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# PRE-ENROLMENT INFORMATION

## Welcome to the exciting world of SBTA & SELA

**Main Campus**  
Level 2, 401 Sussex Street,  
Sydney, NSW 2000

**Cookery Campus**  
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The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy, SBTA  
Culinary Institute and The Sydney English Language Academy ABN 95 002 965 639 | RTO ID 90412 |  
CRICOS Provider Code 00181A

## PRE-ENROLMENT INFORMATION FOR INTERNATIONAL STUDENTS

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## WELCOME

Welcome to The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy (SBTA), SBTA Culinary Institute and Sydney English Language Academy (SELA) herein known as (“The Academy”).

The Academy is a Registered Training Organisation, registered by the Australian Skills Quality Authority (ASQA) and also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) to provide training and assessment services to international students.

## BEFORE YOU ENROL TO STUDY WITH US

As an international student, it is important that you read this information carefully prior to your enrolment so that you can make an informed decision before studying with us. If you have any questions, please do not hesitate to send us an email at [info@sbta.com.au](mailto:info@sbta.com.au). You are also recommended to visit the following websites to ensure which has useful information.

- ❖ Life in Australia
- ❖ Visa Information
- ❖ Health Cover

When you complete your “Application for Admissions” form, you will be acknowledging that you have read this information, accessed the links from our website, read our policies and procedures and agreed to our Terms and Conditions. If you have any disabilities, it is important that you disclose this so that we can organise all relevant support services to ensure that you are successful in your studies with us. It is your responsibility to ensure that you read our Student handbook and policies and procedures prior to enrolling which can be accessed from our website: [www.sbta.com.au](http://www.sbta.com.au). You can also obtain a copy of your Student handbook from our website as well.

## COVID-19 PANDEMIC (NOVEL CORONAVIRIUS) ALERT



Please note that there is a current Coronavirus health alert. You will be asked to self-quarantine for 14 days if you are allowed to travel from overseas. Please refer to the following website for more information on this alert <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

The safety of our students and staff are most important therefore, during this pandemic, we will adjust our delivery modes by delivering our courses via our virtual learning environment which will include online and blended (hybrid) delivery modes during the Pandemic. We will return to face-to-face delivery mode when it is safe to do and as advised by the Australian Government.

**Please note:** If students do not have resources to connect to our online learning platform, they can access these from our Campus which will remain open. When on campus it is important for everyone to observe physical distancing, follow the COVID-19 Safety signs and use the QR code located at the reception to register themselves.

The Academy has been registered by NSW Government as COVID-Safe which means that The Academy has implemented policies and procedures to protect all its stakeholders.

## **LIFE IN AUSTRALIA**

### **Sydney, the Harbour City**

The Academy is located in Sydney CBD. Sydney is the capital of New South Wales and Australia's largest city surrounded by beautiful beaches, gorgeous harbour, great climate and laid-back lifestyle. Sydney is the complete package if you choose Sydney as your study destination.

### **Climate**

The climate in Sydney is mostly sunny with warm lengthy summers and mild winters. With more than 300 days of sunshine, you will get to enjoy the many attractions of Sydney and its surrounding areas.

### **Cultural Diversity**

Sydney is rich in cultural diversity with people from all over the world calling it home or a place to visit to enjoy its many attractions such as the iconic Opera House, Sydney Harbour Bridge, theatres, beaches, national parks, botanic gardens and much more.

### **Eating out in Sydney**

Due to its cultural diversity, eating out in Sydney is a pleasure with a choice of food from all over the world.

### **Transport**

Sydney's public transport features a network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services compliment the network. The Academy is located close to major transport including trains and buses. The closest train station is only a 10-minute walk from the Academy.

### **Costs of living in Australia**

The following are approximate cost of living in Australia. Please refer to [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) website for more information about life in Australia.

#### **Accommodation**

- Hostels and guesthouse - \$90 to \$150 per week
- Shared rental - \$95 to \$215 per week
- On campus - \$110 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$185 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

#### **Other living expenses (approximate)**

- Car (after purchase) - \$150 to \$260 per week
- Eating out and groceries - \$80 to \$280 per week
- Entertainment – \$80 to \$150 per week
- Electivity and gas - \$35 to \$140 per week
- Internet and phone - \$20 to \$55 per week
- Public transport = \$15 to \$55 per week

## LEGISLATIVE REQUIREMENTS

The Education Services for Overseas Students Act 2000 (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. As an international student, the ESOS Act applies to you.

### 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.

For more information on ESOS Framework visit the following website:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

The National Code 2018 is a legislative instrument made under the ESOS Act and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. Visit the following website for more information:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

### Does the ESOS Framework apply to me?

If you are an international student on student visa, then the ESOS Framework applies to 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: <https://tps.gov.au/StaticContent/Get/StudentInformation>

### 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. ☑ Recognition of prior learning and credit transfer information ☑ When your enrolment can be deferred, suspended or cancelled.
- Satisfactory course progress and intervention strategies if you are at risk of not meeting satisfactory course progress
- 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 SBTA.
- Inform SBTA if you change your address.
- Maintain satisfactory course progress.
- Follow our policies and procedures

## GENERAL COURSE INFORMATION

The Academy offers a diverse-range of nationally recognised courses in Business, Hospitality, Commercial Cookery, Travel and Tourism, Accounting, Project Management, Marketing and Communication faculties and English language courses. Our Diploma and Advanced Diploma courses also provide a pathway to a range of popular Australian universities.

Students can review the course information for each of the qualifications listed below from our website: [www.sbta.com.au](http://www.sbta.com.au) which includes course details such as course content, course duration, modes of study, course location, course fees, course timetable and prerequisite requirements.

A list of courses offered by SBTA is listed in the table below.

Faculty	Qualification code and name	CRICOS Course Code
Business	BSB20115 Certificate II in Business	086771A
	BSB30115 Certificate III in Business	088224A
	BSB40215 Certificate IV in Business	088224A
	BSB51918 Diploma of Leadership and Management	098948D
	BSB61015 Advanced Diploma of Leadership and Management	088227J
	BSB61315 Advanced Diploma of Marketing and Communication	092095D
Finance	FNS40217 Certificate IV in Accounting and bookkeeping	098036M
	FNS5217 Diploma of Accounting	098037K

	FNS60217 Advanced Diploma of Accounting	098038J
Project Management	BSB41515 Certificate IV in Project Management Practice	093426D
	BSB51515 Diploma of Project Management	093427C
	BSB61218 Advanced Diploma of Program Management	098964D
Hospitality	SIT30616 Certificate III in Hospitality	0900937E
	SIT50416 Diploma of Hospitality Management	090982M
	SIT60316 Advanced Diploma of Hospitality Management	091140A
Travel and Tourism	SIT30116 Certificate III in Tourism	092092G
	SIT50116 Diploma of Travel and Tourism Management	092093F
	SIT60116 Advanced Diploma of Travel and Tourism Management	092094E
Commercial Cookery	SIT30816 Certificate III in Commercial Cookery	058597J
	SIT40516 Certificate IV in Commercial Cookery	060042D
	SIT50416 Diploma of Hospitality Management (Commercial Cookery Pathway)	090982M
	SIT60316 Advanced Diploma of Hospitality Management (Commercial Cookery Pathway)	091140A
English	General English	058597J
	IELTS Preparation	062588J
	Cambridge FCE course	060042D

For SBTA's individual course guide please refer to our website [www.sbta.com.au](http://www.sbta.com.au).

For detailed information about individual courses please refer to [www.training.gov.au](http://www.training.gov.au)

### Course Fees and any other charges

For course fees, materials and equipment and any other miscellaneous charges, please refer to our website [www.sbta.com.au](http://www.sbta.com.au)

### Course locations

Our theory classes are offered at Sussex Street and practical classes for our commercial cookery courses will be held at Surry Hills which are as follows:

Main Campus: Levels 2 and 6, 401 Sussex Street  
 SYDNEY, NSW 2000

Cookery Campus: 81A Foveaux Street  
 SURRY HILLS, NSW 2010

### Vocational Courses – class times

- ❖ Morning shift (AM) – 8.45 am – 2.30 pm
- ❖ Afternoon shift (PM) – 1.00 pm – 6.00 pm
- ❖ Evening shift (EV) – 5.00 pm – 10.00 pm
- ❖ Day shift (Day) – 8.30 am – 5.00 pm





## English courses

- ❖ Morning shift (AM) – 8.45 am – 2.30 pm
- ❖ Evening shift (EV) – 4.20 pm – 9.40 pm

## Variations to Products and Services

The Academy reserves the right to alter its fees and class schedules, amend its policies, prerequisite conditions for admission to The Academy and any other matter or detail pertaining to the provision of the course at any time. As The Academy operates within a national training system, The Academy also reserves the right to change, alter or amend curricula, syllabi, course structure and length as required.

The Academy has policies and procedures and information to help and create a learning environment which is safe, inclusive and culturally diverse to ensure our students study in a warm and friendly environment which is free from any discrimination.

All our stakeholders will be informed of any changes or amendments to our policies and procedures including any terms and conditions with 10 days of the changes being made. All stakeholders will be given an opportunity to provide feedback within 10 days before the changes take effect.

## EDUCATION AGENTS (THIRD PARTY)

**Education Agents who are The Academy's third party are responsible for recruiting prospective international students on The Academy's behalf.** Our Education Agents are fully supported by The Academy in the recruitment process who will provide you with pre-enrolment materials and assist you with your visa application. A list of our Education Agents is listed on our website [www.sbta.com.au](http://www.sbta.com.au)

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

The Academy as the Registered Training Organisation is solely responsible for the quality and compliance of the training and assessment delivered and for the issuance of any AQF certificates.

The Academy has policies and procedures and information to help and create a learning environment which is safe, inclusive and culturally diverse to ensure our students study in a warm and friendly environment which is free from any discrimination. Please visit the “**Student Information**” section of our website <http://www.sbta.com.au/student-information/> where you can access documents relevant to international students and policies and procedures.

## STUDENT SUPPORT, WELFARE AND GUIDANCE

We are here to help. Studying can be challenging, so it's important to us that you have access to help to support your study and learning.

### Academic 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 from Monday –Saturday. Students can make an appointment with our Student Services Coordinator by to book support services. Online resources plus hard copy resources from our Library are also available for students to access at any time during their study.

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. 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.

### Student Services Coordinator

Whilst studying at The Academy you will have access to our Student Services Coordinator who is there to assist you if you have any queries or difficulties which can be either academic or non-academic. You can contact our Student Services Coordinator by sending an email to [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au)

### 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 with the Student Services Coordinator by sending an email to [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au) or speak to the staff at reception. During COVID-19, counselling might be via tele-counselling or via ZOOM or face-to-face.

### Mental Health Support Line

If you have immediate safety concerns for yourself or others, call triple zero (000) for emergency services (fire/ambulance/police).

If you require specialist Mental Health assistance, call the Mental Health Access Line 1800 011 511.

### Community resources

24-hour crisis phone counselling is also available from the following community resources:

- [Lifeline](#) 13 11 14 (online chat or video also available 7pm – midnight)
- Mental Health Line (NSW) 1800 011 511
- [Suicide call-back service](#) 1300 659 467 (online chat or video also available 24 hours)
- [NSW Rape Crisis Service](#) 1800 424 017

## Other counselling resources

- [Headspace](#)
- [Reach out](#)
- [Beyond Blue](#)
- [Head to Health](#)

## Coaching support (Tutorial Sessions)

SBTA also provides free coaching support if you need additional one-to-one 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.

## TRAINERS

As a student at The Academy, you will be trained by leading industry professionals who are dynamic and highly qualified in their field. You will also enjoy access to some of the best training resources and learning technologies available. Our commitment is to deliver practical, job-focused training in a fun and flexible learning environment.

## OUR FACILITIES

You will learn in our state of art teaching facilities which has short throw projectors and monitors and latest Dell thin-clients. You will also have access to E-Learning portal which has online resources accessible from anywhere and at any time. You can access this facility using your mobile devices as well. The Academy also offers free internet and Wi-Fi for all our students. For our hospitality students, we have a fully equipped classroom with bar and coffee making facilities. Mingle with other students and enjoy and relax at our large outdoor balcony with views over Darling Harbour, a great place to socialise with your friends.

## KEY ORGANISATIONAL POLICIES AND PROCEDURES

We have summarised key policies and procedures which are relevant to you which you must be aware of. You can access the full list of policies of procedures from our website:

<http://www.sbta.com.au/student-information/policies-and-procedures/>

## Admission

The Academy will ensure that the admission process is fair and equitable to all prospective students. Students will be selected into our courses based on the following requirements:

- a) The student must meet The Academy's entry requirements which is as follows:  you must be 18 years and over.
  - ❖ 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
  - ❖ Meet course entry requirement (if applicable)
- b) The Academy must be satisfied that that qualification/course is appropriate to the student's needs, considering the students existing skills and knowledge
- c) The student must agree to abide by The Academy's policies and procedures

## Course Fees

### Fees and Timetable

Each course has established fees depending on the nature of the course. The Academy's course fees are listed on our website and different for each course. Course fees will also vary depending on individual circumstances such as credit transfer or recognition of prior learning. You can obtain our course fee information from our website at <http://www.sbta.com.au/courses/timetable-and-fees/>.

### Other Fees

Students can also access the following link <http://www.sbta.com.au/other-fees/> to view miscellaneous or other fees which may be applicable to them whilst studying at The Academy. These include homestay placement fee, home share, airport pick-up, late payment fee, course change fee, document request fee, reissue of qualification, etc.

### Payment of Fees

Students are provided with fee information and the payment terms prior to enrolment. Students have to agree to the fee information and payment terms by signing their Letter of Offer. If students have any questions about fee information, they are encouraged to contact The Academy by emailing [info@sbta.com.au](mailto:info@sbta.com.au). The Academy accepts payment by direct deposit, credit card (VISA, MasterCard), EFTOS.

### Overdue Fees

Should fees be overdue more than seven days you will incur a late payment penalty and will not be permitted to attend classes or appear for assessments, nor shall The Academy grant any administrative requests. The Academy reserves the right to cancel your enrolment, notify Department of Home Affairs and take legal action where fees remain overdue, and pass your personal information and debt details on to a credit reporting and/or debt collection agency. All recovery costs will be charged to you in addition to the outstanding fees.

## Tuition Protection Service (Course Guarantee)

SBTA is a member of the Tuition Protection Service (TPS). 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 Education Services for Overseas Students (ESOS) Act. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees. The purpose of this policy is to ensure that SBTA/SELA abides by the Tuition Protection Service (TPS) requirement

## Course Cancellations/Refunds

### a) Cancellation Prior to Your Scheduled Course or Package Commencement Date

When The Academy receives written 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. Please note that offers for deferred commencement dates do not extend the period where a refund of 75% can be claimed.

When The Academy 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 your 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.

### b) Withdrawal on or After Your Scheduled Course or Package Commencement Date

- ❖ No refund of tuition fees will be made after your scheduled course or package commencement date.
- ❖ In case of withdrawal from a commenced course or package, you must give The Academy 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 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.
- ❖ You must complete a minimum of six months of your primary course (being the highest qualification level in a package of courses) before you will be able to change to another provider.

### c) Cancellation Due to Unmet Entry Requirements

It is essential that applicants understand and are capable of meeting all course entry requirements as specified in the conditions of offer in this document. Where a release letter is unable to be provided all tuition fees will be refunded less the Enrolment Fee. Our standard refund policy applies in all other circumstances where entry requirements are not met.

### d) Homestay and Airport Pick-up Fees Refund

- ❖ The Homestay Placement Fee is non-refundable. If the student cancels their homestay or wishes to leave their homestay early, they must give us two weeks' notice or pay two weeks rent in lieu of notice.
- ❖ If the student cancels their airport pick-up with less than 24 hours' notice, there will be no refund payable.

- ❖ If the student's flight details change, they must notify The Academy at least four hours before the original arrival time or pay an additional airport pick-up fee.
- ❖ If the student's application for an Australian visa is refused, The Academy will refund all homestay rent and airport pick-up fees after receiving evidence from the relevant Australian authority that the student's visa application was refused.

#### e) Miscellaneous

- ❖ 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 The Academy 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.

#### f) 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](mailto:accounts@sbta.com.au) or in person to the reception.

#### g) Appealing Refund decisions

If the decision to refund student fees is denied students can access The Academy's complaints and appeals policy which is available via its website [www.sbta.com.au](http://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.

#### h) Tuition Protection Service

The Academy 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 The Academy 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).

#### i) Provider Default

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

- The Academy 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*, The Academy 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 The Academy must also notify students in writing in relation to whom it has defaulted. Under section 46D of the *ESOS Act 2000*, The Academy 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*, The Academy 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*.

### **j) 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
- The Academy 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 The Academy 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.

## **Access and Equity**

The Academy is committed to the provision of a safe and inclusive teaching and learning environment that is free from discrimination and harassment. If you have any disability or

learning difficulty, we are here to help. Our friendly student support services coordinator will assist you in providing the best possible scenario and study plan to ensure you successfully achieve your goal.

## **Privacy and Students 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 the Department of Home Affairs for the purposes of an audit. SBTA is required to inform the Department of Home Affairs 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.

All our students are provided with the following information prior to enrolment and in their written agreement.

### **Privacy Statement**

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

Students personal information (including the personal information contained on this enrolment form), may be used or disclosed by The Academy for statistical, administrative, regulatory and research purposes. The Academy may disclose your 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.

Students 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. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your 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](http://www.ncver.edu.au)).

### **Data quality and security**

The Academy will ensure that it will take reasonable steps to ensure the personal information collected is accurate, up to date and complete and stored securely. The Academy will also take all reasonable steps to protect the personal information it holds against loss, unauthorised access, use,



modification or disclosure, and against other misuse. When the data is no longer required, The Academy will ensure that personal information is destroyed and deleted in a secure manner and in accordance with The Academy's Record Management Policy and Privacy Act.

### **Access and correction**

Students can request access to their personal information under the Privacy Act or the Freedom of Information Act 1982 (FOI Act). Students can also request that The Academy corrects their personal information without charge.

### **Student Conduct**

Students are expected to adhere to The Academy's policies and procedures at all times. The Academy reserves the right to suspend or expel students for serious breaches of The Academy's policies and procedures. No refunds will be made in such cases. Whilst studying at The Academy, the students will be informed that:

- ❖ They are responsible for their own health and safety and the health and safety of others.
- ❖ Report any hazards or incidents immediately to The Academy
- ❖ Refrain from any bullying or harassing behaviour which may impact on others
- ❖ Treat others with courtesy, fairness and respect at all times

### **Bullying, Discrimination and Harassment**

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

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 counselling 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.

### **Course progress and intervention strategy**

The Academy 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, The Academy 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 The Academy's internal complaints and appeals process. (Refer to The Academy's Complaints and Appeals Policy on its website, [www.sbta.com.au](http://www.sbta.com.au))
- g) The Academy 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 The Academy 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 The Academy.

## Intervention Strategy

The Academy 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, The Academy 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 The Academy's complaints and appeals process (refer to the Complaints and Appeals Policy available from SBTA's website, [www.sbta.com.au](http://www.sbta.com.au)).
- c) If the student chooses to access The Academy'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

As per Standard 10 of the National Code 2018, SBTA has a fair 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 "Complaints and Appeals" form from the reception staff, your Student Portal or from SBTA's website.

SBTA will initiate a process to review the complaint within 10 working days of receiving a formal written lodgement 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 you will be notified in writing of the outcome of the decision which will include details and reasons for the decision.

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. For Complaints and Appeals policies and procedures please access a more detailed policy and procedures from the our website [www.sbta.com.au](http://www.sbta.com.au)

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

## Special Learning Needs

If you have any special learning needs, you can advise The Academy either prior to enrolment or at orientation by completing the Learner Needs Questionnaire. You can also discuss your special learning needs with your trainer and assessor or the student services coordinator. The Academy will take all reasonable steps where appropriate to make adjustments to meet your special needs. This may include additional tutorial support, sitting closer to the teacher for additional support, larger print, etc.

## Work placement Requirements

Some qualifications require students to undertake work placement. Students will be informed of work placement requirements prior to enrolling and during orientation. Students will be supported throughout their work placement. Students will be required to sign an agreement with the host employer and The Academy and required to behave as they would in a normal work environment. Work placement are assessable and students will be visited by an assessor from The Academy whilst they are on work placement to ensure students are able to transfer learning back into an actual work environment.

## Assessments

When studying a qualification, you will be required to undertake a number of assessments. The purpose of assessment is to collect evidence to make a judgement about student's performance. Each assessment task contains several tasks which may include:

- ❖ Role-play
- ❖ Case studies/scenarios
- ❖ Demonstration/ Observation
- ❖ Written activities
- ❖ Project work

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.

## Qualification parchments

If you successfully complete an accredited qualification under the Australian Qualifications Framework, you will receive a qualification parchment. If you successfully complete a unit of competence from a training package, you will receive a Statement of Attainment from that qualification.

## Recognition of prior experience (RPL)

RPL is the acknowledgment of current skills and knowledge which you may have gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence you provide against a set of criteria in a qualification. Fees apply. For further information, refer to our website

<http://www.sbta.com.au/wpcontent/uploads/2018/01/RPL-Policy.pdf>

## Credit Transfer (CT)

Credit transfer is the formal recognition of studies undertaken elsewhere. The Academy will ensure that learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. For more information on Credit Transfer please refer to our website for more information <http://www.sbta.com.au/wp-content/uploads/2018/01/CTP.pdf>

## Unique Student Identifier

All students enrolling in a nationally recognised course from 1st of January 2015 must have a Unique Student Identifier (USI). This is an Australian Government Initiative which will allow you to view all your training results from all providers including all completing training units and qualifications.

The Academy will assist students in obtaining their USI at the orientation. Students who have already obtained their USI must submit the email confirmation with the USI to the reception on the first day of their course. Students must obtain their USI prior to commencing their training. Students can create their own USI by visiting the following website: <https://www.usi.gov.au/students/create-your-usi>

## 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 competition, 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
- consumer rights when buying goods and services
- product safety
- unsolicited consumer agreements covering door-to-door sales and telephone sales ☐ lay-by agreements

Academy 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, competition and accurate information in the marketplace. For more information, visit <http://consumerlaw.gov.au/consumers-and-the-acl>

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/>

## THE OVERSEAS STUDENTS OMBUDSMAN

The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman. The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students may have with private education and training in Australia.

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

Students can contact OSO by phoning by phoning 1300 362 072 or emailing [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au). For more information visit <http://www.ombudsman.gov.au/about/overseas-students>

## HOMESTAY AND AIRPORT PICK-UP FEES

- ❖ The Homestay Placement Fee is non-refundable.
- ❖ If you cancel your homestay or wish to leave your homestay early, you must give The Academy two weeks' notice or pay two weeks rent in lieu of notice.
- ❖ If you cancel your airport pick-up with less than 24 hours' notice, there will be no refund payable. If your flight details change, you must notify The Academy at least four hours before the original arrival time or pay an additional airport pick-up fee.
- ❖ If your application for an Australian visa is refused, The Academy will refund all homestay rent and airport pick-up fees after receiving evidence from the relevant Australian authority that your visa application was refused.

## ATTENDANCE REQUIREMENTS

Students studying any English course are required to maintain a minimum of 80% of their scheduled contact hours in a study period. Course contact hours are 20 hours each week. The Academy is required to report Student Visa holders with unsatisfactory attendance to the Department of Home Affairs.

Students studying a vocational course must comply maintain satisfactory course progress. Students must successfully complete or demonstrate competency in at least 50% of the course requirements in a compulsory study period (1 Term). Unsatisfactory course progress if students fail to achieve 50% pass in two consecutive terms.

## CHANGE OF COURSE OR SHIFT

Course and shift change requests incur an administrative fee and are subject to availability. Although The Academy will endeavour to satisfy a student's choice of shift wherever possible, the ultimate choice of shift, the timing of a shift change and the availability of shifts remains at the sole discretion of The Academy, and your shift may be subject to change. Please note that current course semester fees will be applied to revised enrolments.

## **DEFERRALS, SUSPENSIONS AND CANCELLATIONS**

The Academy has a documented process for assessing, approving and recording deferment suspension or cancellation of study as per Standard 9 of The National Code of Practice 2018.

### **Procedure for course deferrals, suspensions and cancellations**

#### **Student initiated deferral of enrolment prior to course commencement**

- a) If a student wishes to defer their course prior to their course commencement and after a eCOE has been issued, the student is required to apply in writing to The Academy for course deferment.
- b) The deferment will be referred to the Marketing team who will establish the reasons for the deferment, which could include:
  - ✓ delay in granting of student visa.
  - ✓ Visa granted close to the intake date.
  - ✓ Compassionate or compelling circumstances
- c) Based on the evidence, the student will be sent a new Letter of Offer with new commencement date.
- d) Once the new Letter of Offer is accepted and signed by the student, a new eCOE will be issued by the Registrar's office.
- e) First deferral is at no cost to the student however student is charged \$100 for the second deferral.

#### **Student initiated deferral or suspension after course commencement**

Students can apply to The Academy to defer or temporarily suspend their studies if they have evidence of compassionate or compelling circumstances. To defer or suspend their course, students must follow the steps below:

- a) Complete the "Defer, Suspend, Cancel Enrolment Form" which can be accessed from The Academy's website, from the reception desk or requesting the form by sending an email to [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au).
- b) Email the completed form to the Student Services Coordinator at [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au) with all supporting documentation demonstrating compassionate or compelling circumstances.
- c) The Student Services Coordinator will evaluate and assess the student's request for deferment or suspension. Student might also be requested to attend a meeting with the Student Services Coordinator.
- d) If deferral or suspension is approved, the student will be notified in writing by the Student Services Coordinator.



- ❖ Deferrals and suspension will only be granted to students under compassionate or compelling circumstances, which may be beyond the student's control for a maximum of 6 months only.

Compassionate or compelling circumstances are generally those beyond the control of the student and which may have an impact upon the student's course progress or wellbeing. These could include, but are not limited to serious illness or injury, where a medical certificate states that the student was unable to attend classes or bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)

- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

- ❖ The above are only some of examples of what may be considered compassionate or compelling circumstances. The Academy will use its own professional judgement and will assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, The Academy will consider certified documentary evidence provided to support the claim.

- e) All documentary evidence will be kept on the student's file in the Student Management System (ACAS).
- f) The Academy will notify the student that deferring or suspending their course may affect his or her student visa
- g) The Academy will also notify Australian Border Force – DIBP via the PRISMS systems that it is deferring or suspending a student's enrolment for a period, which will affect the end date of the COE.
- h) The student's original COE will be cancelled in PRISMS and The Academy will be offered the opportunity to create a new CoE with a more appropriate end date. If the end date of the CoE is not affected, then a new CoE does not have to be issued but the information regarding student's deferral and/or suspension is recorded in PRISMS for future reference.

- i) If The Academy is not able to determine when the student will return, The Academy may choose not to create a new CoE at that point, but to wait until the student has notified The Academy of the intended date of return before creating the new CoE.
- j) Application for leave which includes deferment from an existing student will be charged at \$200 per application.

### **Course cancellation by the student**

- a) A student may choose to cancel their course at any time either before or after the course start date if they have a good reason to cancel their course. To cancel their course, students must follow the process below:
  - ❖ Complete the “Defer, Suspend, Cancel Enrolment Form” and email it to the Student Services Coordinator” at [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au) with all supporting documentation.
  - ❖ Attend an interview to discuss their reasons for cancellation.
- b) Whilst a determination is being made, the student is required to attend all scheduled classes until they have been notified of the outcome of their application for cancellation.
- c) Cancellation request by students who have not yet completed six (6) months of their principal course will be assessed against The Academy’s “Transfer Between Registered Providers Policy and Procedure”.
- d) The Academy will notify the Department of Home Affairs via PRISMS within 7 days after the event date of course cancellation. The student will be notified that this may affect their student visa.
- e) The Academy is under no obligation to reinstate any student’s enrolment if they have cancelled their enrolment. Student may reapply at a later date if they have cancelled their enrolment, following normal admissions processes and are subject to any relevant Department of Home Affairs’ restrictions that may apply.

### **Course deferral, suspension or cancellation initiated by The Academy**

- a) The Academy may choose to defer, temporarily suspend or cancel a student’s enrolment as a result of unsatisfactory academic progress, non-payment of tuition fees, academic misconduct or misbehaviour by the student.
- b) The Academy will notify students of its intention to suspend or cancel their enrolment and students will be advised that they have 20 working days to access The Academy’s complaints and appeals process before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS. Examples of misbehaviour but are not limited to, include:
  - Continuous interruptions of the trainer
  - Smoking in non-smoking areas

- Being disrespectful to trainers, other participants or staff members
  - Harassment by using offensive language or behaviours
  - Sexual harassment
  - Acting in an unsafe manner that places themselves and others at risk
  - Refusing to participate when required, in group activities
  - Continued absence or late arrival at required times
  - Non-adherence to The Academy's Code of Conduct as outlined in the Student Handbook.
- c) If a student decides to access The Academy's internal complaints and appeals process the suspension or cancellation will not take effect until any internal appeal process is completed, unless extenuating circumstances relating to the welfare of the student apply.
- d) The student has 20 days to lodge an appeal.
- e) Whereas a student decides to access this procedure within 20 working days of notification, the reporting of the student's enrolment changes via PRISMS must not occur until the internal appeals process is completed.
- f) Students are informed that cancellation of their enrolment may affect their student visa status.
- g) All documentation relating to the assessment of student cancellation applications will be kept in the student's file and recorded in the student's diary in ACAS.

You can download a copy of this policy from our website [www.sbta.com.au](http://www.sbta.com.au)

## **LEAVE**

Regular holidays are scheduled for vocational students throughout the year. Requests for leave outside the set holidays will be approved under compassionate and compelling circumstances only. Students will need to extend their course at additional expense to cover all classes missed. Fees continue to be payable while on leave.

English language students are entitled to one week's leave for every ten weeks studied, up to a maximum of four weeks. Leave requests must be received in writing at least one full working day prior to the first day of leave requested. Leave policy is also available from our website [www.sbta.com.au](http://www.sbta.com.au)

## **HEALTH AND SAFETY**

The Academy is committed to support the health, safety and welfare of students and staff. Students and staff also have a legal duty to take care and protect their own health and safety and to avoid affecting the health and safety of students and staff. For more information, please refer to our policies and procedures.

## **CONTACT DETAILS**

As a student of The Academy and as part of your student visa conditions, it is required that you maintain current and accurate contact details at all times in the event of a change in your contact details. Email [info@sbta.com.au](mailto:info@sbta.com.au) as soon as your contact details change.

## **MARKETING INTEGRITY**

The Academy is committed to ensuring that current and prospective students are provided with accurate and up to date information about its courses and the services provided by The Academy so that our students can make an informed decision about studying at The Academy.

## **ORIENTATION**

If you decide to enrol into any of our course, it is important that you attend orientation a week before your course commencement. Orientation is important as it will be an opportunity for you to meet other new students, learn about our processes, get more detailed information about our policies and procedures, get a tour of the campus and create your USI and also get introduced to the eLearning Portal and much more. Without attending orientation, you will not be able to commence your studies. During COVID-19, orientation will be conducted virtually via our online platform TEAMS. You will be emailed a link which you can access to complete the orientation. Orientation will also be conducted onsite in small numbers throughout the week prior to course commencement.

## **CAMPUS LOCATIONS**

The Academy is centrally located within close proximity to train stations, shopping complex, restaurants and other major attractions in Sydney CBD.

### **Main Campus**

Levels 2 and 6  
401 Sussex Street  
SYDNEY NSW 2000

### **Cookery Campus**

81A Foveaux Street  
SURRY HILLS NSW 2010

## **CONTACT DETAILS**

Phone: +61 2 90486900  
Email: [info@sbta.com.au](mailto:info@sbta.com.au) or [marketing@sbta.com.au](mailto:marketing@sbta.com.au)  
[www.sbta.com.au](http://www.sbta.com.au)