The Centre of excellence in Vocational Education and English Language Education

SBTA SELA

International Student Handbook 2024

Providing an exceptional learning experience in a fun, diverse and welcoming environment. Follow us @SBTASELA

THE LAN- GROVE OFFICE TRAINING CENTRE MY LTD TRADING AS THE SYDNEY BUSINESS AND TRAVEL ACADEMY, SATA CALINARY INSTITUTE AND THE SYDNEY ENGLISH LANGUAGE ACADEMY, SATA CAMADINT Y CABE Achoo2 965 639 | Advis 002 966 639 | Atto 10 91412 | Cricis Privider Code od 1914





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The Lan-Grove Office Training Centre Pt1y Ltd t/a The Sydney Business and Travel Academy, SBTA www.sbta.com.au info@sbta.com.au	au
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WELCOME TO ALL OUR STUDENTS!



Jane Koch Chief Executive Officer/Director



Marcela Haddad, Principal Executive Officer/Director

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

At The Academy, we are committed to supporting you and delivering a high-quality training and assessment services to help you achieve your goals in 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 us.

We wish you every success with your studies!

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. Students must be aware that The Academy might update sections within this handbook without notice therefore it is up to the student 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.

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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 Brisbane, Qld 4000

Surfers Paradise Campus 3059 Surfers Paradise Boulevard Surfers Paradise Qld 4217

Contact Us:

Phone:	+61 2 90486900
Email:	info@sbta.com.au
Marketing:	marketing@sbta.com.au
Website:	http://www.sbta.com.au

Bank Account Details:

Bank Name: Account Name: BSB Number: Account number: SWIFT Code:

Commonwealth Bank

The Lan-Grove Office Training Centre Pty Ltd 062000 16928213 CTBAAU2S

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The Sydney Business and Travel Academy, SBTA Culinary Institute, SBTA Community Care (SBTA)

Since 1985, SBTA 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.

The Sydney English Language Academy (SELA)

As one of the longest established colleges, SELA has been endorsed by the NEAS Quality Assurance Framework as a quality provider of General English, IELTS Test Preparation, Cambridge Certificate in Advanced English Exam Preparation (CAE) and Cambridge First Certificate in English Exam Preparation (FCE). We also offer a range of innovative general English electives, and specially tailored courses for a variety of occupations. Students get to take part in fun social activities every term.

Our premises are close to all major attractions and facilities such as Sydney Harbour, the Opera House, Darling Harbour, China Town, the botanical gardens, museums, fun parks, zoos, many beaches, shops and restaurants, with transport links including major railway and bus networks.

Located in the center of Sydney CBD, our students learn English in a fun and diverse environment with leading professionals whilst enjoying the many attractions of Sydney.

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Education Agents

Education Agents who are The Academy's third party are responsible for recruiting prospective overseas students on behalf of The Academy.

Please note that Education Agents are only responsible for the recruitment process. The Academy is fully responsible for ensuring the quality and compliance of all training and assessment services, study support, facilities, equipment, resource, excursions, work placement opportunities (if any), issuing of AQF certifications and any other services. The Academy will support you (the learner) to achieve competency.

Our approved Education Agents are listed on our website.

Support Services

The Academy provides a range of student support services to support all students whilst studying at the campus. Support includes access to computers, Wi-Fi, internet, photocopiers, fully equipped commercial kitchen, student portal, academic support, access to English language support. Please refer to our student support policy and procedures.

Locations

The Academy's <u>main campus</u> 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 moment away, you can enjoy all that Sydney life has to offer while you study.

Our <u>cookery campus</u> 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.

We are also excited to announce the opening of 3 other campus in 2023 in Sydney and in Queensland as follows:

Level 7, 187 Thomas Street, Sydney, NSW 200 Levels 11 and 11, 333 Adelaide Street, Brisbane, QLD 4000 Levels 1, 2 and 3, 3059 Surfers Paradise Boulevard, Surfers Paradise, QLD 4217

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EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT 2000 (ESOS ACT)

The ESOS Act establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.

The ESOS Framework

The Education Services for Overseas Students (ESOS) Legislative <u>Framework</u> 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
- School compliance.

https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.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

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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







COURSE TIMETABLES

SBTA Timetable 2024

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

SBTA SHIFTS EXPLAINED		
EVENING SHIFTS	Monday to Thursday - 5.30 pm	Friday 8.30am – 1.45 pm – online
(EV) – 4 EVs	– 9.30 pm	support
DAY SHIFT – 2.5	2 days per week - 8.30 am –	Friday 8.30am – 1.45 pm – online
DAYS	4.30 pm	support
WEEKEND SHIFT –	Friday and Saturday - 8.30 am	Monday 8.30am – 1.45 pm –
2.5 DAYS	– 4.30 pm	online support

SELA 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

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.





<u>Please Note</u>: 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.

Shift availability is dependent on the course you are enrolled in. Check your letter of offer and online timetable for more information.

STAFF CONTACTS

Please email or see the staff on the reception desk if you have any enquiries who will direct you to the appropriate staff member who can help you with your enquiry. The types of assistance offered by our staff members are listed below:

STAFF	TYPES OF ASSISTANCE
Reception reception@sbta.com.au	 Change of address Shift transfer form Document request form Health cover Printing/photocopying
Student Services Coordinator studentservices@sbta.com.au	 Academic performance Course Progress Qualifications Resubmission Results Leave requests Grievances
Registrar/Assistant Registrar accounts@sbta.com.au	 Payments Receipts Invoices Withdrawals
Marketing <u>marketing@sbta.com.au</u>	EnrolmentsRe-enrolmentsEnglish tuition

Business Hours

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

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

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After Hours

Call 0416 10 6009 or 0412 591 413 in case of emergency. You can also send an email to <u>it@sbta.com.au</u> for assistance if you have an IT issue.

STUDENT ORIENTATION

It is mandatory for you to attend an orientation session on or before your first day at The Academy, before you commence your studies. Orientations are conducted face-to-face by the Student Services Coordinator. After you have completed your orientation, you will be taken for a guided tour of the campus. The IT department will assist you in creating your Unique Student Identifier (USI) number 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 as per your student visa conditions.

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
- 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.

You will only be able to generate your USI <u>after</u> your Student Visa is granted. Please note: you must only create one USI while studying! It is a record for all your studies in Australia, and multiple USI's will make your records inconsistent.

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.

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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 student file and eLearning access suspended. Should this happen, please contact Reception or Student Services for assistance.

STUDENT RESOURCES

You will receive Learner Guides, templates, PowerPoints, access to a computer, e-Learning library plus access to The Academy's library for hard copies of resources which are relevant to the course you are studying. The e-learning resources will be made available 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.

Students who will be studying the commercial cookery courses will have access to a fully functional commercial kitchen with all the required resources and equipment to allow them to complete their qualification.

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

HEALTH COVER

It is a condition of your Student Visa that you have health cover at all times. You can find information about your health cover at http://www.ahm.com.au/. If you are sick, there is a Medical Centre called MediCentral on 501 George Street. If you are absent from class because of illness, please ask your doctor for a Medical Certificate. You must present an original copy of the medical certificate to the Student Services Coordinator attached to an application for leave form. The medical certificate must be in English otherwise it will not be accepted by SBTA.

INCIDENTS AND FIRST AID

All incidents must be reported at Reception and an "Incident Investigation Form" must be completed by the person witnessing the incident. This form is available from reception or from our website. We also 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. First Aid Officers are:

- Anthony Haddad located on level 2
- Thomas O'Keefe located on level 6

The details of the First Aid officers are on the noticeboards. In case of injury, you must report the nature of your injury to your trainer, nearest staff member or the Student Services Coordinator.

Please note, First Aid Officers offer first aid only and do not provide any medications. If you have a medical condition and need to take prescription drugs that could affect your safety, please notify your trainer before commencing class. This will enable staff to provide appropriate and

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timely assistance and enable us to fulfil our duty of care responsibilities. As per our Privacy Policy all information provided will be treated in strict confidence.

You must have Health Cover at all times. If you need to see a doctor, there is a medical center at 11/501 George Street, Sydney 2000, Phone: 02 8378 6666.

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.

The emergency meeting point is located outside near Hay Street, which is 1-2/90 Hay Street, Haymarket. If you are required to evacuate, please follow the fire warden with bright orange/red hat. Please see the emergency evacuation maps near the lift for further information.

Emergency evacuation procedures on Campus

If there is an emergency you will hear a "whoop" "whoop" alarm sound. 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 Do not use the lifts/elevators in the event of an



signs. emergency.

CODE OF CONDUCT

This handbook outlines the expected standard of behaviour for SBTA students. In general, it is expected that as a student you will follow all 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.

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 2012 to provide and maintain a safe working and learning environment. Under this Act, as a student you must also protect yourself and others from injury and follow The Academy's Work Health and Safety policies and procedures.

Unacceptable behaviour

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

Misuse of property

Misuse of 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

Copyright

Copyright is a legal right created by the law of a country that grants the creator of an original work exclusive rights for its use and distribution. You must comply with the Copyright Act 1968 and you must comply with licenses for the use of intellectual property, including software whilst you are studying at The Academy.

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Plagiarism

Plagiarism is unacceptable and involves the use of another person's work without full and clear referencing and presenting another person's work as your own. The Academy has an ongoing commitment to fostering academic integrity. As a student of The Academy, you have a responsibility to adhere to this principle of academic integrity and behaviour.

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.

FEE INFORMATION

(Please note all fees and charges are subject to change)

Overdue Fees

If payment for tuition is overdue by 7 days, an administrative late fee of \$100 will be charged. If tuition fee is overdue for 4 weeks, a further \$100 will be charged. For fees that still remain overdue, your enrolment may be at risk of being cancelled, and the Department of Home Affairs may be notified. Students with overdue fees will be unable to attend class and submit assessments, and will be blocked from the student portal. (See Payment Facilities).

Fee Protection

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

Excursion Disclaimer

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

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, 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.

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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. As per the National Code 2018 we are required to report non-compliance of this visa conditions to the Department of Home Affairs if you do not inform us of your correct contact details within 7 days of any changes occurring. The details required are a current residential address, and a mobile phone number and email address (if you have one). Having current contact details will ensure you can be reached in an emergency situation or if you need to be assisted by the TPS.

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

Internet Services

The following internet services are available for your convenience:

• Internet Cafe

You can use the Internet Laboratory 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 SBTA. It is encrypted for security reasons, so students should see Reception staff for access assistance.

Student Portal

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

Payment Facilities

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

Online with a Credit Card

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

Internet Banking with BPAY

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





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

Cheque or Money Order

You can get a cheque from your bank, or a money order from the Post Office. Please make payable the cheque or Money Order 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: Account Name: BSB Number: Account number: SWIFT Code: Commonwealth Bank The Lan-Grove Office Training Centre Pty Ltd 062000 16928213 CTBAAU2S

Reference:

Your student number

ACADEMIC MATTERS

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

SBTA will recognise AQF (Australian Qualifications Framework) qualifications and statements of attainment issued by other Registered Training Organisations.

SBTA 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.

SBTA'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 will be shortened and the course fees will be adjusted to reflect the course duration.

Cost for RPL assessment:

• RPL Application fee: \$250 per unit of competency

Cost for Credit Transfer assessment:

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

Refer to our website <u>www.sbta.com.au</u> for the full policy and procedure on Credit Transfer and Recognition of Prior Learning.

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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 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:

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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

Please note that any completed assessment tasks will be scanned for plagiarism by a plagiarism software purchased by SBTA.

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 SBTA.

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

Competency Outcome

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

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

Re-marking of Assessments

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

Resubmission of an Assessment Task

If your assessment task is deemed to be Not Competent upon submission, you will be given another two attempts by your assessor to resubmit your task. Student will have maximum of three attempts. Resubmitting after the cut-off date will incur a fee as follows:

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- Resubmission \$150
- Repeating a subject or a subject cluster \$250 per week
- Repeating practical session (in the commercial kitchen) \$400 per session
- Repeating a subject or cluster \$250 per week
- Reassessment of Work placement component \$250
- Assessment remarking request \$100

If you have not been deemed competent in a unit, you may be putting your enrolment and student visa at risk as defined in the National Code of Practice 2018 from the ESOS Act and as per SBTA's Course Progress Policy. In order for you to meet the requirements of the Course Progress Policy, you will be provided with the opportunity to re-attempt your assessment task to achieve a "Competent" outcome as follows.

Assessment appeals process

If you feel that you have been unfairly treated during the assessment and you are not happy with your assessment outcome, you have a right to lodge an appeal as per Standard 10 of the National Code 2018. You must initially discuss your concerns with your trainer/assessor. If you are still not happy with the outcome, you can proceed further by lodging an appeal with the Student Services Coordinator in writing outlining the reason(s) for the appeal. (*Refer to SBTA's Course Progress Policy & Procedure*).

Work placement Requirements

Some of our courses require students to complete work placement. Students will be informed of work placement requirements prior to enrolling and during orientation.

What is work placement

Work placement is a period of work experience offered by an organisation for a limited period of time. It is typically used by students or individuals who wish to gain practical experience in a particular industry or job role. Here are some key aspects of work placements:

Duration and Nature: Work placements can vary in length, ranging from a few weeks to several months, and are part of a course.

Learning and Development: The primary goal is to provide practical experience in a field related to one's study or career interest. This hands-on experience helps in developing professional skills and understanding the real-world application of their academic knowledge.

Supervision and Mentorship: Participants are usually supervised and mentored by experienced professionals in the organisation. This guidance is crucial for learning and professional growth.

Networking: They offer a great opportunity to build professional connections and networks, which can be beneficial for future job searches.

Paid or Unpaid: Some placements are paid, while others are unpaid. The payment aspect depends on the organisation.

Assessment and Feedback: There is an assessment component involved, where the participant's performance is evaluated. Feedback is provided by the workplace assessor, which can be valuable for personal and professional development.

Potential Employment: In some cases, a successful work placement can lead to an offer of employment with the host organization, though this is not guaranteed.





We have many contacts with industries and we are able to organise a suitable workplace for our students to undertake their mandatory work placement requirements. If you need work placement organised for you, you can contact our Student Services by sending an email to <u>studentservices@sbta.com.au</u>/

Students have to attend an orientation a week before they commence their studies where they will be advised of their responsibilities and work placement requirements if their course requires work placement.

Issuing of Qualifications & Final Documents

All training, support services and issuance of qualifications will be provided by **SBTA** as the Registered Training Organisation. SBTA will issue AQF certification document only to students whom it has assessed as meeting the requirements of the training product as specified in the relevant Training Package. To be issued your AQF qualification (Certificate, Diploma, Advanced Diploma), you must:

- 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. If your certification is not collected and you have left Australia, you will need to pay a postage fee of \$40 for registered post if you wish to have it mailed out to you.

Further Study at University

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

RELATED POLICIES AND PROCEDURES

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.

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 <u>www.sbta.com.au</u>

All our stakeholders including our clients, students and staff will be informed of any changes to our policies and procedures including any changes to our Terms and Conditions with 10 working days of the changes being made. All stakeholders will be given an opportunity to provide feedback within 10 working days before the changes take effect.

Student Visa Conditions

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

Maintaining full-time enrolment in the student's enrolled course

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- Maintaining satisfactory course progress
- Maintaining Overseas Health Cover (OSHC) for the duration of the visa
- Notifying SBTA within seven days of any change of address

Classroom attendance and progression requirements for overseas students

Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of **20 scheduled course contact hours per week**.

Students are also expected to progress through their course so that they complete the course within the **nominated course duration**.

Punctuality

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

Course progress 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) Students are monitored on a weekly basis by their trainer regarding their participation and progress. Trainers identify students who are not participating or need additional support on the weekly "Attendance Log "which is reviewed by the Student Services Coordinator. Students are contacted by the Student Services Coordinator either via email or phone to organise any additional support and/or counselling if required as an early intervention.
- c) Our trainers and assessors mark completed assessments and enter the results into the student management system. The marking and entering of results occur two (2) weeks after the assessment due date.
- d) 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.
- e) 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 the students 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.
- f) 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.
- g) If a student is identified as not making satisfactory course progress in a second consecutive Study Period, SBTA will advise the student in writing of its intention to report the student to the Department of Home Affairs (DoHA) via PRISMS for not meeting satisfactory course progress in 2 consecutive study periods, and that he or she has 20 working days to initiate SBTA's internal

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

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

Intervention

Intervention Strategy

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

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

Complaints and Appeals

As per Standard 10 of the National Code 2018, The Academy 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.

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 you will be notified in writing of the outcome of the decision which will include details and reasons for the decision.

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

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

Appeals Policy

If the student is not satisfied with the outcome of a decision made by The Academy, the student has 20 working days from the date of issuance of the written notification by The Academy in which to lodge an internal appeal to have the case reviewed. Appeals can be for outcome of a complaint made by the student, assessment appeals, notification of unsatisfactory course

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progress, unsatisfactory attendance, misbehaviour and/or cancellation of student's enrolment by The Academy.

Completion within the expected duration of study

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

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

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

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

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

Applying for Leave or Deferral

Whilst regular holidays are scheduled throughout the course, The Academy recognises that the needs of overseas students alter throughout the period of their course of study and from time to time it may be beneficial for overseas students to suspend their studies for a short period of time up to one semester. Formal approval for a leave of absence is required under the National Code 2018 for both VET and ELICOS students, as it will assist The Academy to track your movement and to assist you in maintaining satisfactory course progress.

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

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

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- a) Contact the reception for an "Application for Leave of Absence" form, which will be printed from ACAS.
- b) Complete the "Application for Leave of Absence" form and attach any supporting evidence to the form. All supporting evidence must be in English and original copies. If a student is overseas whilst applying for leave, they must bring the originals when they return.
- c) Deposit a fee of \$250 if required to the account listed below or pay in person at reception. Application fee is non-refundable regardless of the outcome of the application.

Bank name:	Commonwealth Bank
Account name:	The Lan-Grove Office Training Centre Pty Ltd
BSB Number:	062000
Account Number:	16928213
SWIFT Code:	CTBAAU2S

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

- d) Once payment has been made, either email the completed form with supporting documentation to the reception at <u>will@sbta.com.au</u> or submit the form in person to Reception staff.
- e) Reception staff will pass the completed documentation to the Registrar's Assistant who will ensure that payment has been received.
- f) If payment has been received, the Registrar's Assistant will document the receipt number on the form and pass the form to the Student Services Coordinator.
- g) The Student Services Coordinator will process the "Application for Leave of Absence" form and notify the student of the outcome if sufficient evidence has been provided.
- h) If sufficient evidence has not been provided the Student Services Coordinator will make an appointment with the student to request additional evidence, which must be provided within 3 weeks of the request date.
- i) If additional evidence is not provided within the requested timeframe, the application for leave of absence will be finalised as not approved.

When will leave of absence be granted:

As per the National Code 2018, The Academy will only grant a Leave of Absence of studies to overseas students in compassionate or compelling circumstances. Compassionate or compelling circumstance could be:

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

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

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

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

Anti-discrimination

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

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

SBTA follows and abides by the following legislations, standards and codes:

- ESOS Act 2000
- National Code 2018
- Standards for Registered Training Organisations 2015
- The Migration Act 1958
- Anti-Discrimination Act 1977
- Disability Discrimination Act 1992 Cwlth
- Human Rights and Equal Opportunity Commission Act 1986 Cwlth
- Racial Discrimination Act 1975 Cwlth
- Sex Discrimination Act 1984 Cwlth
- Equal Opportunity Act 1995 Vic
- Public Administration Act 2004 Vic
- Racial and Religious Tolerance Act 2001 Vic
- The Age Discrimination Act 2004 Cwlth
- The Equal Opportunity Act 1995

Access and Equity

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 issue arising which is in violation of The Academy's Access and Equity Policy, staff and students are required to report it to management immediately.

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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.

The Academy abides and follows the following legislation:

- The NSW Anti-Discrimination Act 1997
- Commonwealth Sex Discrimination Act 1984
- The Human Rights and Equal Opportunities Commission Act 1986
- The Racial Discrimination Act 1984 (Commonwealth)
- The Commonwealth Disability Act 1992

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

- participate in the orientation session prior to the course commencement of your course, where you will be explained The Academy'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 the Critical Incident Officer (CIO) Dagmar Stefanik, phone 02 990486112 or email dagmar@sbta.com.au. You will be required to complete a Critical Incident Reporting Form giving detailed explanation of the critical incident.

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Alcohol & Drugs

Under 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. 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, 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 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;

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- 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, 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 SBTA corrects their personal information without charge.

Changes to your Course or Enrolment

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

The Academy is required to notify Department of Home Affairs about any of the following changes that may occur while the student is studying at The Academy:

Change of course

A student is entitled to change their course if they feel that they are not coping with the initial course they enrolled into and that the new course will be more beneficial to them and their career path. The Academy will recognise any units studied in the previous course and relevant credits will be granted to the student. There is a fee for \$100 for change of course and a \$100 fee for assessing if any credits can be granted towards the new course.

Discontinuation of studies

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

Deferring, suspending or cancellation of enrolment

Definitions (source: The National Code 2018 Standard 9):

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances. Students who would like to defer or suspend their studies must first speak to the Student Services Coordinator. Prior to applying to defer or suspend their program students must ensure that they have paid any tuition fees outstanding, which will be due during the period of leave. There is no International Student Handbook, v9.1, Updated 23/01/2024 Page 31 of 50





reduction in course fees during the leave period. Deferral of studies is permitted only in compassionate or compelling circumstances such as

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

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

Students will be required to provide evidence of the compassionate or compelling circumstances. Students that are suspended or granted deferral may be required to extend their course and their visa at their own expense, and that availability of units of study are not guaranteed. Students may be suspended from their studies for serious and wilful misconduct. Misconduct may include, but is not limited to, criminal activity, harassment or verbal abuse of staff or students, failure to pay fees, plagiarism or cheating. Students will have the right to appeals through the college's published appeals and grievances process. In this event, any and all additional costs in completing the enrolled course will be borne by the student.

Extending course duration

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

Failure to commence a course

If a student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued with a visa, the student must inform The Academy immediately. If a student fails to commence the course within 28 days, SBTA will notify Department of Home Affairs.

Transfer between providers (Early Release)

Definitions (source: The National Code 2018 Standard 7):

This policy outlines the conditions and circumstances under which an international student can apply for release to transfer from The Academy to another Registered Training Provider prior to completing six months of study in the first six months of their principal course as per Standard 7 of the National Code 2018.

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Principal course is the final course of study a student will undertake. For example, if a student is studying a General English course followed by a Diploma course, the Diploma course is the principal course. Six months is calculated as six calendar months from the first day of the principal course.

Procedure

Where a student requests to be released from the course to transfer from The Academy to another registered provider prior to completing six (6) months of study in the first six months of their principal course, the student must complete the "Defer Suspend Cancellation Form" and submit other relevant documentation including a letter outlining the reasons for requesting the transfer and a letter of offer from the proposed registered provider. If the international student requires a Release, they must complete the "Apply for Letter of Release "section on the form.

Release from the student's course is not automatic and will be considered on a case-by-case basis and we will determine the circumstances in which a transfer request will be denied or approved in line with regulatory guidelines and related policies.

Reasonable grounds for NOT GRANTING a student's request for transfer

The Academy interviews and assesses each student to ensure that the student is a Genuine Temporary Entrant (GTE) prior to the student being enrolled and accepted into a qualification with The Academy. The Academy interviews each student, explains the course outcome, units of competency and future pathways and ensures that the student has made the correct choice therefore a request for Release is evaluated on a case-by-case basis.

The Academy considers the following circumstances as acceptable reasons for not granting a student's request for release to transfer:

- a) Where an international student is applying to transfer from a higher-level qualification (e.g., AQF6 to AQF5) to a program or course with a lower level of qualification. Transferring to a lower would be in breach of a student's visa conditions and may result in their visa cancellation;
- b) The student claiming financial hardship/student has outstanding debts or fines e.g., student must give SBTA's 4 weeks' notice prior to withdrawing as per our "Withdrawal Policy".
- c) Where an international student has not commenced study in their enrolled course;
- d) Where an international student is attempting to avoid being reported to Department of Home Affairs for failure to meet The Academy 's attendance or academic requirements;
- e) Where the student did not maintain satisfactory attendance as per the requirements of the Department of Home Affairs, and did not access the services of the Student Services Coordinator for assistance prior to changing their mind about their course and career choice.

Reasonable grounds for granting a release

The Academy considers the following circumstances as acceptable reasons for granting a student's request for release to transfer:

- a) Where the international student is moving to another State to live;
- b) Where the international student has provided evidence of being misled by The Academy or an education agent or migration agent about the course;
- c) Where the student has demonstrated that transferring to an alternative provider will not be detrimental to the student's welfare, academic outcomes or visa conditions,
- d) Where The Academy is unable to continue providing the course as offered, with respect to any allowable alterations as per the conditions of enrolment/accepted offer;
- e) Where the student has provided sufficient evidence that the student has maintained satisfactory attendance in their current course as per the requirement of Department of Home Affairs and have accessed the support of the student services coordinator prior to

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changing their mind about their career path and that the transfer will not be to the detriment of the student.

- f) Where The Academy has assessed that there are compassionate and compelling circumstances that exist for the student. Compassionate and compelling circumstances include but are not restricted to:
 - ✓ unexpected severe illness or death of a family member
 - ✓ involvement of custody proceedings for their child
 - the student or accompanying family member has an acute medical condition requiring treatment
 - ✓ the student has been involved in legal proceedings where the timing is beyond the student's control
 - ✓ the student has been caught up in a natural disaster, political uprising or other similar event
 - the student has an accident, falls seriously ill or contracts a serious medical condition after arriving in Australia
 - ✓ the student is pregnant

Evidence to be provided for compassionate and compelling circumstances include documents from qualified psychologists or medical practitioners stating any compassionate and compelling circumstances why a transfer is required.

Timeframe

The Academy will inform the student within 10 working days of the submission of the completed application form of its decision regarding the student's request to transfer to another registered provider.

Actions following request for Release

- a) If The Academy decides not to grant release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal SBTA's decision in accordance with Standard 8 (Complaints and Appeals Policy & Procedure).
- b) Written reasons will note The Academy's decision, the reasons for the decision, the factors taken into consideration and reflect the student's individual circumstances. The reasons for refusal will be sufficiently detailed to enable the student to make an informed decision as to whether to appeal the decision.
- c) The student will have 21 working days to access The Academy's grievance procedures if they choose to lodge a complaint.
- d) The Academy will maintain records of all requests from a student to transfer on the student's file, including the assessment of and the decision regarding the request.

Transferring from another Provider to The Academy

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

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

Students will be advised to contact the Department of Home Affairs (DoHA) for advice on whether a new visa is required. A new visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. To find out more about visa requirements, please visit the DoHA's website or call 131 881.





Refund Policy

This policy explains the conditions under which The Academy may apply a refund to international students in compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the requirements of the National Code 2018.

Fees and Charges

Notification of fees and charges

- a) International students seeking to enroll in a course with The Academy are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees, health cover fees and any other charges via The Academy's website prior to the student enrolling in a course with The Academy. Students are also informed that our fees and charges are subject to change, which is also published on our website.
- b) The Academy advises students of its fees and charges in course promotional materials and the Letter of Offer/Student Agreement. The Letter of Offer includes the total amount of all fees payable including enrolment fees, course fees, materials fees, homestay and airport pick-up fees, health cover fees and payment schedule.
- c) Miscellaneous fees and charges are listed on The Academy's website and include fees such as transfer fees, late payment fees, document request fees, re-assessment fees, credit transfer/recognition of prior learning fees and other miscellaneous fees and charges such as photocopying, replacement of student ID, verification of qualifications and leave application fees.
- d) Students who wish to enroll in a course at The Academy are required to read and understand our "Fees, Charges and Refund Policy" before signing the Letter of Offer.

Payment arrangements

It is a requirement of The Academy that where tuition fees, administrative charges or other charges are applicable, these must be paid by the specified due dates on the Letter of Offer and/or tax invoice. Payments are to be made by cash, EFTPOS, money order, direct bank deposit or credit card payments.

Non-payment of fees

If fees are overdue by 7 days, students will incur \$100 late penalty fee. Students can still attend their course within the 7-day period. However, if students fail to pay their fees within a month of the original due date, they will incur another \$100 late penalty fee. Students will also be subject to the following until the full amount is paid:

- suspension from attending or participating in the course
- loss of access to the student portal
- loss of access to academic transcript
- inability to graduate
- termination of the enrolment
- report of breach of student visa conditions

Credits

If a course is shortened due to credit transfer, the cost of the course will reflect the reduced course length. Credit transfer applications will only be accepted prior to the student commencing the course. Once the student has signed a Letter of Offer/Student Acceptance form, they will not be eligible to apply for credit transfer and full course fee will apply.





Course Cancellation and Refund

Cancellation Prior to Your Scheduled Course or Package Commencement Date

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

Withdrawal on or After Your Scheduled Course or Package Commencement Date

- a) No refund of tuition fees will be made after the student's scheduled course or package commencement date.
- b) In case of withdrawal from a commenced course or package, the student must give The Academy's 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.
- c) 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 or overdue this must be paid in full at the time the student submits their withdrawal.
- d) Apart from refusal of the student's initial visa prior to course commencement, no refunds or credits will be provided for situations where the student's visa or eCoE status prevents them from studying. This includes time missed where the student has been reported for breaching a visa condition, irrespective of whether their visa is subsequently not cancelled.
- e) The student must complete a minimum of six months of the principal course (being the highest qualification level in a package of courses) before they will be able to change to another provider.

Cancellation Due to Unmet Entry Requirements

It is essential that the students understand and are capable of meeting all course entry requirements as specified in the conditions of offer in this document. Where a student transferring from another provider who hasn't finished 6 months of their principal course is unable to obtain a release all tuition fees will be refunded less the Enrolment Fee.

Homestay and Airport Pick-up Fees Refund

- a) 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.
- b) If the student cancels their airport pick-up with less than 24 hours' notice, there will be no refund payable.
- c) If the student's flight details change, they must notify SBTA at least four hours before the original arrival time or pay an additional airport pick-up fee.

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d) If the student's application for an Australian visa is refused, SBTA 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.

Miscellaneous Refund

- a) The Enrolment Fee is non-refundable.
- b) Overseas Student Health Cover is non-refundable once the student's course or package has commenced.
- c) Materials fees are non-refundable once the student's course or package has commenced.
- d) Requests for refunds must be made in writing by completing the "Request for Refund Form" 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 the student's written request and made to the payment source, i.e., directly to the student or the student's nominated agent

Refund applications

Refund applications for full or partial refunds must:

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

Appealing Refund decisions

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

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).

Provider Default

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

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





Under section 46B of the ESOS Act 2000, 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 SBTA 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.

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.

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 days 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 action as per The Academy's appeals procedures.

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CONSUMER PROTECTION

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

The Australian Consumer Law offers consumer protections in the areas of:

- ✤ unfair contract terms, covering standard form consumer contracts
- consumer rights when buying goods and services
- product safety
- unsolicited consumer agreements covering door-to-door sales and telephone sales
- lay-by agreements

Australian Consumer Law <u>https://consumer.gov.au/australian-consumer-law</u>

The Academy will ensure that it is committed to ensuring that it remains complaint with the relevant legislation and regulations that protect the rights of consumers as well as fair trade, completion and accurate information in the marketplace. For more information, visit http://consumerlaw.gov.au/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 the following contact details:

Call 13 32 20 (8.30am to 5pm, Mon - Fri)

Special assistance

Aboriginal enquiry service Freecall: <u>1800 500 330 (and ask to speak with an Aboriginal person, if you wish)</u>

Language assistance

Telephone: <u>13 14 50</u> and ask for an interpreter in your language.

Hearing or speech impairment

You can contact us through the National Relay Service

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

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Wynyard Service Centre 19 York Street Sydney NSW 2000 Thursday 18 January Open 7:30am to 6pm Quiet Hour 10am to 11am

Haymarket Service Centre McKell Building Ground Floor 2-24 Rawson Place Sydney NSW 2000 Thursday 18 January Open 8:30am to 5pm

Bondi Junction Service Centre Shop G2 19-23 Hollywood Avenue Bondi Junction NSW 2022 Thursday 18 January Open 8:30am to 5pm Quiet Hour 2pm to 3pm

STUDENT SUPPORT

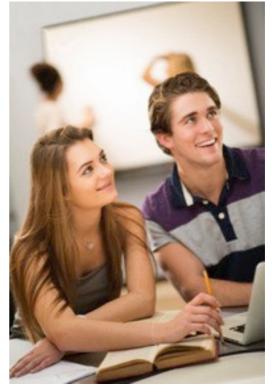
Homestay Accommodation

The Academy can organise homestay accommodation for you if you wish. Please contact admissions by emailing <u>admissions@sbta.com.au</u> if you require homestay arrangements. Homestay arrangement is when you live with a family in their home. Homestay often comes with meals and cleaning included. Your homestay can also organize airport pickup as well.

You may however choose to find your own accommodation. Listed below are some tips when searching for accommodation which include:

- Consider accommodation close to railway station as our Campus is in central CBD Sydney and close to major transportation and railway such as Town Hall and Central Stations.
- When checking weekly rent also consider other expenses such as electricity, water rates, bond etc. which you might have to contribute towards.
- Find out if there are any facilities nearby such as shopping centers, transport, medical centers.

Short-term accommodation



Short-term accommodation is hostels and hotels at discounted rates for short term stay when you first arrive in Australia and are still looking for accommodation.

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Legal protection

If you have any issues with your landlord, you can contact organisations such as tenants' unions and consumer advocates that can provide assistance. Tenants' unions in New South Wales are the peak non-government organisation advocating for the interests of tenants and other renters in New South Wales since 1976 https://www.tenants.org.au/tu.

To find out more visit the relevant government Fair Trading agency in New South Wales https://www.fairtrading.nsw.gov.au/housing-and-property/renting

Orientation

On or before the first day, all new students will be greeted by The Academy's 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

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 every Friday from 9.00 am to 5.00 pm on level 2. Please book by sending an email to <u>studentservices@sbta.com.au</u> you wish to access this support service. Support is also available via online by the student services coordinator. 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 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 which are available on the eLearning Student Portal.

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 <u>studentservices@sbta.com.au</u>

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 Friday 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 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 The Academy, 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 Reception staff.

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

Insurance

Students are not covered for personal accidents or any loss or damage to property whilst on campus at The Academy. However, The Academy has a Personal Accident cover for students who undertake unpaid work experience or work placement as part of your studies.

Please note that it is the student's responsibility to arrange their own personal accident or private health insurance if they believe The Academy's coverage is not adequate.

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SERVICES IN THE SUSSEX CENTRE

Food Court- Level 1

Variety of options to eat with a range of food outlets Retail (clothes shops, mobile phone store, hairdressers etc.) - Lower Ground & Ground Floor

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

Kitchen & Courtyard

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



Please be aware that CCTV cameras installed in our classroom and corridors. The cameras are used to monitor our facilities, to prevent vandalism, malicious damage, anti-social behaviour and theft. There are CCTV signages installed, to make staff, students and visitors aware that video surveillance is in use on the campus.

Personal safety on campus

When you are on campus during the day or night, here are some tips to help keep you safe:

- Make sure you are aware of the security and emergency arrangements at your campus and in your local area. You will be provided with emergency arrangements at the time of your orientation and a floor plan of level 2 and level 6.
- If you drive to your institution, try to park close to your destination and use well-lit car parks.
- When leaving your institution at night try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people when walking to the station at night after your class.

Using the internet

When using internet, like anywhere in the world, you should protect yourself against spam, online scams like 'phishing', online bullying and identity theft. Many Australian internet service providers also offer guidance so check their website as well.

Home Safety

Safety at home is important, no matter where you live. Here are some tips to help keep you and your home safe.

- Always keep your doors locked both when you are home and when you go out.
- Lock windows when you go out, or in rooms you are not in while at home.
- Do not let strangers into your house.
- Be careful of the information you give out to strangers through the internet, on social networking sites, or over the phone. If you are not at home or go on holidays do not make this information available to strangers.

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- Smoke alarms will alert you to smoke on the property, so don't remove the batteries or tamper with them. If you live in a rental property, hostel or hotel it's the law to have smoke alarms fitted. If your property doesn't have them, talk to your landlord or real estate agent.
- If you come home to find evidence of a break in (broken window or door lock), contact the police from a safe location on 000.

LIVING IN AUSTRALIA



Living Costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an <u>approximate guide only</u>. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- Hostels and Guesthouses \$90 to \$150 per week
- Shared Rental \$85 to \$215 per week
- **On campus** \$90 to \$280 per week
- Homestay \$235 to \$325 per week
- **Rental** \$165 to \$440 per week
- Boarding schools \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out \$80 to \$280 per week
- Gas, electricity \$35 to \$140 per week
- Phone and Internet \$20 to \$55 per week
- **Public transport** \$15 to \$55 per week
- Car (after purchase) \$150 to \$260 per week
- Entertainment \$80 to \$150 per week

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Minimum cost of living

The Department of Home Affairs <u>https://www.homeaffairs.gov.au/</u> has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12-month living cost is:

- You \$20,290
- Partner or spouse \$7,100
- Child \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com/(opens in a new window) the worlds trusted currency authority at https://www.xe.com/

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

Transport

If you are doing some sightseeing, you may wish to purchase an Opal card, the NSW Transport card. These cards can be used on all public transport, including train, bus, ferry and light rail travel. You can purchase an Opal Card from supermarkets, newsagents and convenience stores which have the Opal Card flag outside their premises. For bus, train, light rail and ferry information and timetables go to <u>https://transportnsw.info/</u>. You can also use a 'tap and go' debit/credit card to use public transport in NSW.

Trains

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

Light Rail

Light rail stations are conveniently located on George Street (Chinatown station) and the corner of Hay Street and Harbour Street (Paddy's Markets station)

Buses

Buses to various points outside of the light and heavy rail network are available from Town Hall, Central and many other areas in the city.

Working in Australia

International students studying in Australia are allowed to work no more than 48 hours per fortnight after commencement of their course of study provided that it does not adversely affect your studies. During term break and holiday period, you are allowed to work full-time. You must also obtain a Tax File Number (TFN) to be assessed for tax. Your employer will require this which you can download from the Australian Taxation website www.ato.gov.au.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au or visit the website: https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students

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Please refer to your visa grant notice for your working right conditions.

Banks

Australia's main banks are:

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

Entertainment

Shopping

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

Cinémas

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

Events

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

• http://www.darlingharbour.com/sydney-Things_To_Do.htm

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

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

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living <u>https://www.service.nsw.gov.au/campaign/cost-living</u> in Australia and access the insider guide at http://insiderguides.com.au/.

If you experience financial trouble while in Australia, talk to your Student Services Coordinator by emailing him on <u>studentservices@sbta.com.au</u> or calling him on 02 9048 6900 for assistance.

References

- www.border.gov.au
- https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
- https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act
- <u>www.ato.gov.au</u>
- www.usi.gov.au
- <u>https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students</u>
- SBTA policies and procedures <u>http://www.sbta.com.au/student-information/policies-and-procedures/</u>

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OTHER IMPORTANT CONTACT DETAILS

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 / <u>http://www.abortiongrief.asn.au/abortion-trauma.php</u>

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: <u>www.nswrapecrisis.com.au</u> Email: <u>info@nswrapecrisis.com.au</u> 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 <u>www.1800respect.org.au</u> <u>http://www.childabuseroyalcommission.gov.au/support-services</u>

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

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/

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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=CLLOkM2m4cgCFUiVvQo du6sLeg

HOMICIDE VICTIMS' SUPPORT GROUP 24X7 Telephone 1800 191 777 / http://hvsg.com.au/

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

MEN'S REFERRAL SERVICE 1300 766 491 / http://mrs.org.au/

PARENT LINE NSW Telephone: 1300 1300 52 <u>http://www.parentline.org.au/</u>

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

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 / <u>https://www.icanquit.com.au/further-resources/quitline</u>

NATIONAL CORONAVIRUS (COVID-19) HEALTH INFORMATION LINE

Telephone: 1800 020 080 https://www.australia.gov.au/

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