


THE SYDNEY BUSINESS AND TRAVEL ACADEMY



BSB61218 Advanced Diploma of Program Management (CRICOS Course Code 098964D)

COURSE INFORMATION PACK

BSB61218 Advanced Diploma of Program Management (CRICOS Course Code 098964D)



BSB61218 Advanced Diploma of Program Management, CRICOS Course Code 098964D is a nationally recognised qualification.

This program was designed for students who require skills and knowledge in managing projects as program managers and wish to gain employment in organisations that require management of various interrelated projects.

Students at this level will learn to use initiative and judgement to direct, plan, and lead a range of program functions, with accountability for personal and team outcomes within broad parameters; and use cognitive and communication skills to identify, analyse and synthesize information from a variety of sources; transfer knowledge to others; use creative or conceptual skills to express ideas and perspectives; and respond to complex problems. Students will learn skills and knowledge about how to manage or direct a program which includes a suite of projects, or multiple projects, or interrelated projects which are managed by the same person as a program and contribute to the achievement of organisational objectives.

Students would have successfully completed the BSB61218 Advanced Diploma of Program Management (CRICOS Course Code 098964D) or can demonstrate an extensive experience and current skills, knowledge and are able to provide evidence of managing, minimum of two years full-time, workplace projects or work within a program of interrelated numerous projects, each of which has its own project manager.

CAREER OPPORTUNITIES

If you complete this qualification you could gain a role such as:

- ❖ Project manager managing a suite of projects
- ❖ Program director managing multiple projects
- ❖ Executive project manager managing related projects
- ❖ Program contract manager or vendor manager

ENTRY REQUIREMENTS

Entry to this qualification is limited to those who are:

- ❖ 18 years and over

Academic

- ❖ Must have successfully completed the BSB51415 Diploma of Project qualification

English

- ❖ Hold a minimum score of upper intermediate level of English (IELTS 5.5) or equivalent OR
- ❖ An English proficiency of upper intermediate level or above from any NEAS accredited ELICOS provider.

COURSE DURATION

The course duration of this course is 52 weeks (1 year) which is made up of 36 contact weeks plus 16 weeks of holiday breaks.

PATHWAYS FROM THE QUALIFICATION

Students who complete this qualification may continue to study further at a higher tertiary qualification.

COURSE LOCATION

This course will be delivered at Level 2, 401 Sussex Street, SYDNEY, NSW 2000.

TIMETABLE (SHIFT OPTIONS)

Friday and Saturday - 8.30 am – 4.30 pm

MODE OF STUDY

Minimum of 20 hours (minimum 15 hours face-to-face plus 5 hours' distance learning per week)

COURSE FEES

Course fees for the qualification is \$6,580, which is made up as follows:

Total course fee:	\$6,580
Term fee:	\$1,645
Enrolment fee:	Student Visa \$250 (Other visas \$100)
Materials fee:	\$100

OTHER MISCELLANEOUS FEES (if required and relevant to your course)

Enrolment Fee	Student Visa \$250 Other Visas \$100
Overseas Student Health Cover	Single cover approx. from \$50.00 p/month. Subject to change without notice
Homestay Placement Fee	\$290
Homestay	\$290 p/week (2 meals weekdays, 3 meals weekends)
Homeshare	\$250 p/week (without meals)
Airport Pick-up Fee	\$290
Late Payment Fee	\$100, Additional fee if overdue 4 weeks or more \$100
Course Change	\$100
Document Requests	\$40 Interim Transcript, Holiday Letter, Confirmation Letter, Academic Status Letter etc

Reissue of qualification/transcript	\$100 (or first issue more than six months after course completion)
Registered post	\$40
Reassessment of an assessment task	\$100
Repeating a subject or a subject cluster	\$200
Assessment re-marking request	\$70
Credit Transfer (Current SBTA qualification)	\$100, Superseded SBTA qualification \$200
Credit Transfer (Non-SBTA qualification)	\$300
RPL Application Fee	\$500
RPL Assessment Fee	50% of the total course fee
Photocopying	20c per page black and white, 40c colour copy
Replacement student ID card	\$10
Verification of SBTA qualification	\$100
Application for additional leave fee	\$200
Late submission of assessment	\$100
Overseas Student Health Cover	Please contact SBTA for quotes on other policy durations
Shift transfer	\$50

COURSE OVERVIEW

To gain the full qualification, you will be required to undertake twelve (12) units of competency.

If you successfully complete and gain competency in all twelve (12) units of competency, you will be issued with a BSB61218 Advanced Diploma of Program Management qualification (CRICOS Course Code 098964D).

If you partially complete the course or only a few units from this qualification, you will be awarded a Statement of Attainment from the BSB61218 Advanced Diploma of Program Management (CRICOS Course Code 098964D) for the units you have successfully completed.

(***) Please refer to the elective units offered and selected by SBTA listed below.

UNIT OF COMPETENCY	UNIT DESCRIPTION
BSBPMG610 Enable program execution	<p>This unit describes the skills and knowledge required to establish parameters and enable a program to be undertaken effectively. It includes the performance criteria required to demonstrate competency in establishing both what the program will accomplish and how it will do so. It applies to individuals who are program managers and those managing a suite of projects (a program). They operate within assigned authority levels, are responsible for own performance and sometimes the performance of others. Individuals in this role may be operating within an organisation, business or as a consultant and are able to envision the desired future state, shape and sustain the program execution approach, shape and sustain the programs business case, shape and sustain program governance.</p>
BSBPMG621 Facilitate stakeholder engagement	<p>This unit describes the skills and knowledge required to facilitate stakeholder engagement in a program. It includes the performance criteria required to demonstrate competency in working with stakeholders to achieve desired program benefits. A program is defined as a set of interrelated projects, each of which has a project manager. 'Multiple projects', or 'a program of projects', refers to a number of related projects managed by the same person as a program to achieve organisational objectives. It applies to individuals who are program managers and those managing a suite of projects (a program). They operate within assigned authority levels, are responsible for their own performance and sometimes the performance of others. Communicate effectively with stakeholders and facilitate stakeholder commitment.</p>
BSBPMG622 Implement program governance	<p>This unit describes the skills and knowledge required to implement governance requirements to ensure effective program management. It includes the performance criteria required to demonstrate competency in implementing systems and processes for decision-making, management systems, compliance and support. Students will learn skills and knowledge in facilitating effective decision making, implementing systems and methods, ensuring program compliance and enabling program support services.</p>
BSBPMG623 Manage benefits	<p>This unit describes the skills and knowledge required to manage the attainment of program benefits. It includes the performance criteria required to demonstrate competency in ensuring that benefits are realised when and as expected. It applies to individuals who are program managers and who require to identify benefits and trade-offs, shape and sustain benefits delivery approach and evaluate attainment of expected benefits.</p>
PSPMGT006 Develop a business case***	<p>This unit describes the skills required to perform market analysis, development and cost options, and justify for a recommended business solution. This unit applies to those developing appropriate and cost-effective business solutions. The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to. Those undertaking this unit would work autonomously, performing complex tasks in a range of familiar contexts. Research business cases, examine business solutions, construct business cases and finalise business cases.</p>

BSBFIM601 Manage finances***

This unit describes the skills and knowledge required to undertake budgeting, financial forecasting and reporting and to allocate and manage resources to achieve the required outputs for the business unit. It includes contributing to financial bids and estimates, allocating funds, managing budgets and reporting on financial activity. It applies to individuals who have managerial responsibilities which include overseeing the management of financial and other resources across a business unit, a series of business units or teams, or an organisation. It covers all areas of broad financial management. In a larger organisation this work would be supported by specialists in financial management. Plan for financial management, Establish budgets and allocate funds, and Report on finances

BSBINN601 Lead and manage organisational change***

This unit describes skills and knowledge required to determine strategic change requirements and opportunities; and to develop, implement and evaluate change management strategies. It applies to managers with responsibilities that extend across the organisation or across significant parts of a large organisation. They may have a dedicated role in human resources management, human resources development, or work in a strategic policy or planning area. The unit takes a structured approach to change management and applies to people with considerable work experience and organisational knowledge. Student will be learning how to identify change requirements and opportunities, develop change management strategy and implement change management strategy.

BSBMGT615 Contribute to organisational development ***

This unit describes the skills and knowledge required to contribute to the creation of an organisation development plan, which ensures that the organisation will become more effective over time in achieving its goals. It applies to individuals with organisation wide responsibilities who are critically involved in shaping and focusing the organisation so that it can adapt to new technologies, challenges and markets. Students will learn skills and knowledge on how to develop organisation development plan, implement organisation development activities and maintain organisation development program.

BSBLDR511 Develop and use emotional intelligence***

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes. It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams. Students will learn how to identify the impact of own emotions on others in the workplace, recognise and appreciate the emotional strengths and weaknesses of others, promote the development of emotional intelligence in others and utilise emotional intelligence to maximise team outcomes.

BSBPMG615 Manage program delivery***

This unit describes the skills and knowledge required to manage program delivery. It includes the performance criteria required to demonstrate competency in ensuring that the program is moving toward the accomplishment of its vision and the attainment of its expected benefits. Students will learn how to secure program funding, resource the program, measure, evaluate, and coordinate program progress, ensure relevant legal and regulatory requirements are addressed, anticipate and respond to changes, manage program risks.

BSBPMG616 Manage program risk***

This unit describes the skills and knowledge required to manage risks that might affect program deliverables and organisational objectives. It covers directing the planning and management of program risks, managing risks to the overall program and assessing risk management outcomes for the program and the organisation. Skills and knowledge that will be covered in this course will teach students how to direct planning of program risk management, manage program risk and assess program risk-management outcomes.

BSBPMG617 Provide leadership for the program***

This unit describes the skills and knowledge required to provide leadership for the program. It includes the performance criteria required to demonstrate competency in motivating and inspiring individuals and organisations to work constructively toward attainment of program benefits. Individuals in this role may be operating within an organisation, a business or as a consultant. Students will learn how to promote the program vision, build an environment of confidence and trust within the program, embed socially responsible practice into the program, develop the potential of program staff and support a learning environment.

COURSE STRUCTURE

Term 1
PMAD 1.1
Provide leadership for the program
BSBPMG617 Provide leadership for the program
1 to 4
PMAD 1.2
Lead and manage organisational change AND development
BSBINN601 Lead and manage organisational change BSBMGT615 Contribute to organisation development
5 to 9
HOLIDAY BREAK = 2 WEEKS
Term 2
PMAD 2.1
Use emotional intelligence
BSBLDR511 Develop and use emotional intelligence
1 to 4
PMAD 2.2
Implement program governance & manage finances
BSBPMG622 Implement program governance BSBFIM601 Manage finances
5 to 9
HOLIDAY BREAK = 3 WEEKS
Term 3
PMAD 3.1

Facilitate stakeholder engagement and Manage benefits
BSBPMG621 Facilitate stakeholder engagement BSBPMG623 Manage benefits
1 to 4
PMAD 3.2
Manage program delivery and program risk
BSBPMG615 Manage program delivery BSBPMG616 Manage program risk
5 to 9
HOLIDAY BREAK = 3 WEEKS
Term 4
PMAD 4.1
Business case
PSPMGT006 Develop a business case
1 to 4
PMAD 4.2
Enable program execution
BSBPMG610 Enable program execution
5 to 9
HOLIDAY BREAK = 8 WEEKS

HOW WILL I BE ASSESSED?

The purpose of assessment is to collect evidence to make a judgement that you have acquired the skills and knowledge in order to transfer these back into an actual workplace relevant to the qualification you have just undertaken. The assessment for this qualification will assess your skills and knowledge which will occur throughout the course. Assessment will be in the form of both theory and practical tasks where you will be required to demonstrate your skills.

Listed below are the different types of assessment which will occur throughout your course, the purpose of the assessment and the type of tool we might use to assess your skills and knowledge:

Method	Purpose	Tool
Oral questioning	- Assess your knowledge of the subject	- One-to-one interview
	- Assess your verbal communication skills	- Group discussion
Observation of performance	- Assess practical application	- Checklist
	- Assess underpinning skills	- Peer report
		- Recording
		- Supervisor report
Case studies	- Assess underpinning knowledge	- Self-evaluation
	- Assess problem-solving skills	- Scenarios
Presentations	- Assess overall underpinning skills such as active verbal and non-verbal communication skills	- Written questions
	- Assess presentation techniques	- Observation
		- Written report
		- Verbal feedback

Written assessments

– Assess knowledge skills

- Multiple choice questions
- Worksheets
- Research and written answers

Projects

– Assess practical knowledge and skills

- Written task
- finished product to demonstrate your application of skills and knowledge from various areas of learning into an actual workplace

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning recognises your prior knowledge and experience and measures it against the course you are enrolled in. If you have current workplace experience and can provide evidence of this, you may not be required to complete the full course. You can demonstrate recognition of prior learning through:

- formal training or study including courses at school, college, adult education and training programs at work
- work experience including paid and volunteer work
- life experience including skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.

Please contact us to discuss your options if you believe you can provide current evidence of your experience and to obtain an RPL Application Form.

To lodge an RPL application, you will have to pay a fee of \$500.00 to be assessed if you can proceed with the RPL. The RPL assessment process fee is 50% of the total course fee.

CREDIT TRANSFER (CT)

If you have completed a unit of competency from a qualification at another Registered Training Organisation, we will ensure that you will not be required to repeat this unit of competency in which they have already been assessed as competent if it is part of a qualification you are enrolled in. If you produce a Statement of Attainment which can be verified that you have completed that unit, SBTA will provide credit for that unit.

The cost for processing CT applications are as follows:

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

WHAT SUPPORT WILL I GET DURING MY COURSE?

You will gain a valuable experience when studying with us. Your trainer is there to support you throughout the course both via face-to-face support and via online support. We also have our sister school, The Sydney English Language Academy located in the same building on Level 6 which can also provide language, literacy and numeracy support if required.

Student Services Coordinator

Our Student Services Coordinator is there to assist you with any general enquiries, assessment resubmissions, leave enquiries or any other personal issues. Please go to the reception and make an appointment with the Student Services Coordinator if you have any concerns. It is important that you attend orientation the first day of your course which is presented by the Student Services Coordinator which will explain all about studying at SBTA and all the support services available.

Academic Learning Support

SBTA is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. The Academic support is designed to help every student at SBTA to improve their study skills, understand assignments and prepare for their future career.

Academic Support is provided to students free of charge on a weekly basis during term time. Online resources plus hard copy resources from our Library are also available for students to access at any time during their study.

Academic Support is free of charge on a weekly basis during term time from 9.00 am to 8.00 pm Monday to Thursday and from 10 am to 3.00 pm on Friday in room 200 on level 2.

Students are able to also come to SBTA during term breaks use computers, Wi-Fi, printing as they wish so they can complete their projects and other learning or assessment activities.

Our resource room (the library) is open to students and teachers to access during all days of the week. SBTA has various books which can be utilised for extra research.

If students wish to borrow a hard copy text book, they must register it with the reception so that details of the text book and return date can be established.

Trainers can utilise these books to provide extra context to our students during class. If students or trainers wish to borrow any books details will be recorded in the student's diary in the student management system (ACAS).

We also offer short courses such as resume writing, interview techniques, coffee making and job seeking to help support the students with their career goals.

English Language Support

Students at SBTA can choose to attend any of our English classes offered by our sister school, The Sydney English Language Academy. They may simply wish to practice speaking English more fluently, improve reading, writing skill and grammar skills if they wish to progress to tertiary education. This support is organised by the student via Student Services Coordinator.

Student Counsellor

Student counsellors play a vital role at our Academy as the counsellor is there to help our students achieve academically and also socially and emotionally whilst they are studying at SBTA. We understand that you may be feeling depressed, anxious or sometimes a bit lost. If you feel you need to speak to the counsellor, please make an appointment at the reception.

Coaching support

SBTA also provides free coaching support if you need additional coaching with your studies. Additional coaching can be organised via our Student Services Coordinator.

Internet laboratory and free WIFI

We provide free Wi-Fi and computers are available in our breakout area on level 2 and in our computer laboratory which you can use from Monday to Saturday to assist you in completing your course work.

Library

Students have access to additional resources which they can access in hard copy or via eLearning.

All our trainers are subject matter expert with industry currency and experience who will support you throughout the course.

Student support team including our Student Services Coordinator are here to assist you with any general enquiries or personal issues.

Ensure that satisfactory course progress is maintained. For any concerns please contact our Student Services Coordinator if you have any questions or difficulties so that we can provide one-to-one support and coaching.

SBTA sends number or reminder emails and / or texts to monitor your learning progress so it is also important that you check your SBTA student email regularly to ensure that you do not miss any important messages.

We also have our sister school, The Sydney English Language Academy which has been quality endorsed by NEAS located in the same building on level 6 which can also provide language, literacy and numeracy support if required.

ASSESSMENT OUTCOMES

Each assessment task contains several tasks. You will be given a “Satisfactory” outcome if you have undertaken the task successfully. If you do not undertake the task satisfactorily, then you will be given a “Not Satisfactory” outcome. Once you have gained satisfactory outcome in all the tasks, you will be awarded a “Competent” outcome for each unit of competency if you have demonstrated competence in. If you do not demonstrate competency in all the tasks, then you will be awarded a “Not Yet Competent” outcome. You will then have an opportunity to resubmit the task or the entire unit of competency based on your outcome.

If you do not submit an assessment task, you will be given a “Did Not Submit (DNS)” outcome. You will be required to make an appointment with the Student Services Coordinator to discuss your options and submit your assessment within a specified timeframe.

If you do not attend a unit, you will be given a “Did Not Attend (DNA)” outcome. In this instance you will be required to re-enroll in that unit again.

Your results will be posted onto your student portal within two weeks of submitting your tasks.

RESOURCES REQUIRED?

You will need the following resources in order to complete the course.

- Course workbooks which will be provided to you by SBTA in electronic format from Cengage Learning and RTO Materials
- Computer with Microsoft Word

- Internet to conduct research
- Templates (will be provided by SBTA)
- Handouts (will be provided by SBTA)

SBTA also has a Library with a bank of resources which you can access to assist you with this course

INDUSTRY RELEVANCE

We ensure that you are able to transfer your learning back into an actual workplace. Therefore, we ensure that we engage with our industry partners who participate in validating our resources to ensure it is relevant to current industry practices. We also engage with our industry partners as guest lecturers who deliver a session on current industry trends.

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If you do not attend a unit, you will be given a “Did Not Attend (DNA)” outcome. In this instance you will be required to re-enrol in that unit again.

WHEN WILL I GET MY ASSESSMENT RESULTS?

Your results will be posted onto your student portal within two weeks of submitting your tasks. You will also be able to see your course progress via your Student Portal.

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.

REFUNDS

Cancellation Prior to Your Scheduled Course or Package Commencement Date

If you send SBTA notification of cancellation 28 days or more before your originally accepted course or package commencement date, a refund equivalent to 75% of the tuition fees will be made. Offers for deferred commencement dates do not extend the period where a refund of 75% can be claimed.

If 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. Offers for deferred commencement dates do not extend the period where a refund of 50% can be claimed.

If your Australian visa application is refused, SBTA 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.

What happens if I withdraw on or after my scheduled course or package commencement date?

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

- If you wish to withdraw from a commenced course or package, you must give SBTA four weeks' written notice prior to your next instalment due date or pay four weeks in lieu of notice. The total number of academic weeks delivered to you will form part of the withdrawal fee calculation.
- Any amounts that fall due prior to your withdrawal being submitted must be paid in full at the time your withdrawal is processed. For example, if a tuition payment or late fee is due this must be paid in full at the time you submit your withdrawal.
- Apart from refusal of your initial visa prior to course commencement, no refunds or credits will be provided for situations where your student visa or eCoE status prevents you from studying. This includes time missed where you have been reported for breaching a visa condition, irrespective of whether your visa is subsequently not cancelled.
- Please remember you **must** complete a minimum of six months of your **principle** course (being the highest qualification level in a package of courses) before you will be able to change to another provider.

CANCELLATION DUE TO UNMET ENTRY REQUIREMENTS

It is essential that you understand and are capable of meeting all course entry requirements. If you are transferring from another provider, haven't finished 6 months of your principle course and unable to provide a letter of release all tuition fees will be refunded less the Enrolment Fee.

Miscellaneous

The following miscellaneous information is very important. Please ensure you read this information before enrolling into any SBTA/SELA courses.

- The Enrolment Fee is non-refundable.
- Overseas Student Health Cover is non-refundable once your course or package has commenced.
- Materials fees are non-refundable once your course or package has commenced.
- Requests for refunds must be made in writing to the Registrar by mail, courier or personal delivery as soon as practicable and should include any relevant documentary evidence. Refunds will be processed within 28 days after receiving your written request and made to the payment source, i.e. directly to you or your nominated agent.
- In the unlikely event that SBTA is unable to deliver your course, you will be offered a refund of the unexpended pre-paid tuition fees which you have paid to date in accordance with the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.

Refund applications

Refund applications for full or partial refunds must:

- Be made in writing using the “Request for Refund Form”
- Be accompanied with supporting documents setting out the reasons for the application
- Be forwarded to accounts@sbta.com.au or in person to the reception

Appealing Refund decisions

If the decision to refund student fees is denied students can access SBTA’s complaints and appeals policy which is available via its website www.sbta.com.au. Please note that this agreement and the availability of the complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws. The refund policy is subject to review from time to time.

TUITION PROTECTION SERVICE FOR OVERSEAS STUDENTS

SBTA is a member of 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 under the *ESOS Act 2000*. 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.

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

PROVIDER DEFAULT FOR OVERSEAS STUDENTS

Under section 46A of the *ESOS Act 2000*, SBTA is in default in relation to an overseas student or intending overseas student and a course at a location, if

- SBTA fails to start providing the course to the student at the location on the agreed starting day; or
- After the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Under section 46B of the *ESOS Act 2000*, SBTA must notify the Secretary and TPS Director (via PRISMS) in writing of the provider default within 3 business days after the default occurring. Under this section SBTA must also notify students in writing in relation to whom it has defaulted.

Under section 46D of the *ESOS Act 2000*, SBTA will have 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student as set out in this section.

Under section 46F of the *ESOS Act 2000*, SBTA will have 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the *ESOS Act 2000*.

OVERSEAS STUDENT DEFAULT

Under section 47A of the *ESOS Act 2000*, 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
- SBTA refuses to provide, or continue to provide the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A (3) of the *ESOS Act 2000*).
- If the student or intending student defaults then SBTA must provide a refund in accordance with the requirements under either section 47D or 47E of the *ESOS Act 2000*, depending on which section applies to the circumstances of the default situation.

FEE PROTECTION FOR DOMESTIC STUDENTS

SBTA will not collect more than \$1500 in prepaid fees from any domestic student prior to course commencement.

PRIVACY STATEMENT

SBTA is committed to ensuring that all stakeholders' including our student's privacy is protected at all times as per the Privacy Act 1988.

SBTA respects all stakeholder's privacy and is committed to safeguarding stakeholder's personal identifiable information or "personal information" from unauthorised use or disclosure.

SBTA's Privacy Policy and Procedure describes how our student's personal information may be collected. It also describes how our stakeholder's personal information is used or disclosed, and the steps we take to protect it from unauthorised use or disclosure.

Students are provided with a copy of the "The Privacy Notice for New Enrolling Students" which includes the following:

Under the Data Provision Requirements 2012, SBTA is required to collect personal information about the students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

The student's personal information (including the personal information contained on their enrolment form), may be used or disclosed by **SBTA** for statistical, administrative, regulatory and research purposes.

SBTA may disclose student's personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

1. Populating authenticated VET transcripts;
2. Facilitating statistics and research relating to education, including surveys and data linkage;
3. Pre-populating RTO student enrolment forms;
4. Understanding how the VET market operates, for policy, workforce planning and consumer information; and
5. Administering VET, including program administration, regulation, monitoring and evaluation.

The students will be advised that they may receive a student survey, which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies.

Students will also be advised that they may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose student's personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

COURSE PROGRESS AND INTERVENTION STRATEGY

SBTA will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress prior to their course commencement.

Monitoring of Student Course Progress

- a) Students are assessed during the Study Period. Every effort is made to assist the students during the study period by our trainers and assessors by providing them with continuous feedback throughout the study period.
- b) Our trainers and assessors mark completed assessments and enter the results into the student management system. The marking and entering of results occurs two (2) weeks after the assessment due date.
- c) After the results are entered into the student management system, students can view their results on their student portal section of the student management system at any time to see their outcomes.
- d) At the end of each study period, the Student Services Coordinator will review the outcomes once it has been entered into the student management system and generate a report which will identify those students are at risk. Being at risk means that the students may not have achieved competency in 50% or more of their subjects in one study period.
- e) Students will be contacted by the Student Services Coordinator either via phone, SMS or email and advised that they are at risk not meeting satisfactory course progress and invited to attend an interview so that appropriate support can be discussed as the first stage of the intervention strategy.
- f) If a student is identified as not making satisfactory course progress in a second consecutive Study Period, SBTA will advise the student in writing of its intention to report the student to the Department of Home Affairs (DoHA) via PRISMS for not meeting satisfactory course progress in 2 consecutive study periods, and that he or she has 20 working days to initiate

SBTA's internal complaints and appeals process. (Refer to SBTA's Complaints and Appeals Policy on its website, www.sbta.com.au)

- g) SBTA will notify the relevant Department of Home Affairs (DoHA) via PRISMS of those students who have not achieved satisfactory course progress as soon as practicable where:
- the student does not access the Complaints and Appeals Process within 20 days, or
 - the student withdraws in writing to SBTA from the Complaints and Appeals Process (either internal or external complaints and appeals process), or
 - the student chooses not to access the external complaints and appeals process; or
 - the Complaints and Appeals Process (internal and external) decision is in favour of SBTA.

INTERVENTION STRATEGY

SBTA systematically monitors students' course progress and is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements as an early intervention prior to students failing to meet their visa conditions.

- a) Early intervention is when the students are identified as being at risk if they have not achieved competency in 50% or more of their subjects during one study period.
- b) Once the student has been identified as being at risk by the Student Services Coordinator, the student will be sent a warning message (either via email or SMS) outlining the consequences of poor academic achievement.
- c) The Student Services Coordinator will follow up with an invitation for the student to attend a formal interview to discuss suitable support services that can be provided to the student to assist the student with maintaining their visa conditions and complete their studies successfully.
- d) At the interview with the Student Services Coordinator, an appropriate intervention strategy will be negotiated with the student. This will include but not limited to:
- Reasons for why the student is not meeting course progress;
 - Discuss suitable opportunities with the student for reassessment and academic study support;
 - Discuss the opportunity for the student to access counselling service if required;
 - Negotiate an action plan to ensure deadlines and criteria for satisfactory course progress are understood and agreed upon; and
 - Extend course duration if there are evidence of compassionate or compelling circumstances and the student is able to provide the required evidence. If the course duration is extended, the student will be advised to visit Department of Home Affairs' website to seek advice on any potential impacts on their visa.
 - Advise the student that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to the Department of Home Affairs.
 - Complete the "Academic Intervention Strategy" form (copy attached as Appendix A) together with the student and get the student to sign the "Academic Intervention Strategy" form.
- e) A record of all interview meetings will be held electronically in the students file in the student management system. A copy of the Academic Intervention Strategy documentation will be scanned and uploaded onto ACAS in the student's file as well.

SUPPORT STRATEGIES

In addition to the specific support negotiated in an intervention policy, SBTA also offers the following support:

- Access to computers and WI-FI access during holiday breaks;
- Access to the Library which students can access during holiday breaks for additional resources;
- Access to a trainer and assessor during holiday break for 1:1 support if required

NOTICE OF INTENTION TO REPORT

- a) A student does not achieve competency in 50% or more of the subjects studied during their second study period, the student will be advised in writing of its intention to report the student to the Department of Home Affairs (DoHA) through PRISMS for not meeting satisfactory course progress for 2 consecutive study periods.
- b) The student will have 20 working days (from the date of the written notice) in which to access SBTA's complaints and appeals process (refer to the Complaints and Appeals Policy available from SBTA's website, www.sbta.com.au).
- c) If the student chooses to access SBTA's Complaints and Appeals process the student will be allowed to remain enrolled in his or her course and continue to attend classes whilst this process is being conducted.
- d) On completion of the Complaints and Appeals process and if the process still confirms students unsatisfactory academic progress, the student will be advised formally of the student's being cancelled.
- e) The student will then be reported to Department of Home Affairs (DoHA) via PRISMS for unsatisfactory academic progress and the student will be notified formally that they have been reported to Department of Home Affairs (DoHA)

COMPLAINTS AND APPEALS

Complaints Policy

SBTA is committed to providing all its students the best possible environment in which to study. SBTA however understands that there may be instances where there may be dissatisfaction and acknowledges that the cause(s) must be addressed and rectified immediately.

In such instances, SBTA will invite feedback from the dissatisfied party so that a resolution can be reached which will provide SBTA with an opportunity to review its policies and practices for future continuous improvement purposes.

SBTA's complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling

There is no cost for lodging a complaint. All complaints will be treated with integrity and privacy will be maintained at all times as per the Privacy Act 1988. The complaints process will give the

student the opportunity to formally present his or her case; and be accompanied or assisted by a support person. For more information, please refer to our Complaints policy and procedure from our website www.sbta.com.au

Appeals Policy

The purpose of the Appeals Policy is to ensure that SBTA will ensure that it will address all students' appeals in a way that contributes to SBTA supportive and fair environment and is consistent with the principles of fairness, equal opportunity and natural justice. There is no cost for lodging an appeal.

All appeals will be treated with integrity and privacy will be maintained at all times as per the Privacy Act 1988. The appeals process will give the student the opportunity to formally present his or her case; and be accompanied or assisted by a support person.

For more information, please refer to our Appeals policy and procedure which is available from our website www.sbta.com.au

CONSUMER PROTECTION

The Australian Competition & Consumer Commission (ACCC) promotes competition and fair trade in markets to benefit consumers, businesses, and the community. ACCC's primary responsibility is to ensure that individuals and businesses comply with the Australian completion, fair trading, and consumer protections laws, in particular the Competition and Consumer Act 2010. The Australian Consumer Law offers consumer protections in the areas of:

- unfair contract terms, covering standard form consumer contracts and consumer rights when buying goods and services
- product safety
- unsolicited consumer agreements covering door-to-door sales and telephone sales
- lay-by agreements <https://www.accc.gov.au/business/treating-customers-fairly/rules-for-lay-by-agreements>

SBTA will ensure that it is committed to ensuring that it remains compliant with the relevant legislation and regulations that protect the rights of consumers as well as fair trade, completion and accurate information in the marketplace.

For more information, visit <http://consumerlaw.gov.au/>

If you have a question or complaint about your rights as a consumer, you may:

- want information about your consumer rights;
- have a problem with a consumer good or service that you have bought or are considering buying;
- want to know how a business should behave under the law; or
- like to make a complaint about a business.

You can contact consumer protection in New South Wales, NSW Fair Trading's office at:

NSW Fair Trading
60 Station Street
Parramatta NSW 2150

Postal: PO Box 972 Parramatta NSW 2124
Enquiries: 13 32 20
Website: <http://www.fairtrading.nsw.gov.au/>

International students can also go to the Overseas Students Ombudsman who are responsible for:

- investigating complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia
- providing information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishing reports on problems and broader issues in international education that we identify through investigations

For more information, please contact the Overseas Students Ombudsman on course guarantee <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

THIRD PARTIES (OUR EDUCATION AGENTS)

Please note that Education Agents are only responsible for the recruitment process. All training and assessment, study support, facilities, equipment, resources, learning resource centers, work placement opportunities (if required), issuing of the AQF certification and any other services The Sydney Business and Travel Academy considers necessary to support the learner to achieve competency will be provided by The Sydney Business and Travel Academy.

BEFORE YOU APPLY

If you are interested in this course, please read our “Pre-Enrolment” information pack which is available from our website. To apply for this course, you must complete the “Application for Admission” form which is also available from our website www.sbta.com.au. In this form you are required to complete a self-assessment and a questionnaire about your previous education history and employment details to establish your suitability for this course and for SBTA to provide you with the required individual support for your course. If you are already in Australia, you may wish to visit our campus for a campus tour and speak to our marketing staff and our trainer and assessors before you decide to enroll into this qualification. You can book a campus tour via our website www.sbta.com.au by accessing it under the tab “**Contact**”. If you have any questions at all, please feel free to contact us at the details provided below. Our friendly marketing team will be very happy to help you and provide you with any further information you require.

CONTACT DETAILS

Main Campus

Level 2 and 6 / 401 Sussex Street
Sydney, NSW 2000

Cookery Campus

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Surry Hills, Sydney, NSW 2010

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