



# STUDENT HANDBOOK

## 2017

### **Visit Us**

Sydney Business & Travel Academy  
Level 2, 401 Sussex Street  
Sydney NSW 2000  
AUSTRALIA

### **Call Us**

(02) 9212 2522 (within Australia)  
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### **Email Us**

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CRICOS Code 00181A, RTO Code 90412

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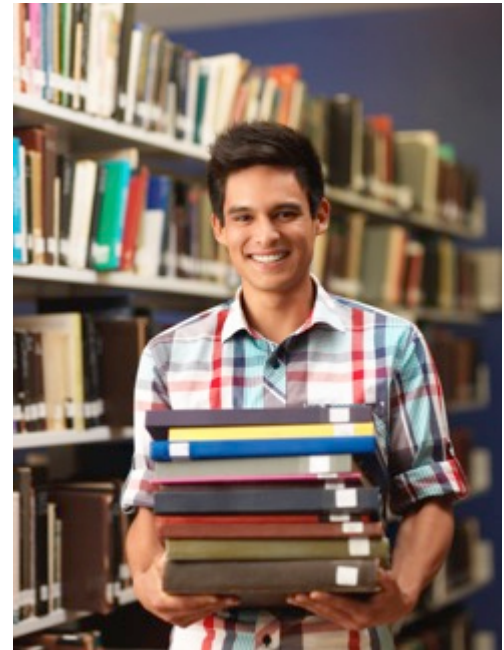
# Welcome to all students!

Welcome to The Sydney Business and Travel Academy.

At SBTA, we are committed to supporting you and delivering a high quality training to help you achieve your goals and have a rewarding learning experience.

This handbook is a guide to SBTA's policies and procedures. If you have any questions or need further information, please do not hesitate to ask our friendly staff.

We wish you every success with your studies!



## Mission Statement

Be the center of excellence by providing innovative and quality education to our students to enable them to excel in their chosen careers and foster life-long learning.

### **About the Student Handbook**

This student handbook is your guide to SBTA's policies and procedures. SBTA attempts to ensure that the information contained in this handbook is accurate and up-to-date. Individuals must be aware that SBTA might update sections within this handbook without notice therefore it is up to the individual concerned to ensure that obtain the most current and up to date copy.

### **Disclaimer**

SBTA attempts to ensure that the information contained within this handbook is up-to-date and accurate, however we may amend or update sections within this handbook without notice. If you intend to act on any information contained within this handbook, please contact SBTA to ensure that you have the latest and up-to-date copy.

# Contact Information

**Address:** Level 2 & 6, Sussex Centre  
401 Sussex Street  
Sydney NSW 2000  
Australia

## Contact Us:

Phone: (02) 9212 2522  
Fax: (02) 9212 2542  
Email: [info@sbta.com.au](mailto:info@sbta.com.au)  
Website: <http://www.sbta.com.au>

## Bank Account Details:

Bank Name: Westpac Banking Corporation  
Bank Address: King and Castlereagh St, Sydney, NSW 2000  
Account Name: The Lan-Grove Office Training Centre Pty Ltd  
BSB Number: 032 007  
Account number: 563 793

# Why Students Choose SBTA



## About SBTA

Since 1985, we have been leading the way in Vocational Education and Training, welcoming thousands of students to study with us each year. Recognised as one of Sydney's largest and most successful training providers, we are committed to the highest standards of professionalism and excellence.

## Nationally Recognised Training

SBTA is a Registered Training Organisation (RTO ID 90412), registered by the Australian Skills Quality Authority (ASQA) under the National VET Regulator Act 2011. SBTA is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) (CRICOS Code: 00181A) and complies with The Education Services for Overseas Students (ESOS) Act 2000.

All our courses are nationally recognised and fulfill the requirements of the relevant Training Package requirements and The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Our course content is current and relevant to industry demands. The Academy's trainers are highly qualified, dedicated professionals who deliver practical and theoretical training, providing you with the current skills and knowledge to achieve success in your career and in the global market place.

## State-of-the-Art Equipment

SBTA leads the way in the use of technology in training our students. Our state-of-the-art IT labs, classrooms with interactive whiteboards and 24hr-access to the eLearning platform offer you a learning network that is exciting, effective and flexible. The Academy also features a fully equipped Food and Beverage Training Centre for a real-life, hands on educational experience using industry-standard bar and Café equipment.

## Location

SBTA is located in the heart of Sydney city, with restaurants, shops, cinemas and transport all just minutes away. There is also a Food Court and Medical Centre conveniently located in the same complex. With all this moment away, you can enjoy all that Sydney life has to offer while you study.

## ESOS Act

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.

### The ESOS Framework

The Education Services for Overseas Students (ESOS) Legislative [Framework](#) is designed to ensure that Australia's reputation for delivering quality education services is maintained and that the interests of overseas students are protected. ESOS Framework includes the following information:

- Legislation
- Provider Registration
- Tuition Protection Service
- Standards
- Information for students
- Schools compliance.

### Does the ESOS Framework apply to me?

If you are an international student on student visa then the ESOS Framework applies you.

### Protection for International Students

As an international student, you must study with a Registered Training Organisation (RTO) and in a course which can be found on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS). CRICOS registration guarantees that the education provider you are going to study with will meet the required standards to deliver quality training to overseas students.

### Your rights under ESOS Act

The ESOS framework protects the rights of international students studying in Australia, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study, and other information from your institution and your institution's agent.
- Your right to sign a written agreement with your institution before paying fees, setting out the services to be provided, fees payable, and information about refunds of course money. Make sure to keep a copy of your written agreement.
- The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your institution is unable to teach your course. Read more about this service on the Tuition Protection Service website.



## **The institutions' responsibilities**

The ESOS framework sets out the standards that Australian institutions must meet in offering education and training services to international students. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- Orientation and access to support services to help you study and adjust to life in Australia.
- Contact details of officers available to help international students.
- If you can apply for course credit.
- When your enrolment can be deferred, suspended or cancelled.
- What your institution's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well.
- If attendance will be monitored for your course.
- A complaints and appeals process.

## **Your responsibilities**

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

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



# General Information

## Course dates for 2017

Each term consists of nine academic weeks followed by a holiday period. Intakes are on the first day of each term and in week five of each term.

Term 1	6 February 2017 - 7 April 2017
Holiday	10 April 2017 - 21 April 2017
Term 2	24 April 2017 - 23 June 2017
Holiday	26 June 2017 - 14 July 2017
Term 3	17 July 2017 - 15 September 2017
Holiday	18 September 2017 - 6 October 2017
Term 4	9 October 2017 - 8 December 2017
Holiday	11 December 2017 - 4 February 2018
Term 1	5 February 2018 - 6 April 2018



## Shifts

Classes are scheduled at the following times:

- Morning (AM shift) - 8:45am to 12:30pm
- Afternoon (PM shift) - 12:45pm to 4:30pm
- Evening (EV shift) - 4:45pm to 8:30pm
- Day shift - 8.30 am - 4.30 pm

## How to Change Shift

If your circumstances change and you wish to change your shift, please see Reception for a Shift Transfer Form. The fee is \$50.

**Please Note:** Although we will try to accommodate your choice of shift, a transfer will depend on class availability. Please note that the current course semester fees will be applied to revised enrolments, and any additional fees incurred are to be paid before the new shift starts.

# Staff Contacts

Please see the Reception staff if you have any enquiries who will direct to the appropriate staff member that can help you with your enquiry.

STAFF	TYPES OF ASSISTANCE
Reception	<ul style="list-style-type: none"> <li>• change of address</li> <li>• shift transfer form</li> <li>• document request form</li> <li>• health cover</li> <li>• printing/photocopying</li> </ul>
Student Services Coordinator	<ul style="list-style-type: none"> <li>• academic performance</li> <li>• course progress</li> <li>• qualifications</li> <li>• resubmission</li> <li>• results</li> <li>• leave requests</li> <li>• grievances</li> </ul>
Registrar/Assistant Registrar	<ul style="list-style-type: none"> <li>• payments</li> <li>• receipts</li> <li>• invoices</li> </ul>
Marketing	<ul style="list-style-type: none"> <li>• enrolments</li> <li>• re-enrolments</li> <li>• English tuition</li> </ul>

## Business Hours

The reception is located on Level 2. Opening hours are:

- Monday-Thursday 8:30am- 6:30pm
- Friday 8:30am- 6:00pm

The Internet Café is located on Level 6. Opening hours are:

- Monday- Thursday 8:30am- 8:00pm
- Friday 8:30am- 5:00pm

# Student ID Cards

Your Student ID card will be issued on your first day. It will show your name, student number, class shift and a photo.

Your student card can be used for printing purposes and to identify you as a student of SBTA. Please ensure you keep your student card with you at all times when on campus so that you can present it when asked.

## Using your Card for Discounts

You can use your card to get student discounts at places such as cinemas, museums, and other places of interest.

## Suspension of your Account

Students with overdue fees may have their computer access suspended. Should this happen, please see Reception for assistance.

## Replacing a Lost Card

Replacement student cards are available at Reception for a fee of \$10.

# Student Resources

Your workbook for each unit of competency you will be studying will be provided to you via our e-learning platform in electronic format. You will be able to access these resources out of class time to assist you with your learning and to complete your assessments. It is advisable that you bring with you a portable device, which you can use to view the electronic workbook. SBTA will not be printing any hard copies of the workbooks.

Please refer to the course information on our website for more information on the course you will be studying.

# Health Cover

It is a condition of your Student Visa that you have health cover at all times. If you have organised and paid for your Overseas Student Health Cover (OSHC) through SBTA, our administrative staff will contact you when your membership card is ready to be picked up (approximately 2 weeks after you arrive). You can find information about your health cover at <http://www.ahm.com.au/>. If you are sick, there is a Medical Centre on Level 5 of our building in Sussex Centre. If you are absent from class because of illness, please ask your doctor for a Medical Certificate and present this to the Student Services Coordinator with an application for leave form. You must present the original medical certificate and it must be in English.

# Accidents and First Aid

All accidents must be reported at Reception and an Accident Report form should be completed. If First Aid is required, a staff member can go with you to the Medical Centre on Level 5.

# Fire Drills and Evacuations

Regular fire drills are held to rehearse procedures for an actual evacuation. You should familiarise yourself with floor plans posted in each classroom that show where emergency exits are located. If an alarm sounds, exit via the closest fire escapes and never use the lifts. The emergency meeting point is located outside the hotel "Holiday Inn" which is at the corner of Little Hay Street. If you are required to evacuate, please follow fire warden with bright orange/red hat. Please see the emergency evacuation maps near the lift for further information.

# Code of Conduct

This handbook outlines the expected standard of behaviour for SBTA students. In general, it is expected that as a student you will follow all SBTA's policies and procedures. If you are in breach of our Code of Conduct, your enrolment may be cancelled. The code of conduct expected of you is outlined in more detail below.

## Personal Conduct

- Show respect for yourself and others
- Respect differences in people and treat everyone fairly regardless of their race, ancestry, place of origin, color, ethnic origin, citizenship, religion, sexual orientation, age and disability.
- Be polite and courteous
- Wear neat and casual attire
- Keep your ID card at all times and show your ID card when asked

## Dress standards

As a student of SBTA, you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace.

## Alcohol and drugs on Institute premises

You are not allowed on SBTA's premises or to use its facilities whilst adversely affected by alcohol or other drugs. The possession, use or sale of illicit substances on SBTA's premises is forbidden.

## Eating and Drinking

Students may enjoy their food and drinks in the Student Kitchen or on the Balcony on Level 6. Please keep the area clean by placing all rubbish in the bins. Only bottled water is permitted in all classrooms.

## **Smoking**

Smoking is not permitted anywhere in the building except for on the Balcony on Level 6.

## **Mobile Phones**

To avoid disruption to others, please switch off your mobile phone during classes.

## **Work Health and Safety**

SBTA is committed to promoting a safe and healthy work and study environment and recognises its obligation under the Work Health and Safety Act 2012 to provide and maintain a safe working and learning environment. Under this Act, as a student you must also protect yourself and others from injury and follow SBTA's Work Health and Safety policies and procedures.

## **Unacceptable behaviour**

Dangerous conduct which constitutes a danger to anyone's health, safety or personal well-being which includes physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others will not be tolerated.

## **Misuse of property**

Misuse of SBTA's property refers to theft, damage or destruction of property, vandalism, defacing such as graffiti, disfiguring, or unsafe or unauthorised use of SBTA's property will not be accepted and considered as a violation of this Code of Conduct leading to expulsion from SBTA.

## **Academic Conduct**

Academic misconduct includes:

- Arrive on time to class and return on time after breaks
- Leave class at scheduled times
- Bring all resources with you to class
- Follow trainer/assessor's instructions at all times
- Ensure you are non-disruptive in class
- Complete all assessment tasks on time
- Maintain academic course progress as per the Course Progress Policy and Procedures

## **Copyright**

You must comply with the Copyright Act 1968 and you must comply with licences for the use of intellectual property, including software.

## **Plagiarism**

Plagiarism is unacceptable and involves the use of another person's work without full and clear referencing and presenting another person's work as your own.

## **Confidentiality**

You may be required to undertake practical work experience as part of your course. Please ensure that you keep all information relevant to the workplace confidential and do not divulge any information that you may become aware of as a result of a placement. Divulging information about a workplace will be a breach of our Code of Conduct.

## **Sanctions**

If you do not comply with our Code of Conduct, SBTA can place a number of sanctions on your study, which can include suspension or expulsion from your course of study.

# **Fee Information**

## **Overdue Fees**

If payment for tuition is overdue more than 7 days, an Administrative late fee of \$100 will be charged. For fees that remain overdue for more than 7 days, your enrolment may be at risk of being cancelled, and Department of Immigration and Border Protection (DIBP) may be notified. Students with overdue fees will be unable to attend class or undertake exams and assessments, and will be suspended from the computer network. (See *Payment Facilities*).

## **Fee Protection**

Under the Tuition Protection Service (TPS) framework, if SBTA is unable to fulfil its obligations to complete a course the new TPS framework will facilitate the placement of students in the first instance, and where this is not possible, will provide a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by SBTA). Refer to our Tuition Protection Service's Policy for more details.

# **Excursion Disclaimer**

An excursion is an activity organised by SBTA (not including work experience) during which students leave SBTA premises to engage in educational activities.

The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy, its officers and servants, will not be held liable for any claim for compensation or damage arising out of any action or inaction by a student in respect of any incident in which a student may be involved during the excursion. The acknowledgement and indemnity are given voluntarily.

# Facilities & Services

## Updates to your Mobile and Email

It is very important that we have your correct contact details and we encourage you to update these whenever they change as per the National Code 2007. The details required are a current residential address, and a mobile phone number and email address (if you have one). Having current contact details will ensure you can be reached in an emergency situation or if you need to be assisted by the TPS.

For your convenience, reminders and updates will be sent to your mobile via SMS, or emailed to you. Please ensure that your mobile number and email address we have recorded for you is up-to-date. To update your details, please see Reception or log in to the Student Portal. (See *SBTA Student Portal*).

## Internet Services

The following internet services are available for your convenience:

- **Internet Cafe**  
You can use the Internet Café for study or personal use. Photocopiers are available on both Level 2 and Level 6 if you wish to print or photocopy documents. Printouts and Photocopies are 20c per page for black and white copies and 40c per page for full colour.
- **Wireless Internet**  
Wireless Internet is available throughout The Academy. It is encrypted for security reasons, so students should see Reception staff for access assistance.

## SBTA Student Portal

SBTA has a state-of-the-art Student Portal that provides you with access to enrolment data, results, financial status, payment facilities, your contact details, and college news. To access the portal, go to <http://www.sbta.com.au> and locate the “Access the Student Portal” option on the left-hand side. To log in your Username = Student Number, Password = your Date of Birth (ddmmyyyy).

## E-Learning Platform

The e-Learning platform is an important resource for students, and an excellent tool for Self-Study. You will find details of policies and procedures, assessments, PowerPoint presentations, further readings, and extra study materials that have been uploaded by your Trainer. With access anytime, you can log in whenever is convenient for you at:

<http://elearning.sbta.com.au> (See also *Self-Study*).



# Payment Facilities

For your convenience, there are a number of options available for paying fees:

## Online with a Credit Card

Log into the Student Portal via [www.sbta.com.au](http://www.sbta.com.au). (See *SBTA Student Portal*). Select Finance from the menu, then click on the Click Here to Pay button. We accept Visa and MasterCard.

## Telephone with a Credit Card

Phone 1300 885 175. Enter the Biller Code 104844, and press the hash (#) key. Your Customer Reference Number is your Student Number with a 'check digit' on the end. You can find your Customer Reference Number on the Student Portal in Finance. (See *SBTA Student Portal*).

## Internet Banking with BPAY

Log onto your bank's Internet banking service and select the BPAY option.

Our Biller Code is 87254. Your Customer Reference Number is your Student Number with a 'check digit' on the end. You can find your Customer Reference Number on the Student Portal in "Finance". (See *SBTA Student Portal*).

## Cheque or Money Order

You can get a cheque from your bank, or a money order from the Post Office. Please make payable to 'The Lan-Grove Office Training Centre'. Write your Student Number on the back and take it to our Reception staff.

## Direct Deposit

You can go to any Westpac branch and deposit the money, or use your bank's Internet Direct Deposit service with the following details:

Account Name:	The Lan-Grove Office Training Centre Pty Ltd.
BSB Number:	032 007
Account number:	563 793
Reference:	Your Student Number

# Academic Matters

## Recognition of Prior Learning (RPL)/Credit Transfer (CT)

SBTA will recognise AQF (Australian Qualifications Framework) qualifications and Statements of Attainment issued by other Registered Training Organisations. Students who wish to apply for RPL and/or CT must complete either the “Request for RPL Form” or “Request for Credit Transfer Form” prior to the time of enrolment. The Request for RPL/CT should be submitted with the enrolment form and supporting documentation, i.e. certified copy of academic transcripts certified by a Justice of Peace. If RPL/CT is awarded, the course duration is shortened and the course fees are adjusted to reflect the course duration.

Cost for RPL assessment:

- Initial RPL application fee of \$500
- RPL Assessment fee – 50% of the total course fee

Cost for Credit Transfer assessment:

- Current SBTA qualification - \$100
- Superseded SBTA qualification - \$200
- Non-SBTA qualification - \$300



## Assessments

### Overview

The assessment tasks are used to measure your understanding and underpinning skills and knowledge of each unit of competency you are studying. When answering questions or assessment criteria, please ensure you address each criteria and sub points, demonstrate you researched each of the questions and cover the topic in a logical and structured manner.

Assessment is the process where your assessor will collect evidence and make a judgment on whether or not you have demonstrated competency in the unit you are enrolled in. Assessment is carried out by comparing the your skills and knowledge to the requirements of the unit of competency which may include discussions, demonstration, observation, report writing, role-plays and Knowledge Test.

All assessments will be assessed to ensure it is valid, authentic, reliable, consistent, sufficient and flexible. Prior to commencing the assessments your assessor will explain each task and when to submit the task. Please consult your assessor if you are unsure of the task. It is

important that you understand, adhere to the terms and conditions and address each task fully. If any task is not fully addressed, your assessment task will not be marked. The assessor will support you throughout the assessment process.

### **Report Writing**

If you are required to write an essay or report as part of your assessment, you must ensure that you address the following criteria:

1. Address what the report is based on. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop the logical arguments.
2. Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.
3. Accuracy of spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc), and must proofread before handing in assignments.

All assignments must include an official “Cover Sheet” attached signed by the student to declare that the assessment task is the student’s own work. Any questionable content will be reported by trainers and investigated. Students should keep a copy of each assignment they submit.

### **Active participation**

It is a condition of enrolment that you actively participate in your studies. Active participation is completing all tasks on time. If you do not participate you will be required to report to the Student Services Coordinator

### **Academic Misconduct**

Dishonest assessments/examinations include:

- deliberate copying or attempting to copy the work of other students
- using or attempting to use information prohibited from use in that sort of assessment
- submitting the work of another student as their own

Academic misconduct by a student will result in an automatic score of ‘0’, and as well as being recorded, may result in further disciplinary action. Academic misconduct can be either plagiarism or breaching copyright laws which is listed below:

- **Plagiarism**

Plagiarism 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 disciplinary action and a student’s exclusion from a course. When you have any doubts about including the work of other authors in your assessment, please consult your trainer/assessor. The following list outlines some of the activities for which a student can be accused of plagiarism:

- 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
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the Internet

- **Copyright**

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed. You are allowed to do a certain amount of copying 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.

If it is identified that a student has plagiarised or breached copyright laws, , SBTA management will organise a meeting to discuss this with the student. Disciplinary action may be taken which could lead to the suspension or cancellation of the student's course.

### **Competency Outcome**

The following outcomes apply once you have completed your assessment tasks:

C	Competent
NYC	Not Yet Competent
DNS	Did Not Submit
DNA	Did Not Attend

### **Re-marking of Assessments**

If you think you have been marked unfairly, you should submit an "Assessment Re-marking Request form" within 30 days of the assessment date. The form is available from the Reception staff and incurs a fee of \$70. Re-marking of assessments will take 7 days. Please note that the re-marking may not result in a different outcome than the original outcome.

### **Resubmission of an Assessment Task**

If you have been marked Not Yet Competent in a unit, you may be putting your enrolment and student visa at risk as defined in the National Code of the ESOS Act and as per SBTA's Course Progress Policy. In order for you to meet the requirements of the Course Progress Policy, you will be provided with the opportunity to re-attempt an assessment to achieve a "Competent" outcome. You can resubmit your assessment at any time of the term. The fee for a resubmission exam is as follows: (See *SBTA's Course Progress Policy & Procedure*).

## Failed units

The following costs will incur if you wish to resubmit any failed units:

- Reassessment of theory component - **\$100**
- Reassessment of practical component - **\$100**
- Additional tuition (including repeating units or units missed due to approved leave) - **\$200 per week**
- On-the-job assessment of work placement unit SITHIND301 Work effectively in hospitality service - **\$200**
- Assessment remarking request - **\$70**

## Assessment appeals process

If you feel that you have been unfairly treated during the assessment and you are not happy with your assessment outcome, you have a right to lodge an appeal as per Standard 8 of the National Code of Practice. You must initially discuss your concerns with your trainer/assessor. If you are still not happy with the outcome, you can proceed further by lodging an appeal with the Student Services Coordinator in writing outlining the reason(s) for the appeal. (*Refer to SBTA's Course Progress Policy & Procedure*).

## Issuing of Qualifications & Final Documents

SBTA will issue AQF certification document only to students whom it has assessed as meeting the requirements of the training product as specified in the relevant Training Package. To be issued your AQF qualification (Certificate, Diploma, Advanced Diploma), you must:

- passed all the core and elective units within your course.
- have paid all fees in full and have no outstanding fees

If you have met the above requirements, you must complete and submit a "Document Request Form" (available at Reception). Please allow approximately 5 working days after your results appear on the Student Portal for your documents to be ready.

All AQF certification documentation will be issued to a learner within 30 calendar days of you being assessed as meeting the requirements of the course you are enrolled in. Reception staff will notify you by SMS when your documents are ready for collection.

## Further Study at University

SBTA has formal partnerships with a number of Australian universities where you may be eligible for direct entry and credit transfer. Please make an appointment to see our Marketing staff for more information.

# Related Policies and Procedures

## Student Visa Conditions

All student visas are granted subject to conditions that govern the stay in Australia of students and their families. Failure to comply with the visa conditions may result in the cancellation of the visa and removal of the person and their family from Australia. Visa requirements include, but are not limited to:

- Maintaining full-time enrolment in the student's enrolled course
- Maintaining satisfactory course progress
- Maintaining Overseas Health Cover (OSHC) for the duration of the visa
- Notifying SBTA within seven days of any change of address

## Attendance Requirements

As a result of implementing the Department of Education- DIBP Course Progress Policy for CRIOS Providers of VET Courses, SBTA will not report on attendance but monitor, record and assess your course progress.

## Punctuality

Please arrive on time before the start of your class and after breaks as your attendance will be marked before and after breaks.

## Course Progress Policy

As per Standard 11.2 of the National Code of Practice 2007, SBTA has implemented the Department of Education- DIBP Course Progress Policy for CRIOS Providers of VET Courses.

As a result of implementing this policy SBTA will no longer be reporting on attendance but will monitor, record and assess the course progress of each student. This policy is made available to all staff and students of SBTA via the Student Handbook and E-Learning Platform.

This policy applies to all students on an overseas student visa who are enrolled in a course at SBTA. SBTA delivers its courses over four (4) compulsory study periods within the academic year. These periods are referred to as Terms and consist of nine (9) weeks in duration. Two terms equal one Semester and the total weeks within the academic year is thirty-six (36) weeks. Students can commence their courses at the beginning of any Term and other dates as specified, and for this purpose it is referred to as an Intake.

## Progress monitoring

- SBTA will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled in. Course progress will be monitored by the

Student Services Coordinator who will use the Academic Performance reporting module of ACAS to monitor student course progress.

- SBTA will assess each student's progress at the end of each compulsory study period. To achieve satisfactory course progress under this policy, students must successfully complete or demonstrate competency in at least 50% of the course requirements in a compulsory study period. This means that 50% of the units must be completed and competency demonstrated.
- At the end of the 9 weeks of study (study period), the course progress of each student is monitored and assessed by the Student Services Coordinator. Unsatisfactory progress is if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in that study period. Students, who are identified as having unsatisfactory course progress, will be sent a warning email reminding them of their obligation to meet course progress requirements and will be informed that they must attend, on a stated date an Intervention Strategy Meeting (ISM) with the Student Services Coordinator. This warning email will be emailed to the student within 21 days of the conclusion of the study period.

### **Intervention Strategy**

At the Intervention Strategy Meeting (ISM), the Student Services Coordinator will consider, and implement if applicable, the following intervention strategies:

- Identify the problems that are impeding the course progress of the student
- Arrange with the student for additional work to be undertaken within an agreed timeframe using the study timetable
- Assess and advise on the completion of all outstanding assessments according to an agreed timeframe
- Assess whether the course is still suitable for the student
- Advise whether any assessments require reassessment
- Arrange for review of any agreed additional work
- Reinforce to the student that unsatisfactory course progress in 2 consecutive study periods may lead to the student being reported to Department of Education - DIAC and cancellation of his or her student visa, depending on the outcome of any appeals process.

These or other appropriate intervention strategies are pro-actively applied and an action plan negotiated with the student to ensure deadlines and criteria for satisfactory completion are understood and agreed upon. Course progress will be monitored and reviewed through either special mechanisms identified in the action plan or through the standard processes as outlined above.

A diary entry regarding the academic counseling session and any additional support will be entered into ACAS in the student's file.

### **Continuing failure to meet course progress requirements**

If after an intervention strategy has been put in place and the student fails to meet the course progress requirements in a second consecutive compulsory term of study, the Student Services Coordinator will advise, in writing, that SBTA intends to report the student to Department of Education - DIBP for unsatisfactory course progress.

This written notice will inform the student that they have a right to appeal the decision within 20 working days as per SBTA's Student Grievance Policy and Procedure. If the student lodges and appeal and during the period the appeal is being considered, the student has a right to continue their studies in the course at SBTA.

Where the student has chosen not to access the appeals processes within the 20 working day period, or the student's appeal was unsuccessful, SBTA will notify the Secretary of Department of Education through PRISMS within 10 working days of the student not achieving satisfactory course progress. Department of Education - DIPB will in all but exceptional circumstances, cancel the student's visa and the student's enrolment at SBTA will be terminated.

### **Complaints and Appeals**

As per Standard 8 of the National Code, SBTA has a fair and inexpensive complaints and appeals process that includes access to an independent external body if necessary. If you wish to lodge a complaint or appeal a decision, you are required to obtain and complete a form from the reception staff.

SBTA will initiate a process to review the complaint within 10 working days of SBTA receiving a formal written lodgment of the complaint and/or appeal. Whilst SBTA processes your complaint and/or appeal, SBTA will ensure that your enrolment is maintained.

Once a decision has been reached the student will be notified in writing of the outcome of the decision which will include details and reasons for the decision.

If the internal processes has been completed and the student remains dissatisfied, students can lodge an external appeal to the Overseas Students Ombudsman by phoning 1300 362 072.

If the outcome of a student's appeal through a provider's internal or external complaints and appeals handling process is favourable to the student, SBTA will immediately advise the student of this and implement any decision and/or corrective and preventive action required.



## Appeals Policy

A student may appeal against the decision to notify Department of Education - DIBP of unsatisfactory course progress on the following grounds:

- SBTA has failed to record or calculate the student's marks accurately
- Compassionate or compelling circumstances
- SBTA has not implemented its Intervention Strategy and other Policies as per its documented Policies and Procedures.

The appeals process includes both the informal and formal process, internal and external appeals process as set out in SBTA's Policies and Procedures Manual. If the student is successful in the internal appeal then the student will not be reported to Department of Immigration and Border Protection (DIBP) for unsatisfactory course progress. If the appeal is unsuccessful in the internal appeal, and the student has not requested an appeal to the external mediator, then the student will be reported to DIBP by the Registrar, and DIBP will be notified, through PRISMS.

## Completion within the expected duration of study

SBTA in addition to monitoring course progress will ensure that the students complete their course within the duration as specified in their eCoE.

SBTA will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as a result of compassionate or compelling circumstances which are generally beyond the control of the student and it has had an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend class. The medical certificate must be from an Australian registered medical practitioner or translated in English from an overseas registered medical practitioner;
- Bereavement of close family members such as spouse, child, parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies;
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident; or
  - A crime committed against the student; or
  - The student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

In the event of any of the above occurring, SBTA will report the student's change in enrolment through PRISMS. Records of variation will be maintained in the student's files.

Except in the circumstances specified above, the expected duration of study specified in the student's eCoE will not exceed the CRICOS registered course duration.

## Applying for Leave or Deferral

Whilst regular holidays are scheduled throughout the course, SBTA recognises that the needs of overseas students alter throughout the period of their course of study and from time to time it may be beneficial for overseas students to suspend their studies for a short period of time up to one semester. Formal approval for a leave of absence is required under the National Code 2007 for both VET and ELICOS students, as it will assist SBTA to track your movement and to assist you in maintaining satisfactory course progress.

4.1 To formally request a Leave of Absence, overseas students must follow the steps below. ELICOS students will only need to follow the steps below if they wish to apply for additional leave on top of their entitled one week's leave for every 10 completed weeks of study.

**Note:** It is imperative that students MUST organise their leave of absence prior to going on leave and not once the student has been away from the College for sometime.

- a) Contact the reception for an "Application for Leave of Absence" form, which will be printed from ACAS.
- b) Complete the "Application for Leave of Absence" form and attach any supporting evidence to the form. All supporting evidence must be in English and original copies. If a student is overseas whilst applying for leave, they must bring the original when they return.
- c) Deposit a fee of \$200 to the account listed below or pay in person at the Reception. Application fee is non-refundable regardless of the outcome of the application.

Bank name:

Account name:

BSB Number:

Account Number:

d) Westpac Banking Corporation

e) The Lan-Grove Office Training Centre Pty Ltd

f) Overseas Students Trust Account

g) 032007

h) 563793

Students must ensure that they reference their Student ID number when depositing funds into our account so that we can ensure payment has been received.

- d) Once payment has been made, either email the completed form with supporting documentation to the reception at [leaveofabsence@sbta.com.au](mailto:leaveofabsence@sbta.com.au) or submit the form in person to the Reception staff.
- e) Reception staff will pass the completed documentation to the Registrar's Assistant who will ensure that payment has been received.

- f) If payment has been received, the Registrar's Assistant will document the receipt number on the form and pass the form to the Student Services Coordinator.
- g) The Student Services Coordinator will process the "Application for Leave of Absence" form and notify the student of the outcome if sufficient evidence has been provided.
- h) If sufficient evidence has not been provided the Student Services Coordinator will make an appointment with the student to request additional evidence, which must be provided within 3 weeks of the request date.
- i) If additional evidence is not provided within the requested timeframe, the application for leave of absence will be finalised as not approved.

#### **4.2 When will leave of absence be granted**

As per the National Code 2007, SBTA will only grant a Leave of Absence of studies to overseas students in compassionate or compelling circumstances. Compassionate or compelling circumstance could be:

- a. Serious illness or injury where a medical certificate states that you are unable to attend classes from a recognised medical practitioner.
- b. Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- c. Major political upheaval or natural disaster in your home country which requires emergency travel.
- d. A traumatic experience, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by a police or psychologists' reports).

The above circumstances are only some examples of what may be considered compassionate or compelling circumstances. SBTA reserves the right to assess each request on a case by case basis.

4.1 Students must be aware that leave of absence can affect their existing study plan and their academic progress. Also additional weeks of tuition to make up for missed subjects will cost the students additional \$200 per week.

4.2 Students must continue to meet their tuition fee payment schedule whilst on leave.

### **Anti-discrimination policy**

SBTA is committed to providing an environment that supports the Anti-Discrimination Act 1977 which recognises and positively promotes a discrimination free workplace. SBTA will not discriminate toward any group or individuals in any form, inclusive of:

- Gender
- Pregnancy

- Race, nationality, ethnic or religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age

SBTA follows and abides by the following legislations:

- Anti-Discrimination Act 1977
- Disability Discrimination Act 1992 Cwlth
- Human Rights and Equal Opportunity Commission Act 1986 Cwlth
- Racial Discrimination Act 1975 Cwlth
- Sex Discrimination Act 1984 Cwlth
- Equal Opportunity Act 1995 Vic
- Public Administration Act 2004 Vic
- Racial and Religious Tolerance Act 2001 Vic
- The Age Discrimination Act 2004 Cwlth
- The Equal Opportunity Act 1995



## Access and Equity Policy

SBTA upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action in the Education industry in Australia. Any issues arises which is in violation of SBTA's Access and Equity Policy, staff and students are required to report it to management immediately.

Our programs are designed and wherever possible facilities are set up to enhance the flexibility of delivery such as eLearning to maximise the opportunity for access and equity to all individuals. All our students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, marital status, age, pregnancy and sexual orientation.

All individuals must however meet our entry requirements before being accepted into any of our programs within our scope of registration.

Examples of the types of support available are:

- Language, literacy support for students who have difficulty with written or spoken English by enrolling into our English courses with Sydney English Language Academy (SELA) School.
- Assessments may be modified to accommodate to unique cultural or personal needs of participants.

SBTA abides and follows the following legislation:

- The NSW Anti-Discrimination Act 1997
- Commonwealth Sex Discrimination Act 1984
- The Human Rights and Equal Opportunities Commission Act 1986
- The Racial Discrimination Act 19884 (Commonwealth)
- The Commonwealth Disability Act 19992

## **Harassment**

Under NSW laws you cannot be harassed sexually or because of your gender, pregnancy, marital, race or religion, disability, age, homosexuality or transgender status. SBTA will not tolerate bullying, harassment, victimization or any such conduct that has the purpose or effect of interfering with an individual's performance or health or creating an intimidating, hostile or offensive learning environment.

If you feel that someone has discriminated against you, report the harassment to SBTA management. A counseling session will be held to determine the course of action to be taken. If a satisfactory solution has not then been reached, the student can contact the Anti-Discrimination Board of NSW, Stockland House, Level 4, 175-183 Castlereagh St, Sydney, NSW. Phone: (02) 9268 5544.

## **Work Health and Safety**

SBTA complies and abides by the Work Health and Safety Act 2011 and we take all reasonable measures to ensure the safety and wellbeing of our students, staff, trainers and assessors and all others visiting our premises. We expect that you will also take care of your own safety and that of others. Therefore, we ask that you:

- participate in the orientation session prior to the course commencement of your course, where you will be explained SBTA's procedures for evacuation and safety;
- take note of the evacuation plan and identify your nearest exit and the assembly point;
- take seriously any call to evacuate, including safety drills;
- report anything you think is unsafe to your trainer or staff at the administration office;
- Report any critical incidents such as accidents, incidents and near misses to your trainer or to staff at the administration officer. You will be required to complete a Critical Incident Reporting Form giving detailed explanation of the critical incident.

## **Alcohol & Drugs**

Under the SBTA's Work Health and Safety Policy, any student suspected of, or displaying signs of being under the influence of alcohol or drugs will be asked to leave class. A counselling session will take place between the student and a member of staff. Repeated misconduct will result in cancellation of the student's enrolment.

## **Privacy and use of personal information**

SBTA complies and abides by the New South Wales Privacy and Personal Information Protection Act 1998. Personal information is information that identifies you. Personal information could be:

- a record which may include your name, address and other details about you
- photographs, images, video or audio footage
- fingerprints, blood or DNA samples.

SBTA collects personal information solely for the purposes of operation as a provider. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure backup of data.

All students are able to access their results via their student portal and are able to send a request to get their personal information updated if their contact details are not accurate or out of date. Access to student's personal information may be given to an identified government officer from such agencies as Department of Education or Department of Immigration and Border Protection (DIBP) for the purposes of an audit. SBTA is required to inform DIBP of any changes to student's enrolment and any breaches by your student visa conditions relating to academic performance.

If a third party e.g. another Registered Training Provider wishes to verify a student's qualification and/or transcript, a written permission from the student will be required before any information will be released to the third party.

## **Changes to your Course or Enrolment**

Requests for changes to your course or enrolment must be submitted in writing. Additional documentation (e.g., medical certificates) may be required to justify the change.

SBTA is required to notify DIBP about any of the following changes that may occur while the student is studying at SBTA:

### **Change of course**

A student is entitled to change their course if they feel that they are not coping with the initial course they enrolled into and that the new course will be more beneficial to them and their career path. SBTA will recognise any units studied in the previous course and relevant credits

will be granted to the student. There is a fee for \$100 for change of course and a \$100 fee for assessing if any credits can be granted towards the new course.

### **Discontinuation of studies**

Students are asked to inform SBTA as soon as possible of their intention to discontinue their studies. All requests for refunds will in accordance with SBTA's Refund Policy. Refer to the section on "Refund Policy" in this handbook.

### **Deferring, suspending or cancellation of enrolment**

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Students who would like to defer or suspend their studies must first speak to the Student Services Coordinator. Prior to applying to defer or suspend their program students must ensure that they have paid any tuition fees outstanding, which will be due during the period of leave.

There is no reduction in course fees during the leave period. Deferral of studies is permitted only in compassionate or compelling circumstances such as

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d) A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologists reports)

The above circumstances are only some examples of what may be considered compassionate or compelling circumstances. Where a deferral has been granted during the course of study as per SBTA's deferral and suspension policy, any transfer of fees granted will be credited to the subsequent semester on a case-by-case basis. If the student fails to return to studies after the approved deferral period no refund of fees will apply. The Student Services Coordinator together with the Principal will use their professional judgement to assess each case on its individual merits.

Students will be required to provide evidence of the compassionate or compelling circumstances. Students that are suspended or granted deferral may be required to extend their course and their visa at their own expense, and that availability of units of study are not guaranteed. Students may be suspended from their studies for serious and wilful misconduct.

Misconduct may include, but is not limited to, criminal activity, harassment or verbal abuse of staff or students, failure to pay fees, plagiarism or cheating. Students will have the right to appeals through the college's published appeals and grievances process. In this event, any and all additional costs in completing the enrolled course will be borne by the student.

### **Extending course duration**

Students who wish to extend their studies in the event of deferring or repeating subjects or not completing the course on time should discuss this matter with the Principal.

### **Failure to commence a course**

If a student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued with a visa, the student must inform SBTA immediately. If a student fails to commence the course within 14 days, SBTA will notify DIBP.

## **Transfer between providers (Letter of Release)**

Definitions (source: The National Code 2007):

- **Principal course:** Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Diploma course, the Diploma course is the principal course.
- **Six months:** Calculated as six calendar months from the first day of the principal course.

Where a student requests a release letter to transfer from SBTA to another registered provider prior to completing six months of study in the first six months of their principal course, the student must complete SBTA's "Withdrawal Form" and submit other relevant documentation such as a "letter of offer" from the proposed registered provider. Approvals for release at another provider is not automatic. SBTA will assess and consider all requests on a case-by-case basis as listed below:

### **Refusals**

SBTA will not grant a Letter of Release in the following circumstances:

- The student has changed their mind about studying the course they were enrolled in.
- Changing providers may be detrimental to the student
- All support services has been exhausted by the student
- The student is trying to avoid being reported to DIBP
- The student has outstanding debts to SBTA.



## Approvals

Approvals will only be granted if:

- SBTA is unable to provide a course
- The student is unable to continue in the course due to prerequisite or academic progression problems
- Written advice supporting change from a government sponsor.

SBTA will provide the student with a written response for refusal within 10 working days. The written reasons will note SBTA's decision, the reasons for the decision, the factors taken into consideration and will reflect the student's individual circumstances. The reason will be in sufficient detail to enable the student to make an informed decision about appealing the decision.

Students are able to appeal the decision.

## Transferring from another Provider to SBTA

SBTA may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the student's principal course
- The student has a letter of release from the original registered provider
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the students from continuing his or her principal course; or
- Any government sponsor of the student who considers the change to be in the student's best interest and has provided written support of the change.

If a letter of release is granted from a Provider, this will be at no cost to the student. Students will be advised to contact DIBP for advice on whether a new visa is required. A new visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. To find out more about visa requirements, please visit the DIBP website or call 131 881.

## Refund Policy

This policy explains the conditions under which SBTA may apply a refund to international students in compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the requirements of Standard 3 of the National Code 2007. In order for any refunds to be

considered, students must submit a written request. Refunds will be considered under the following circumstances:

- When SBTA receives written notification of cancellation 28 days or more before student originally accepted course or package commencement date, a refund equivalent to 75% of the tuition fees will be made. Please note that offers for deferred commencement dates do not extend the period where a refund of 75% can be claimed.
- When SBTA receives written notification of cancellation less than 28 days before your originally accepted course or package commencement date, a refund equivalent to 50% of the tuition fees will be made. Please note that offers for deferred commencement dates do not extend the period where a refund of 50% can be claimed.
- If student's Australian visa application is refused. The Academy will refund all tuition fees less the lesser of 5% of the total amount of pre-paid tuition fees or the sum of \$500 after receiving evidence from the relevant Australian authority that your visa application was refused. Any tuition received whilst awaiting visa approval must be paid for on a proportionate basis.

**Withdrawal on or after student's scheduled course or package commencement date**

No refund of tuition fees will be made after student's scheduled course or package commencement date.

In case of withdrawal from a commenced course or package, you must give SBTA 4 week's written notice prior to the student's next instalment due date or pay 4 weeks in lieu of notice. The total number of academic weeks delivered to the student will form part of the withdrawal fee calculation.

# Student Support

## Airport Pickup

If you're arriving in Sydney for the first time, you can book our airport pick-up service. Our friendly driver will greet you on arrival and take you directly to your accommodation.

## Homestay Accommodation

SBTA can arrange a Homestay family for you to live with during your stay. Families will provide breakfasts and dinners, as well as lunch on weekends.



## Orientation

On the first day, all new students will be greeted by SBTA staff for registration and an orientation session. Once Reception staff have registered you and given you your student ID card, the orientation session will provide you with important and useful information. It is essential you attend this session.

## Counselling

Student support, information and counselling is available on a wide range of issues such as:

- Accommodation
- External counselling services
- Finding legal, health and medical services
- Academic progress and further study
- Visa conditions relating to course progress/attendance

Many SBTA staff are also bilingual should you require their assistance. Please see Reception staff and they will assist you in making an appointment with a suitable staff member.

## English and Academic Support

If you are struggling academically or with your English in the classroom it is important to let us know as soon as possible so that we can assist you. Make an appointment at Reception to speak with our Student Services Coordinator about options that are available to you.

It may be possible to defer your studies to give you more time to do an English course, to give you the opportunity to re-attempt an assessment that you didn't successfully complete, or re-take classes that you may be struggling in. We can also arrange for you to have a short English test to get some feedback on your strengths and weaknesses.

If you have any special requirements that will help during your time with us please let us know. There is a form you can complete during your orientation session, or you can speak with our Student Services Coordinator by making an appointment with the Reception staff.



Contact details of various support services are also available on our website:  
<http://www.sbta.com.au/support/>.

# Services available

## Services in the Sussex Centre

Food Court- Level 1,

Medical Centre- Level 5,

Retail (clothes shops, mobile phone store, hairdressers etc.) -  
Lower Ground & Ground Floor

A range of other services can be found within the Centre.  
Please see the directory near the lifts on the Ground Floor for  
more information.



## Kitchen & Courtyard

Food and beverage facilities including a fridge, microwaves, etc. can be found on Level 6. There are indoor tables and also an outdoor courtyard.

# Living in Sydney



## Transport

If you are doing some sightseeing, you may wish to purchase a My Multi Day Pass that gives you unlimited train, bus, ferry and light rail travel for the day. If you commute by public transport to school every day, there are also weekly tickets available. For bus, train and ferry information and timetables go to [www.cityrail.info/timetables/](http://www.cityrail.info/timetables/).

## Trains

The closest train stations to SBTA are Central and Town Hall.

## Buses

Many bus services now require you to have a pre-paid ticket. Tickets are available from newsagents and convenience stores.

## Working

Your visa may allow you to work whilst studying. Please check with the Department of Immigration and Border Protection (DIBP), if you're not sure. If you are intending to work, you will need a Tax File Number from the Australian Tax Office (ATO). They are located at Podium Level, Centrepont Building, 100 Market St, Sydney. For more information their website is: <http://www.ato.gov.au/individuals/>.

## Banks

Australia's main banks are:

- Commonwealth Bank of Australia
- Westpac Banking Corporation
- NAB (National Australia Bank)
- ANZ (Australia and New Zealand Bank)

## Entertainment

### Shopping

SBTA is within walking distance to Darling Harbour, World Square and Market City. From Wednesday to Sunday (9:00am- 5:00pm), Paddy's Markets sells bargain items and fresh food.

### Cinemas

There is a large cinema complex located at 505-525 George St, Sydney. On Mondays they have a special student discount day.



### Events

There are many events held at Darling Harbour such as firework displays, cultural festivals, free live music and more. For what's happening at Darling Harbour, visit the following website:

- [http://www.darlingharbour.com/sydney-Things\\_To\\_Do.htm](http://www.darlingharbour.com/sydney-Things_To_Do.htm)

For up-to-date information about what is happening all around Sydney, here are some useful websites:

- <http://www.whatsonsydney.com/>
- <http://whatson.cityofsydney.nsw.gov.au/>

### Map of SBTA & Surrounds



# OTHER IMPORTANT INFORMATION

## Emergency Contact Details

<b>POLICE</b>	<b>000</b>	<b>DIAL 000 AND REQUEST THE SERVICE YOU NEED</b>
<b>FIRE</b>	<b>000</b>	<b>REMEMBER TO REMAIN AS CALM AS YOU CAN</b>
<b>AMBULANCE</b>	<b>000</b>	<b>SPEAK CLEARLY AND GIVE THE DETAILS AS REQUESTED</b>

The following details are for additional emergency services, national and/or state-based.

### AIDSLINE

Telephone: 1800 038 125 / <http://www.aidshep.org.au/>

### HELPLINE - ABORTION GRIEF & PREGNANCY CRISIS

Telephone: 1300 363 550 and (08) 9313 1784 / <http://www.abortiongrief.asn.au/abortion-trauma.php>

### AUSTRALIAN SEARCH AND RESCUE

Telephone: 1800 815 257 / <https://www.amsa.gov.au/search-and-rescue/rcc/>

### AUSTRALIAN FUNERAL DIRECTORS ASSOCIATION

Telephone: (03) 9859 9966 / <http://www.afda.org.au/>

### CENTRE AGAINST SEXUAL ASSAULT

NSW rape crisis Centre Website: [www.nswrapecrisis.com.au](http://www.nswrapecrisis.com.au) Email: [info@nswrapecrisis.com.au](mailto:info@nswrapecrisis.com.au)  
Telephone: (02) 9819 7357 / 24 hour crisis line: 1800 424 017

### KIDS HELP LINE

Telephone: 1800 55 1800 / [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### CHILD ABUSE SERVICES

Telephone: 1800 737 732 / Online counselling [www.1800respect.org.au](http://www.1800respect.org.au)  
<http://www.childabuseroyalcommission.gov.au/support-services>

### SYDNEY CRISIS AND HOMELESS ACCOMMODATION

Telephone: (02) 9265 9081 or 1800 234 566 / <http://www.melbourne.homeless.org.au/sydney.html>

### CRISIS PREGNANCY

Telephone 1300 792 798 / <http://www.pregnancysupport.com.au/centres/nsw-centres/>

### DOMESTIC VIOLENCE 24X7

Telephone: 13 11 14  
<https://www.lifeline.org.au/Get-Help/Facts---Information/Domestic-Abuse-and-Family-Violence?gclid=CLPWqtOl4cgCFUkAvAode70MDQ>

### EMERGENCY ANIMAL DISEASE WATCH

Telephone 1800 675 888 / <http://greatersydney.ils.nsw.gov.au/emergency/animal-diseases>



**FAMILY DRUG SUPPORT**

Telephone 1300 368 186 / <http://www.fds.org.au/>

**GAMBLERS ANONYMOUS**

Telephone (02) 9726 6625 / <http://www.gansw.org.au/>

**INTERPRETING SERVICES**

Telephone 1300 308 983 /

[http://www.ams.com.au/consecutive\\_interpreting\\_services.htm?gclid=CLLOkM2m4cgCFUjVvQodu6sLeg](http://www.ams.com.au/consecutive_interpreting_services.htm?gclid=CLLOkM2m4cgCFUjVvQodu6sLeg)

**HOMICIDE VICTIMS' SUPPORT GROUP 24X7**

Telephone 1800 191 777 / <http://hvsg.com.au/>

**LIFELINE Australia**

Telephone: 131 114 / <https://www.lifeline.org.au/>

**MEN'S REFERRAL SERVICE**

1300 766 491 / <http://mrs.org.au/>

**PARENT LINE NSW**

Telephone: 1300 1300 52 <http://www.parentline.org.au/>

**MATERNAL AND CHILD HEALTH LINE**

Telephone: **1300 130 052**, 9 am-9 pm Monday to Friday, 4 pm-9 pm Saturday

<http://raisingchildren.net.au/articles/hotlines.html>

**POISONS INFORMATION CENTRE**

Telephone: 131 126 / <http://www.poisonsinfo.nsw.gov.au/>

**SUICIDE LINE**

Telephone: 13 11 14

<https://www.lifeline.org.au/Get-Help/Facts---Information/Preventing-Suicide?gclid=CPKM74Cr4cgCFQujvQodtvcOZA>

**TEEN CHALLENGE - RESIDENTIAL RECOVERY & CRISIS ACCOMODATION (Salvation Army)**

Telephone: 02 9331 2266 /

<http://www.salvationarmy.org.au/en/FindUs/?sender=locationfinderboxsmall&postcode=2000&nearest=Storie>

**QUIT LINE - Smoking**

Telephone: 137 848 / <https://www.icanquit.com.au/further-resources/quitline>

## Unique Student Identifier (USI)

The Australian Government requires that all students undertaking nationally recognised training need to have a Unique Student Identifier (USI). The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

### Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training and course you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Please ensure that you provide us with your USI number prior to commencing your course or as soon as you have commenced your course.

## Working in Australia

International students studying in Australia are allowed to work no more than 40 hours per fortnight after commencement of their course of study provided that it does not adversely affect your studies. During term break and holiday period, you are allowed to work full-time. You must also obtain a Tax File Number (TFN) to be assessed for tax. Your employer will require this which you can download from the Australian Taxation website [www.ato.gov.au](http://www.ato.gov.au).

### References:

- [www.border.gov.au](http://www.border.gov.au)
- <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- <https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>
- [www.ato.gov.au](http://www.ato.gov.au)
- [www.usi.gov.au](http://www.usi.gov.au)