADM502 Manage meetings



BSB61015 - Advanced Diploma of Management - duration 26 weeks
CRICOS Course Code:087726J

This qualification reflects the role of individuals who have senior or managerial responsibilities. They may oversee the work of others or have specialised roles where they do not supervise others but provide strategic leadership.

Pathways from the qualification

Target learners include:-

Experienced business people who are seeking formal recognition of their existing skills where his/her qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. Those who successfully achieved Diploma of Leadership & Management qualification.

This qualification is delivered over 400 hours or a study period of 20 weeks. It is, therefore, strongly recommended to prospective learners of this course that they should complete BSB51915 the Diploma of Leadership and Management course before enrolling to this qualifications.

This qualification's delivery hours are designed as above for the following reasons:

- Prospective learner's having previously achieved the BSB51915: Diploma of Leadership and Management or

Prospective learners having existing skills and knowledge in the business industry that is sufficient to allow them to successfully complete this course over 400 hours.

Successful completion may enable the student to apply for Degree Level courses at other institutions.

Entry Requirements

1. All students must of the age of 18 years or over at the time of applying for admission at College.
2. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course.
3. Entry in to this course requires IELTS band score of overall 5.5 or equivalent in line with the Department of Education regulations (For International Student).
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Core Units
BSBINN601 Lead and Manage organisational change
BSBMGT605 Provide leadership across the organisation
BSBMGT617 Develop and implement a business plan
BSBFIM601 Manage finances
Electives
BSBMGT616 Develop and implement strategic plans
BSBMKG609 Develop a marketing plan



BSBSUS501 Develop workplace policy and procedures for sustainability
BSBRSK501 Manage risk
BSBMKG608 Develop organisational marketing objectives
BSBHRM602 Manage human resources strategic planning
BSBADV602 Develop an advertising campaign
BSBMKG607 Manage market research

MESSAGE QUALIFICATIONS

This Course offering Domestic Students only (International student visa holder not able to enrol this Course)

HLT52015 Diploma of Remedial Massage (Duration: 70 Weeks) –

This qualification provides students the skills required for competence in remedial massage practice and practitioners at this level may be self-employed as independent practitioners or may work within a larger health service. It covers the provision of remedial massage treatment to clients with specific needs such as injury management, rehabilitation, palliative care, aged care, women and children. Practitioners at this level may supervise other massage therapists.

Employment Pathway

After achieving the HLT52015 Diploma of Remedial Massage, candidates will have achieved the skills to obtain the following occupational position as a Remedial Massage Practitioner, Remedial Therapist or Remedial Massage Therapist.

Entry Requirements for Domestic Students

1. Applicants 18 years and above

Core Units	Delivery Hours
CHCCOM006 Establish and manage client relationships	30
CHCDIV001 Work with diverse people	20
CHCLEG003 Manage legal and ethical compliance	50
CHCPRP003 Reflect on and improve own professional practice	50
CHCPRP005 Engage with health professionals and the health system	50
HLTAAP003 Analyse and respond to client health information	120
HLTAID003 Provide first aid	20
HLTINF004 Manage the control of infection	30
HLTMSG001 Develop massage practice	50



HLTMSG002	Assess client massage needs	100
HLTMSG003	Perform remedial massage musculoskeletal assessments	50
HLTMSG004	Provide massage treatments	100
HLTMSG005	Provide remedial massage treatments (Includes massage clinic requirement of 200 hours)	240
HLTMSG006	Adapt remedial massage practice to meet specific needs	30
HLTMSG008	Monitor and evaluate remedial massage treatments	20
HLTWHS004	Manage work health and safety	30
Elective Units		Delivery Hours
BSBSMB403	Market the small business	50
BSBSMB405	Monitor and manage small business operations	50
CHCCCS001	Address the needs of people with chronic disease	50
CHCPRP001	Develop & maintain networks and collaborative partnerships	30
CHCPRP002	Collaborate in professional practice	30
Total Hours		1200



Living in Sydney

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Sydney

Sydney is the largest city in Australia with a population of approximately four million people. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. NSW Business College is located in the heart of city. It's just a short walk from the train station or bus stop.

The Study in Sydney website is a useful source of information. The web site address is <http://www.sydneyaustralia.com/en/study-in-sydney>.

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring September - November 12-22 degrees

Sports and other outdoor activities are possible at all times of the year.

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Health care





Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel



During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.



Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops will cash traveller cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.



Accommodation

The following types of accommodation are available for International students:-

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the Student Services & Administration Manager.

Some useful internet sites for housing are:

<http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>

Transport

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Sydney is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$18,610 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.



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.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

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, welfare and support.
- 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 welfare and support services to help you study and adjust to life in Australia
- who the contact officer or officers is 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 study and what welfare and support assistance 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, welfare and support.

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

NSW Business College Pty Ltd t/a

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- 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 arrangements.



Contact details

Who?	Why?	How?
NSW Business College	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speak with NSW Business College. • Go to www.nswbusinesscollege.com.au
Department of Education	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx • https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx
Department of Immigration and Boarder Protection (DIBP)	For visa matters	<ul style="list-style-type: none"> • http://www.border.gov.au/ • Phone 131 881 in Australia • Contact the DIBP office in your country.

The PDF version of the ESOS Framework is available at: [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

A detailed explanation of Part D of the Nation Code is available at <https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/nationalcodepartd/pages/esosnationalcode-partd.aspx>

Making complaints and getting help

If you are an **international student** and you cannot resolve your complaint, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <http://www.oso.gov.au/>.

If you are a **domestic student** and you cannot resolve your complaint, you can register a complaint with the **Department of Education & Training's National Training Complaints Hotline** by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

The National Training Complaints Hotline will not investigate complaints but will forward complaints to the most appropriate agency, authority or jurisdiction for consideration.



Course Progress and Intervention Strategy

The College implement appropriate documented Course Progress and Intervention Strategy policies and procedures to ensure that student course progress is monitored and reviewed, that NSW Business College takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

- For vocational education and training courses attendance is recorded and monitored as part of the course progress requirements and the student behaviour requirements.
- Students are required to adhere to NSW Business College student attendance requirements applicable to their course at all times.
- Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the exceptional circumstances as listed in 3.5 (NSW Business College Policies and Procedures Manual) of the completion within expected duration of study procedure apply.
- At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register
- Students who have unsatisfactory academic progress will be reported to DIBP. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods.
- Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
- All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and not academic causes such as personal issues.
- The progress of each student is monitored, recorded and assessed.
- NSW Business College has documented course progress policies and procedures.
- NSW Business College assesses each student at the end point of each study period according to its course progress policy.
- NSW Business College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- Where NSW Business College has assessed the student as being “at risk” NSW Business College will inform the student and implement an intervention strategy where warranted.
- Where NSW Business College has assessed the student as not meeting satisfactory course progress, NSW Business College will inform the student in writing of its intention to report the student and that he or she is able to access NSW Business College complaints and appeals process within 20 working days.
- NSW Business College will notify the Secretary of Department of Education through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds NSW Business College’s decision to report.
- The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements.
- Study period means one term of study which is 5 weeks.
- Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
 - fails more than 50% of units in a study period; or
 - fails two or more units in a study period; or
 - fails a prerequisite unit in a study period; or
 - fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or



- during a study period falls behind the trainers expected progress and is reported by the trainer to the Director of Studies.
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Director of Studies in accordance with NSW Business College Completion within the expected duration procedure; or
- is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the students capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status as prolonged absences for any reason place a student at risk of failure and is reported to the Director of Studies.

- 1.1 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
- 1.2 Satisfactory progress means that students have **not** been identified as having failed more than 50% of units in two consecutive study periods.
- 1.3 The Director of Studies is responsible for the implementation and monitoring of the intervention strategy.

The procedure for notifying students that they have failed to meet satisfactory course progress requirements.

The case studies below outline the process for determining the point at which the student has failed to meet satisfactory course progress, and procedure for notifying students who has failed to meet satisfactory course progress requirements.

Case 1 – Where a student has been identified as being “at risk” of not meeting satisfactory course progress requirements

Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:

- fails more than 50% of units in a study period; or
- fails two or more core units in a study period; or
- fails key units in a study period; or
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Director of Studies; or
- is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.

Action

1. The Student Services & Administration Manager will send a warning letter to students that it is a requirement of their visa that academic performance is satisfactory.
2. The Director of Studies will conduct a counselling interview with the student in accordance with the academic progress and intervention strategy procedure.



Case 2 – Students have been deemed to have unsatisfactory academic progress by failing more 50% of units in two consecutive study periods.

Action

1. If a student fails more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements then the College must notify the student in writing of its intention to report the student for not achieving satisfactory academic progress in accordance with the academic progress and intervention strategy procedure.