

DOMESTIC STUDENT HANDBOOK

2024

NSW LOCATIONS

Levels 2 & 6
401-403 Sussex St
Sydney NSW 2000

Level 7
187 Thomas St
Haymarket NSW 2000

QLD LOCATIONS

Levels 11 & 12
333 Adelaide St
Brisbane City QLD 4000

Levels 1, 2 & 3
3059 Surfers Paradise Blvd
Surfers Paradise QLD 4217

COOKERY CAMPUS

81a Foveaux St
Surry Hills NSW 2010

CONTACT

(02) 9048 6900
info@sbta.com.au
marketing@sbta.com.au



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WELCOME TO ALL OUR STUDENTS!



DIRECTOR'S WELCOME

Welcome to 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 herein known as "The Academy". At The Academy, we are committed to supporting you and delivering a high-quality training to help you achieve your goals and have a rewarding learning experience.

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



We wish you every success with your studies!

Jane Koch and Marcela Haddad
Directors

Mission

To provide an exceptional learning experience in a fun, diverse and welcoming environment.

Vision

Be the center of excellence in Vocational and English language education.

Core Values

The values which underpin our mission are:

- Quality teaching in a fun environment
- Diversity, equity and social justice'
- Support personal growth
- Foster life-long learning
- Respect and empathy for each other

About the Student Handbook

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

Disclaimer

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



Contact Information

Addresses:

Sydney Campuses

Levels 2 & 6
401 Sussex Street
Sydney, NSW 2000

187 Thomas Street
SYDNEY, NSW 2000

81A Foveaux Street
Surry Hill, NSW 2010

Brisbane Campus

Levels 11 & 12, Adelaide Street
Brisbane, Qld 4000

29/115 Wickham St, Fortitude Valley
Qld 4006

Levels 1 to 3 Surfers Paradise Campus
3059 Surfers Paradise Boulevard
Surfers Paradise Qld 4217

Contact Us:

Phone: +61 2 90486900

Email: info@sbta.com.au and admissions@sbta.com.au

Marketing: marketing@sbta.com.au

Website: <http://www.sbta.com.au>

Accounts: accounts@sbta.com.au

Bank Account Details:

Bank Name: **Commonwealth Bank**

Account Name: The Lan-Grove Office Training Centre Pty Ltd

BSB Number: 062000

Account number: 16928213

SWIFT Code: CTBAAU2S

About Us



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

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

The Academy's trainers are highly qualified, dedicated professionals who deliver practical and theoretical training, providing you with the current skills and knowledge to achieve success in your career and in the global market place. Our qualifications are nationally recognised throughout Australia.

STATE-OF-THE-ART EQUIPMENT

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

LOCATION

The Academy's main campus at 401 Sussex Street, Sydney is located in the heart of Sydney city, with restaurants, shops, cinemas and transport all just minutes away. There is also a Food Court conveniently located in the same complex. With all this only moments away, you can enjoy all that Sydney life has to offer while you study.

Our cooking campus which is located at 81A Foveaux Street, Surry Hills is also located close to a major train station, Central Station and is a 5-minute walk from Central Station.



Our Surfers Paradise campus is located at 3059 Surfers Paradise Blvd, in the heart of Surfers Paradise, approximately 200 meters from the famous Surfers Paradise Beach.

Our Brisbane campus is located at 333 Adelaide Street, its convenient location allows easy access to public transport, popular shops, cafes, and parks.

COURSE TIMETABLES

TIMETABLE FOR VOCATIONAL COURSES FOR 2024

Term	Dates	Support Week	Holiday	Intakes
Term 1	29 January 24 - 29 March 24	1 April 24 – 5 April 24	8 April 24 - 19 April 24	29 January 24 & 26 February 24
Term 2	22 April 24 - 21 June 24	24 June 24 - 28 June 24	1 July 24 - 12 July 24 23 September 24 - 4 October 24	22 April 24 & 20 May 24
Term 3	15 July 24 - 13 September 24	16 September 24 - 20 September 24	16 December 24 - 24 January 25	15 July 24 & 12 August 24
Term 4	7 October 24 - 6 December 24	9 December 24 - 13 December 24		7 October 24 & 4 November 24

TIMETABLE FOR ENGLISH COURSES – FCE & CAE TIMETABLE 2024

TERM	DATES	DURATION
Term 1	2 January – 4 February	5 weeks
Term 2	5 February – 10 March	5 weeks
Term 3	11 March – 14 April	5 weeks
Term 4	15 April – 19 May	5 weeks
Term 5	20 May – 23 June	5 weeks
Term 6	24 June – 28 July	5 weeks
Term 7	29 July – 01 September	5 weeks
Term 8	02 September – 06 October	5 weeks
Term 9	07 October – 10 November	5 weeks
Term 10	11 November – 15 December	5 weeks

SBTA SHIFTS EXPLAINED		
EVENING SHIFTS (EV) – 4 EVs	Monday to Thursday - 5.30 pm – 10.30 pm	Friday 8.30am – 1.45 pm – online support
DAY SHIFT – 2.5 DAYS	2 days per week - 8.30 am – 4.30 pm	Friday 8.30am – 1.45 pm – online support
WEEKEND SHIFT – 2.5 DAYS	Friday and Saturday - 8.30 am – 4.30 pm	Monday 8.30am – 1.45 pm – online support

How to Change Shift

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

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

Staff Contacts

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

STAFF	TYPES OF ASSISTANCE
Reception info@sbta.com.au admissions@sbta.com.au	<ul style="list-style-type: none"> • Change of address • Shift transfer form • Document request form • Printing/photocopying
Student Services Coordinator studentservices@sbta.com.au	<ul style="list-style-type: none"> • Academic performance • Course Progress • Qualifications • Resubmission • Results • Leave requests • Grievances
Registrar/Assistant Registrar accounts@sbta.com.au	<ul style="list-style-type: none"> • Payments • Receipts • Invoices • Withdrawals
Marketing marketing@sbta.com.au	<ul style="list-style-type: none"> • Enrolments • Re-enrolments • English tuition
Compliance Officer compliance@sbta.com.au	<ul style="list-style-type: none"> • Resubmissions • Competency outcomes • Reassessments

Business Hours

Reception hours are:

- Monday-Thursday 8:30am - 6:30pm
- Friday 8:30am - 5:00pm

IT Issues

Send an email to it@sbta.com.au for assistance if you have an IT issue.

Student Orientation

It is mandatory for you to attend the orientation prior to commencing your course at The Academy. After the orientation, you will be taken for a guided tour of The Academy. The IT department will assist you in creating your Unique Student Identifier (USI) plus introduce you to your Student Portal where you will have the opportunity to update your contact details. Please ensure that your contact details are up to date at all times and you inform us if your contact details change within 7 days of the change.

Policies and Procedures

The Academy has policies and procedures 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.

It is important that you read and are aware of The Academy's policies and procedures that relate to your studies prior to deciding to study at The Academy. Please ensure that you access and read all the policies and procedures which you can access from The Academy's website www.sbta.com.au

All our stakeholders will be informed of any changes to our policies and procedures including any terms and conditions within 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.

Admission

The Academy is committed to ensuring that student selection processes are fair and equitable.

The Academy offers a diverse-range of nationally recognised courses in Business, Hospitality, Commercial Cookery, Travel and Tourism, Accounting, Project Management, Marketing and Communication, all designed to equip students with the skills and knowledge required to succeed in today's dynamic global workplace. Our Diploma and Advanced Diploma courses also provide a pathway to a range of popular Australian university courses.

Once you have decided to study a course at The Academy, you can enroll by downloading an enrolment form from our website or requesting an enrolment form from the reception. You must complete the enrolment form fully and submit it to The Academy by either emailing to info@sbta.com.au or in person to the reception desk.

Once your enrolment form is received you will be emailed a Letter of Offer (Student Agreement) offering you a place in our course. The steps involved in the enrollment process is as follows:

- Step 1** Identify the course you are interested in, review course information pack on our website <http://www.sbta.com.au/courses/> and ensure that you fully understand the information provided to you prior to submitting your enrolment. You can also make an appointment to discuss the course by sending an email to marketing@sbta.com.au or phone 02 90486900.
- Step 2** Complete, sign and submit the Enrolment Form including the "Self-Assessment Checklist". Ensure you include your Unique Student Identifier (USI) in the Enrolment Form. Ensure you also include any credit transfer information with the Enrolment Form.
- Step 3** Sign the Letter of Offer (Student Agreement)
- Step 4** Select your payment method and pay the enrolment fee. The Academy will not collect more the \$1,500 in prepaid fees from any student prior to the services being provided.

Note: Applications for RPL or Credit Transfer will not be processed without the relevant notarised documentation.

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.

Fee Information

Fees and Timetable

Each course has established fees depending on the nature of the course and how the course is delivered. The Academy's course fees and timetables are listed on our website and are 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 including any other miscellaneous fees from our website at www.sbta.com.au

Prepaid Fees

'Prepaid fees' (which is also referred to as 'fees collected in advance') means fees that are collected before the relevant services have been provided. These include payments made at any time before, during or after the student enrolls. The Academy will ensure that it **will not collect more than \$1,500** in prepaid fees from any student.

Smart and Skilled Courses and Fees

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

Smart and Skilled provides eligible students with:



- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Under Smart and Skilled, fees are determined on eligibility. Students can check their eligibility for Smart and Skilled training at <https://smartandskilled.nsw.gov.au/are-you-eligible>

Students can get an estimate of the fee for their preferred course in the course finder: <https://smartandskilled.nsw.gov.au/sands/find-a-course>

Courses SBTA can offer under Smart and Skilled

The Academy has been approved to offer the following qualifications under the Smart and Skilled Targeted Priority program. These qualifications are available for delivery in the Sydney region:

- FNS40222 Certificate IV in Accounting and Bookkeeping
- BSB40120 Certificate IV in Business
- FNS50222 Diploma of Accounting
- SIT50422 Diploma of Hospitality Management
- BSB50420 Diploma of Leadership and Management
- SIT50122 Diploma of Travel and Tourism Management
- FNS60222 Advanced Diploma of Accounting
- SIT60322 Advanced Diploma of Hospitality Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB60520 Advanced Diploma of Marketing and Communication
- SIT60122 Advanced Diploma of Travel and Tourism Management

The Academy has been approved to offer the following qualifications as Traineeships under the Smart and Skilled program. These qualifications are available for delivery across NSW:

- BSB20120 Certificate II in Workplace Skills
- BSB40120 Certificate IV in Business
- BSB50420 Diploma of Leadership and Management

Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, students are provided with fee information prior to enrolment. If students have any questions in relation to fees and charges students are encouraged to contact The Academy for more information by sending an email to accounts@sbta.com.au or phone +61 2 90486900.

In general, the payments are accepted via direct deposit into our bank account, EFTPOS or credit card payments (VISA, MasterCard). For your convenience, there are a number of options available for paying fees:

❖ **Online with a Credit Card**

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

❖ **Telephone with a Credit Card**

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

❖ **Internet Banking with BPAY**

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

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

❖ **Cheque or Money Order**

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

❖ **Direct Deposit**

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

Bank Name:	Commonwealth Bank
Account Name:	The Lan-Grove Office Training Centre Pty Ltd
BSB Number:	062000
Account number:	16928213
SWIFT Code:	CTBAAU2S
Reference:	Your Student Number

Course Cancellations and Refunds

Students are recommended to speak to their trainer if they have any difficulty with their training and considering withdrawing or deferring so that a strategy can be put in place to facilitate students course completion.

Cancellation Prior to Students Scheduled Course or Package Commencement Date

- If students send The Academy notification of cancellation 28 days or more before their 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 The Academy receives written notification of cancellation less than 28 days before the students 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.

What happens if the student withdraws on or after the student's 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 the student wishes to withdraw from a commenced course or package, the student must give SBTA four weeks' written notice prior to their next instalment due date or pay four weeks in lieu of notice. The total number of academic weeks delivered to the student will form part of the withdrawal fee calculation.
- Any amounts that fall due prior to the student's withdrawal being submitted must be paid in full at the time the student's withdrawal is processed. For example, if a tuition payment or late fee is due this must be paid in full at the time the student submits their withdrawal.



Refunds will be processed within 28 days after receiving written request from the student and made to the payment source, i.e., directly to the student.

In the unlikely event that The Academy is unable to deliver student's course, the student will be offered a refund of the unexpended pre-paid tuition fees.

Students must complete course Cancellation/Withdrawal/Deferment form if they wish to cancel, withdraw or defer their course.

What happens if The Academy closes or ceases to deliver any part of the training product?

In the unlikely event that The Academy is unable to deliver student's course, the student will be offered a refund of the unexpended pre-paid tuition fees. The unspent tuition fees and any prepaid tuition fees are securely kept in a student management account and will be released to the new training provider of the student's choice.

Student Orientation

Please ensure you attend the orientation on your first day at The Academy before you commence your studies. After the orientation, you will be taken for a tour of The Academy. The IT department will assist you in creating your Unique Student Identifier number plus introduce you to your Student Portal where you will also update your contact details.

Student ID

Your digital Student ID will be issued on your first day after you attend the orientation. It will show your name, student number, class shift and a photo and may be stored in your mobile device wallet. Students can use the QR code for printing purposes and to identify you as a student of SBTA.

Using your Student ID for Discounts

You can use your student ID to get student discounts at places such as cinemas, museums, and other places of interest. International Students are not eligible for NSW Transport student concession cards or fares.

Suspension of your Account

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

Student Resources

Your workbook for each unit of competency you will be studying will be provided to you via your Student Portal in electronic format. You will be able to access these resources out of class time to assist you with your learning and to complete your assessments. It is advisable that you bring with you a portable device such as Laptop or iPad, which you can use to view the electronic workbooks. The Academy will not be printing any hard copies of the workbooks.

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

Hazards and Incidents

All hazards and incidents must be reported at Reception or to the nearest staff member who will complete a Hazard Identification Form or Incident Investigation Form and forward it to management for action.

First Aid Officers

We have First Aid Officers located both on Level 2 and Level 6. First Aid Officers details are located next to the noticeboard on both levels

Fire Drills and Evacuations

Regular fire drills are held to rehearse procedures for an actual evacuation. You should familiarise yourself with floor plans posted in each classroom that show where emergency exits are located. If an alarm sounds, which sounds like “whoop “whoop” or a whistle, stay calm and follow your teacher and exit via the closest fire escapes and never use the lifts.

Emergency evacuation procedures on Campus

If there is an emergency you will hear a “whoop” “whoop” alarm sound, or a whistle. Our staff are trained to deal with emergencies. Please stay calm and follow your teacher. Do not exit the building in the lifts.

Wardens

Fire wardens will direct you out of the building. Fire wardens will be wearing a red hat.



Emergency Exits

If no member of staff is available, follow the green exit signs.



Please see your noticeboards for evacuation details for each campus.

Learners Responsibilities

Code of Conduct

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

Personal Conduct

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

Dress standards

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

Alcohol and drugs on Institute premises

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

Eating and Drinking

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

Smoking

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

Mobile Phones

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

Unacceptable behaviour

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

Misuse of property

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

Academic Conduct

Academic conduct includes:

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

Confidentiality

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

Sanctions

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

Excursion Disclaimer

An excursion is an activity organised by The Academy (not including work experience) during which students leave The Academy's premises to engage in educational activities. The Academy, its officers and servants, will not be held liable for any claim for compensation or damage arising out of any action or inaction by a student in respect of any incident in which a student may be involved during the excursion. The acknowledgement and indemnity are given voluntarily.

Facilities & Services

Updates to your Mobile and Email

It is very important that we have your correct contact details. You must notify us within seven (7) days of any change of address or contact details. The details required are a current residential address, and a mobile phone number and email address (if you have one). Having current contact details will ensure you can be reached in an emergency situation.

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

Internet Services

The following internet services are available for your convenience:

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

The Academy's Student Portal/eLearning

The Student Portal provides you with access to enrolment data, results, financial status, payment facilities, your contact details, your course resources such as learner guides, assessment tasks, handouts and college news. To login in to Student Portal:

- **Username: STUDENT NUMBER**
- **Password: Your date of birth i.e., DDMMYYYY**

Students can also access the following link to view how to access eLearning:

<https://www.youtube.com/watch?v=q1W6ayQyXBs&t=2s>

Academic Matters

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

The Academy will recognise AQF (Australian Qualifications Framework) qualifications and Statements of Attainment issued by other Registered Training Organisations.

The Academy is however not obliged to issue a qualification or Statement of Attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

The Academy's practice is to grant credit transfer for no more than 50% of the units in a qualification.

Students who wish to apply for RPL and/or CT must complete either the "Request for RPL Form" or "Request for Credit Transfer Form" prior to the time of enrolment. The Request for RPL/CT should be submitted with the enrolment form and supporting documentation, i.e., certified copy of academic transcripts certified by a Justice of Peace. If RPL/CT is awarded, the course duration is shortened and the course fees are adjusted to reflect the course duration.

Cost for RPL assessment:

- Initial RPL application fee of \$250 per unit
- RPL Assessment fee – 50% of the total course fee

Cost for Credit Transfer assessment:

- Current SBTA qualification - \$150
- Superseded SBTA qualification - \$250
- Non-SBTA qualification - \$350

Assessments

What are Assessments?

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

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

All assessments will be assessed to ensure it is valid, authentic, reliable, consistent, sufficient and flexible. Prior to commencing the assessments your assessor will explain each task and when to submit the task. Please consult your assessor if you are unsure of the task. It is important that you understand, adhere to the terms and conditions and address each task fully. If any task is not fully addressed, your assessment task will not be marked. The assessor will support you throughout the assessment process.

Report Writing

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

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

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

Active participation

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

Academic Misconduct

Dishonest assessments/examinations include:

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

Academic misconduct by a student will result in an automatic score outcome of 'Not Yet Competent (NYC)', and as well as being recorded, may result in further disciplinary action. Academic misconduct can be either plagiarism or breaching copyright laws which is listed below:

Plagiarism

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in disciplinary action and a student's exclusion from a course. When you have any doubts about including the work of other authors in your assessment, please consult your trainer/assessor. The following list outlines some of the activities for which a student can be accused of plagiarism:

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

Copyright

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

Please note that your completed assessment tasks will be scanned for plagiarism by a plagiarism software purchased by The Academy.

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

Competency Outcome

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

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

Re-marking of Assessments

If you think you have been marked unfairly, you should submit an "Assessment Re-marking Request form" within 30 days of the assessment date. The form is available from Reception staff and incurs a fee of \$100. Re-marking of assessments will take 7 days. Please note that the re-marking may not result in a different outcome than the original outcome.

Resubmission of an Assessment Task

If you receive a NYC outcome after your submission due date, you will be required to make an appointment with the Student Services Coordinator who will assess your circumstances and provide you with one more opportunity to resubmit your assessment task without financial penalty. Each subsequent resubmission afterwards will incur a fee as listed below. Please note that we will not accept any resubmission after 6 months from the initial notification of your course outcome.

Failed units

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

- Reassessment of theory component - **\$150**
- Reassessment of practical component - **\$150**
- Additional tuition (including repeating units or units missed due to approved leave) - **\$250 per week**
- On-the-job assessment of work placement - **\$250 per visit/assessment**
- Repeating practical session in commercial Kitchen - **\$400 per session**
- Assessment remarking request - **\$100**

Assessment appeals process

If you feel that you have been unfairly treated during the assessment and you are not happy with your assessment outcome, you have a right to lodge an appeal. You must initially discuss your concerns with your trainer/assessor. If you are still not happy with the outcome, you can proceed further by lodging an appeal with the Student Services Coordinator in writing outlining the reason(s) for the appeal.

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 is 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.

If you require assistance with finding a suitable work placement arrangement, please contact our Industry Liaison Officer, Mauro Perricone by sending him an email to mauro@sbta.com.au. Mauro will then contact you and discuss your work placement requirements. We have many industry contacts and can assist you to find suitable work placement arrangements.

Issuing of Qualifications & Final Documents

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

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

If you have met the above requirements, you will be issued your AQF certification documentation within 30 calendar days of you being assessed as meeting the requirements of the course you are enrolled in. Please allow approximately 5 working days after your results appear on the Student Portal for your documents to be ready. You must collect your certification from the reception desk once you receive an SMS.

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 SBTA 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 being delivered and for the issuance of any AQF certificate.

Further Study at University

The Academy has formal pathways arrangements with a number of Australian universities where you may be eligible for direct entry and credit transfer. Please make an appointment to see our marketing team for more information.

Policies and Procedures

Consumer Protection

The Academy is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy.

The Academy provides consumer protection as part of its provision and delivery of quality training and assessment products and services which is part of its obligations as a Registered Training Organisation to ensure that the rights of its clients, stakeholders, customers are protected and they are all fully informed with clear accurate information.

The Academy provides accurate information to all stakeholders including students about their rights and responsibilities by means of this Student Handbook, marketing flyers, service agreements, correspondence, enrolment documentation. Information which protects consumer rights includes:



- ❖ An accessible complaints policy and procedure
- ❖ An accessible appeals policy and procedure
- ❖ An accessible fees and refunds policy
- ❖ An accessible Privacy Policy

The Principal at The Academy is the nominated Consumer Protection Officer who manages any consumer related enquiry. The principal can be contacted via email at principal@sbta.com.au

If consumer or student issues cannot be resolved by both parties in a timely and mutually satisfactory manner, the student can seek assistance or review from a range of independent organisations such as:

- ❖ NSW Department of Fair-Trading Ph: 13 32 20
- ❖ Community Justice Centres 1800 990 777
- ❖ ASQA (Australian Skills Quality Authority) Ph: 1300 701 801
- ❖ NSW State Training Services State Training Services Customer Support Centre Ph: 1300 772 104
- ❖ NSW Ombudsman Ph: 02 9286 1000

Complaints and Appeals

The Academy is committed to providing all its students, staff and stakeholders the best possible environment in which to study or work. The Academy 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, The Academy will invite feedback from the dissatisfied party so that a resolution can be reached and gives The Academy an opportunity to consolidate the feedback into a review and improvement of The Academy policies and practices. The Academy will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to them. Complainants have the right to appeal a decision.

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

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

If the complainant is not satisfied with the way The Academy is handling the complaint, The Academy will inform the complainant that they have a right to request an independent third-party to review the complaint. The Academy will organise an independent third party that will undertake an internal review of the handling of the complaint and report back to The Academy with their recommendations.

Any recommendations made by the third party will be communicated to the complainant and implemented as part of the continuous improvement process and all stakeholders informed of the change. The stakeholders will be given an opportunity to comment on the change within 10 days of the implementation process.

Students can lodge an appeal if they are not satisfied with the decision of a complaint. Refer to our website for the complaints and appeals policy and procedures.

You can access our Complaints and Appeals policy and procedures from our website www.sbta.com.au.

Anti-discrimination policy

The Academy is committed to providing an environment that supports the Anti-Discrimination Act 1977 which recognises and positively promotes a discrimination free workplace. The Academy 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

Access and Equity Policy

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

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

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

Examples of the types of support available are:

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

Harassment

Under NSW laws you cannot be harassed sexually or because of your gender, pregnancy, marital, race or religion, disability, age, homosexuality or transgender status. The Academy 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 The Academy's management. A counseling session will be held to determine the course of action to be taken. If a satisfactory solution has not then been reached, the student can contact the Anti-Discrimination Board of NSW, Stockland House, Level 4, 175-183 Castlereagh St, Sydney, NSW. Phone: (02) 9268 5544.

Work Health and Safety

The Academy is committed to promoting a safe and healthy work and study environment and recognises its obligation under the Work Health and Safety Act 2011 to provide and maintain a safe working and learning environment. Under this Act, as a student you must also protect yourself and others from injury and follow The Academy's Work Health and Safety policies and procedures.

We expect that you will also take care of your own safety and that of others. Therefore, we ask that you:

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

Alcohol & Drugs

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

Privacy and Students Personal Information

The Academy 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.

The Academy 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. The Academy 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, The Academy 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 SBTA 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).

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, SBTA 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 SBTA corrects their personal information without charge.

Changes to Terms and Conditions

Students will be informed of any changes to our Terms and Conditions via their Student Portal, email or SMS depending on severity and urgency. Students will be given 20 working days from the date of being informed to appeal any decision to change the Terms and Conditions prior the changes taking effect. Student's appeal will be actioned as per The Academy's appeals procedures.

Student Support

Orientation

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

Academic Learning Support

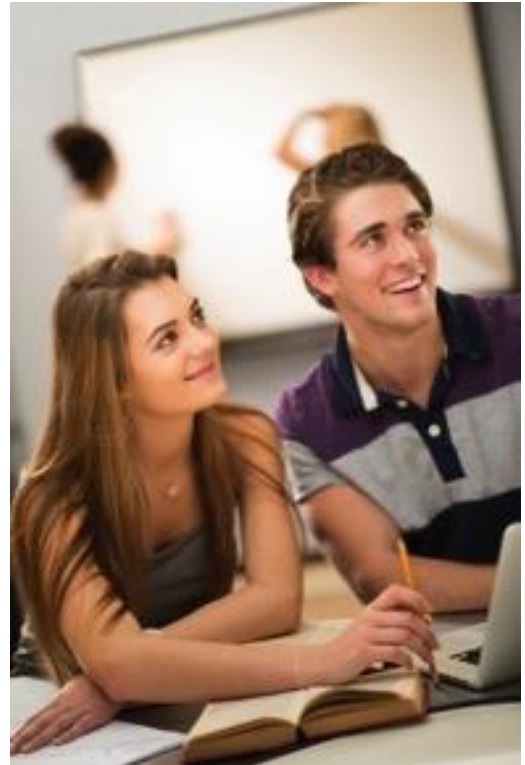
The Academy is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. The Academic support is designed to help every student at The Academy to improve their study skills, understand assignments and prepare for their future career.

Academic Support is provided to students free of charge. You can make an appointment with studentservices@sbta.com.au to make an appointment for support. 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. The Academy has various books which can be utilised for extra research. Trainers can utilise these books to provide ext.

ra 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.

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 The Academy. 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 (Tutorial Sessions)

The Academy 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.

English and Academic Support

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

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

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

Continuous improvement

To improve our services and better meet the needs of our students and industry, SBTA encourages all our stakeholders including our students to provide feedback about the quality of our programs, facilities and resources.

Students are encouraged to give verbal and written feedback on an ongoing basis. SBTA strives to deliver quality product and looks forward to hearing from its students their thoughts about its services and your programs.

Other Important Information

Emergency Contact Details

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

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

AIDSLINE

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

HELPLINE - ABORTION GRIEF & PREGNANCY CRISIS

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

AUSTRALIAN SEARCH AND RESCUE

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

AUSTRALIAN FUNERAL DIRECTORS' ASSOCIATION

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

CENTRE AGAINST SEXUAL ASSAULT

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

KIDS HELP LINE

Telephone: 1800 55 1800 / www.kidshelpline.com.au

CHILD ABUSE SERVICES

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

SYDNEY CRISIS AND HOMELESS ACCOMMODATION

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

CRISIS PREGNANCY

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

DOMESTIC VIOLENCE 24X7

Telephone: 13 11 14
<https://www.lifeline.org.au/Get-Help/Facts---Information/Domestic-Abuse-and-Family-Violence?gclid=CLPWqt0l4cgCFUkAvAode70MDQ>

EMERGENCY ANIMAL DISEASE WATCH

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



FAMILY DRUG SUPPORT

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

GAMBLERS ANONYMOUS

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

INTERPRETING SERVICES

Telephone 1300 308 983 /

http://www.amls.com.au/consecutive_interpreting_services.htm?gclid=CLLOkM2m4cgCFUiVvQodu6sLeg

HOMICIDE VICTIMS' SUPPORT GROUP 24X7

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

LIFELINE Australia

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

MEN'S REFERRAL SERVICE

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

PARENT LINE NSW

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

MATERNAL AND CHILD HEALTH LINE

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

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

POISONS INFORMATION CENTRE

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

SUICIDE LINE

Telephone: 13 11 14

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

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

Telephone: 02 9331 2266 /

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

QUIT LINE - Smoking

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

References

- www.ato.gov.au
- www.usi.gov.au
- <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>
- www.asqa.gov.au

