



PRE-ENROLMENT INFORMATION

Welcome to the exciting world of SBTA & SELA

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The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy, SBTA Culinary Institute, SBTA Community Care and The Sydney English Language Academy
ABN 95 002 965 639 | RTO ID 90412 | CRICOS Provider Code 00161A



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PRE-ENROLMENT INFORMATION FOR INTERNATIONAL STUDENTS

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WELCOME

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

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

BEFORE YOU ENROL TO STUDY WITH US

As an international student, it is important that you read this information carefully prior to your enrolment so that you can make an informed decision before studying with us. If you have any questions, please do not hesitate to send us an email at info@sbta.com.au or marketing@sbta.com.au.

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

LIFE IN AUSTRALIA

Sydney, the Harbour City

Our Sydney campus is located in Sydney central business district. Sydney, the largest and most populous city in Australia, is a dynamic metropolis renowned for its stunning harbor, iconic landmarks, and cosmopolitan lifestyle.

The city's defining feature is the Sydney Opera House, a UNESCO World Heritage-listed architectural masterpiece that graces the shores of Sydney Harbour. Nearby, the Sydney Harbour Bridge offers panoramic views of the city, and the vibrant Circular Quay bustles with activity. Sydney's beaches, including Bondi and Manly, are world-famous for their golden sands and surf culture, while its diverse neighbourhoods, from historic The Rocks to trendy Surry Hills, offer a wide range of dining, shopping, and cultural experiences. With a thriving arts scene, a plethora of outdoor activities, and a strong sense of multiculturalism, Sydney is a city that effortlessly combines natural beauty with urban sophistication, making it a coveted destination for residents and visitors alike.

Brisbane Campus

Our Brisbane Campus is also located in Brisbane central business district close to the Student Hub, major railway stations and all other attractions of Brisbane city.

Brisbane's Central Business District (CBD) is the vibrant heart of Queensland's capital city, known for its dynamic blend of modern architecture, cultural attractions, and bustling commercial activity. This riverside precinct offers a striking juxtaposition of sleek skyscrapers and historical buildings, reflecting the city's rich heritage and contemporary growth. The Brisbane River flows through the CBD, creating a picturesque setting for leisurely walks along the South Bank Parklands and providing access to iconic landmarks like the Wheel of Brisbane and the Queensland Performing Arts Centre (QPAC). With its thriving shopping precincts, dining establishments, and cultural institutions such as the Queensland Museum and Gallery of Modern Art (GOMA), Brisbane's CBD is a thriving urban centre that seamlessly integrates business, culture, and leisure in a subtropical setting.

Surfers Paradise Campus

Our Surfers Paradise campus is located approximately 200 metres from the golden beaches of Surfers Paradise. Surfers Paradise, located on the Gold Coast in Queensland, Australia, is a vibrant coastal hub renowned for its stunning beaches, vibrant nightlife, and iconic skyline.

This popular tourist destination offers miles of golden sands and some of the best surfing conditions in the world, making it a haven for water sports enthusiasts. Beyond the waves, Surfers Paradise boasts a lively atmosphere with a plethora of restaurants, bars, shops, and entertainment options along the bustling Cavill Avenue. The area is also known for its impressive high-rise buildings that provide panoramic views of the Pacific Ocean. Surfers Paradise is a dynamic and energetic destination that combines natural beauty with urban excitement, making it a favourite spot for both tourists and locals alike.

Climate

Australia's climate is as diverse as its landscapes, ranging from tropical in the north to temperate in the south and arid in the interior. The country experiences four distinct seasons in the southern regions, with hot summers and mild winters, while the northern areas have wet and dry seasons. In the vast central Outback, scorching heat and arid conditions dominate. Coastal regions benefit from a more moderate climate, with pleasant temperatures and oceanic influences. Australia is also known for its susceptibility to natural weather extremes, including bushfires, droughts, cyclones, and flooding, which are influenced by its climatic diversity and are increasingly affected by climate change.

Cultural Diversity

Australia is renowned for its rich cultural diversity, stemming from a long history of immigration and Indigenous heritage. The nation's cultural tapestry is a vibrant mosaic of people from various backgrounds, making it a harmonious and inclusive society. One of the key pillars of Australian multiculturalism is its commitment to valuing and respecting the contributions of individuals from diverse cultural, ethnic, and linguistic backgrounds. This commitment is reflected in policies and initiatives that promote social cohesion and equal opportunities for all, regardless of their heritage.

In Australia, cultural diversity extends beyond the realm of cuisine and festivals. It has shaped the nation's identity, influencing its arts, literature, and traditions. Indigenous cultures, with their deep connection to the land, are an integral part of Australia's cultural fabric, providing a unique perspective on the environment and spirituality. Additionally, the influx of migrants from all corners of the globe has enriched the country with a wealth of customs, languages, and traditions, creating a dynamic and inclusive society. Australia's commitment to cultural diversity fosters a sense of belonging for all its residents and showcases the nation's ability to embrace and celebrate its multicultural heritage.

Eating out

Eating out in Australia offers a diverse culinary experience with a wide range of international cuisines, allowing diners to explore flavours from around the world. Additionally, many restaurants in Australia prioritize fresh, locally sourced ingredients, providing a delicious and sustainable dining experience.

Transport

Australia boasts a well-developed and efficient transport system that spans across its vast and diverse landscape. The country's transportation infrastructure includes a mix of road networks, railways, air travel, and maritime routes. Major cities like Sydney, Melbourne, and Brisbane feature extensive public transportation systems, including trains, trams, buses, and ferries, which facilitate convenient urban mobility. In addition to urban transport, Australia has a well-maintained network of highways and roads that connect remote regions and urban centres, making it possible to explore the country's breathtaking landscapes. The country's air travel system is also highly advanced, with international and domestic airports serving as vital gateways to and from Australia. Furthermore, maritime transport plays a significant role in trade and travel, with numerous ports along the coastline facilitating the movement of goods and passengers. Overall, Australia's robust and diverse transport system supports both its economic activities and the ease of travel for residents and visitors alike.

Costs of living in Australia

The following are approximate cost of living in Australia. Please refer to <https://www.studyaustralia.gov.au/> website for more information about life in Australia.

Approximate costs (please note these costs are subject to change):

Accommodation

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

Other living expenses (approximate)

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

LEGISLATIVE REQUIREMENTS

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

The ESOS Framework

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

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

For more information on ESOS Framework visit the following website:

<https://www.education.gov.au/esos-framework>

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://www.legislation.gov.au/Details/F2017L01182>

<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 you.

Protection for International Students

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

Your rights under ESOS Act

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

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

The institutions' responsibilities

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

- Orientation and access to support services to help you study and adjust to life in Australia;
- Contact details of officers available to help international students;
- Recognition of prior learning and credit transfer information;
- When your enrolment can be deferred, suspended or cancelled;
- Satisfactory course progress and intervention strategies if you are at risk of not meeting satisfactory course progress;
- Complaints and Appeals process.

Your responsibilities

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

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
Meet the terms of the written agreement with SBTA;
- Inform SBTA if you change your address;
- Maintain satisfactory course progress;
- Follow our policies and procedures.

GENERAL COURSE INFORMATION

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

Students can review the course information for each of the qualifications listed below from our website: www.sbta.com.au which includes further information about each course.

A list of courses offered by The Academy is listed below.

Faculty	Qualification code and name	CRICOS Course Code
Business	BSB20120 Certificate II in Workplace Skills	105001D
	BSB30120 Certificate III in Business	105002C
	BSB40120 Certificate IV in Business	105003B
	BSB50420 Diploma of Leadership and Management	104123B
	BSB60420 Advanced Diploma of Leadership and Management	105004A
	BSB40820 Certificate IV in Marketing and Communication	105005M
	BSB50620 Diploma of Marketing and Communication	105006K
Aged Care	BSB60520 Advanced Diploma of Marketing and Communication	105007J
	CHC33021 Certificate III in Individual Support	113906G
Finance	CHC43015 Certificate IV in Ageing Support	108559H
	FNS40222 Certificate IV in Accounting and bookkeeping	109950D
	FNS50222 Diploma of Accounting	111814E
Project Management	FNS60222 Advanced Diploma of Accounting	111815D
	BSB40920 Certificate IV in Project Management Practice	103914A
	BSB50820 Diploma of Project Management	104100J
Hospitality	BSB60720 Advanced Diploma of Program Management	104468K
	SIT30622 Certificate III in Hospitality	112095A
	SIT50422 Diploma of Hospitality Management	112096M
Travel and Tourism	SIT60322 Advanced Diploma of Hospitality Management	112099H
	SIT30122 Certificate III in Tourism	112097K
	SIT50122 Diploma of Travel and Tourism Management	112098J
Commercial Cookery	SIT60122 Advanced Diploma of Travel and Tourism Management	109441C
	SIT30821 Certificate III in Commercial Cookery	109766D
English	SIT40521 Certificate IV in Kitchen Management	109629B
	General English	058597J
	IELTS Preparation	062588J
	Cambridge FCE course	060042D

You can request detailed course guide by emailing marketing at marketing@sbta.com.au or entering your details on our website.

Course Fees and any other charges

For course fees, materials and equipment and any other miscellaneous charges, please refer to our website www.sbta.com.au or email marketing at marketing@sbta.com.au

Variations to Products and Services

The Academy reserves the right to alter its fees and class schedules, amend its policies, prerequisite conditions for admission to The Academy and any other matter or detail pertaining to the provision of the course at any time.

The Academy's policies and procedures and information helps 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. Refer to our website www.sbta.com.au for policies and procedures.

EDUCATION AGENTS (THIRD PARTY)

Education Agents who are The Academy's third party are only responsible for facilitating recruitment of prospective overseas students into The Academy's courses. Our Education Agents are fully supported by The Academy in the recruitment process and provides prospective students with pre-enrolment information and assist students with their visa application. A list of our Education Agents is listed on our website www.sbta.com.au

Education agents play a crucial role in the international education sector, assisting students in selecting suitable programs, processing applications, and providing information about studying abroad.

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

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

WORK PLACEMENT REQUIREMENTS

Work placement is an integral component of many educational and training programs. It involves students gaining practical, hands-on experience in a real-world work environment relevant to their field of study or career aspirations. During work placement, students have the opportunity to apply the knowledge and skills they have acquired in the classroom to actual workplace situations.

This experiential learning enables students to develop competencies, gain insights into industry practices, and enhance their employability. The goal of work placement is to bridge the gap between academic learning and the demands of the workforce, preparing students for successful transitions into their chosen careers.

The following qualifications delivered by The Academy require students to undertake work placement:

Qualifications	Mandatory Work placement Requirements
SIT30622 Certificate III in Hospitality CRICOS Course Code 112095A	Students must provide hospitality service to customers for a minimum of 36 complete service periods in a hospitality environment.
SIT30821 Certificate III in Commercial Cookery CRICOS Course Code 109766D	<ul style="list-style-type: none"> ▪ Students must safely and hygienically prepare, cook and serve menu items for a minimum of 48 complete service periods in a commercial kitchen, that cover a combination of: <ul style="list-style-type: none"> ▪ breakfast ▪ dinner ▪ lunch

	<ul style="list-style-type: none"> ▪ during the above service periods, prepare, cook and present items for at least two of the following different menu styles: <ul style="list-style-type: none"> ▪ à la carte ▪ set menu ▪ buffet ▪ cyclical
SIT40521 Certificate IV in Kitchen Management CRICOS Course Code 109629B	<ul style="list-style-type: none"> ▪ Students must safely and hygienically prepare, cook and serve menu items for a minimum of 48 complete service periods in a commercial kitchen, that cover a combination of: <ul style="list-style-type: none"> ▪ breakfast ▪ dinner ▪ lunch ▪ during the above service periods, prepare, cook and present items for at least two of the following different menu styles: <ul style="list-style-type: none"> ▪ à la carte ▪ set menu ▪ buffet ▪ cyclical
CHC33021 Certificate III in Individual Support CRICOS Course Code 113906G	To achieve this qualification, the candidate must complete at least 120 hours of mandatory work as detailed in the Assessment Requirements of the units of competency within these two qualifications in an aged care environment.
CHC43015 Certificate IV in Ageing Support CRICOS Course Code 108559H	To achieve this qualification, the candidate must complete at least 120 hours of mandatory work as detailed in the Assessment Requirements of the units of competency within these two qualifications in an aged care environment.

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

Students can contact our Industry Liaison Officer, Mauro Perricone by sending an email to mauro@sbata.com.au if they wish to find out more information about work placement requirements or finding suitable workplace.

Assessments

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

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

Students will be given a "Satisfactory" outcome if they have undertaken the task successfully. If students do not undertake the task satisfactory, then you will be given a "Not Satisfactory" outcome. Once students have gained satisfactory outcome in all the tasks, they will be awarded a "Competent" outcome for each unit of competency they have demonstrated competence in. If students do not demonstrate competency in all the tasks, then they will

be awarded a “Not Yet Competent” outcome. Students will then an opportunity to resubmit the task or the entire unit of competency based on your outcome.

If students do not submit an assessment task, they will be given a “Did Not Submit (DNS)” outcome. Students will then be required to make an appoint with the Student Services Coordinator to discuss their options and submit their assessment within a specified timeframe.

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

Qualification parchments

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

Recognition of prior experience (RPL)

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

Credit Transfer (CT)

Credit transfer is the formal recognition of studies undertaken elsewhere. The Academy will ensure that learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Unique Student Identifier

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

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

STUDENT SUPPORT, WELFARE AND GUIDANCE

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

Academic Support

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

Academic Support is provided to students free of charge on a weekly basis during term time from Monday –Saturday. Students can make an appointment with our Student Services Coordinator by to book support services. Online resources plus hard copy resources from our Library are also available for students to access at any time during their study.

Our resource room (the library) is open to students and teachers to access during all days of the week. 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.

Industry Liaison Officer

Our Industry Liaison Officer is responsible for liaising with our industry partners and also assisting students find work placement opportunities if required. Our Industry Liaison Officer, Mauro Perricone can be contacted via email at mauro@sbta.com.au

Student Services Coordinator

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

Student Counsellor

Student counsellors play a vital role at our Academy as the counsellor is there to help our students achieve academically and also socially and emotionally whilst they are studying at The Academy. We understand that you may be feeling depressed, anxious or sometimes a bit lost. If you feel you need to speak to the counsellor, please make an appointment with the Student Services Coordinator by sending an email to studentservices@sbta.com.au or speak to the staff at reception.

Mental Health Support Line

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

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

Community resources

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

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

Other counselling resources

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

Coaching support (Tutorial Sessions)

The Academy also provides free coaching support if you need additional one-to-one coaching with your studies. Additional coaching can be organised via our Student Services Coordinator.

Internet laboratory and free WIFI

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

Resources

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

TRAINERS

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

OUR FACILITIES

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

KEY ORGANISATIONAL POLICIES AND PROCEDURES

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

Admission

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

- You must be 18 years and over.
- You must have minimum score of upper intermediate level of English (IELTS 5.5) or equivalent; or
- an English proficiency of upper intermediate level or above from any NEAS accredited ELICOS provider
- Meet course entry requirement (if applicable)

The Academy must be satisfied that that qualification/course is appropriate to the student's needs, considering the students existing skills and knowledge and the student must also agree to abide by The Academy's policies and procedures

Course Fees

Fees and Timetable

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

Other Fees and charges

There are also other miscellaneous fees and charges which may be applicable to the students whilst studying at The Academy. These include homestay placement fee, home share, airport pick-up, late payment fee, course change fee, document request fee, reissue of qualification, etc which you can also view from our website.

Payment of Fees

Students are provided with fee information and the payment terms prior to enrolment. Students have to agree to the fee information and payment terms by signing their Letter of Offer. If students have any questions about fee information, they are encouraged to contact The Academy by emailing accounts@sbta.com.au. The Academy accepts payment by direct deposit, credit card (VISA, MasterCard) and EFTOS. Fees can be paid directly into our bank account which is:

Commonwealth Bank of Australia

BSB Number: **062 000**

Account Number: **16928213**

SWIFT Code: **CTBAU2S**

Overdue Fees

Should fees be overdue more than fourteen (14) days you will incur a late payment penalty of \$100 and will not be permitted to attend classes or appear for assessments, nor shall The Academy grant any administrative requests. The Academy reserves the right to cancel your enrolment, notify Department of Home Affairs and take legal action

where fees remain overdue, and pass your personal information and debt details on to a credit reporting and/or debt collection agency. All recovery costs will be charged to you in addition to the outstanding fees.

Course Cancellations and Refunds

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.

Cancellation due to visa refusal (section 47E of the ESOS Act)

- a) The Academy will provide a refund to a student under section 47E of the Act if:
 - i. The student was refused a student visa; and
 - ii. The refusal was a reason or the student's failure to start the course on, or withdrawal from the course on or before, the agreed starting day
- b) The amount of a refund will be the amount of the course fees, minus the lesser of the following amounts:
 - i. 5% of the amount of course fees received by the provider in respect of the student before the default day;
 - ii. \$500.
- c) For the above clause (b), the course fees for a course is the sum of:
 - i. The tuition fees received by The Academy in respect of the student; and
 - ii. The non-tuition fees (if any) received by The Academy in respect of the student
- d) In circumstances where a student is refused a visa but has already commenced the course, and the student has failed to pay an amount he or she was liable to pay the provider in order to undertake the course, The Academy will provide a refund under section 47E of the Act which is calculated as follows:
Refund amount = weekly tuition fee x weeks in default period
- e) Where a student visa application has been refused by DoHA due to fraudulent documents, the student is not entitled to a refund.

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 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 tuition fees or late tuition fees 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 course fees will be refunded less \$250 administration fee.

Student deferring commencement

- a) Where a student elects to defer commencement of their course for which they have accepted an offer (by payment of course fees), any tuition fees or deposits paid will be held for up to 6 months from the original commencement date, to be applied to the new commencement date, on the condition that the written application to defer commencement has been received from the applicant by The Academy not less than 28 days prior to the original commencement date.
- b) Every reasonable effort will be made to accommodate the student in a later course of his or her choice. If the fee for the course to be attended is greater than that of the course originally selected, the student shall pay the balance in cleared funds to The Academy within a designated time frame
- c) Once the 6-month period after deferment lapses the student would be required to re-apply to The Academy. Student is entitled to deferral only once (1 term equalling to 10 weeks). Where a student has packaged their enrolment with English at other providers and/or The Academy, the deferral will be reviewed and will be subject to valid reason for further deferral.
- d) For a student who defers a course and then withdraws from the deferred course, the original Course Start Date before deferment(s) will be used as the Course Start Date for his/her refund calculation.

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

Non-tuition fee

- a) The Enrolment Fee is non-refundable.
- b) Overseas Student Health Cover is non-refundable once your course or package has commenced.
- c) Materials fees are non-refundable once your course or package has commenced.

PROVIDER DEFAULT – Subsection 46D(6)

Refund of tuition fees in event of provider default

In the unlikely event if The Academy ceases to provide a course of study and The Academy is in default, all unspent pre-paid tuition fees to date will be refunded to the student within fourteen (14) days of the default day. The refund of tuition fees will be calculated as follows:

$$\text{refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$$

Refund of tuition fees in event of provider not entering into complaint student default agreement

This section applies if The Academy is required to provide a refund to a student under section 47E of the Act because The Academy has not entered into an agreement with the student that meets the requirements of section 47B of the Act. The amount of a refund will be calculated as follows:

$$\text{refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$$

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:

- a) 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
- b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- c) 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:
 - o the student failed to pay an amount payable to the provider for the course;
 - o the student breached a condition of his/her student visa;
 - o misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A (3) of the *ESOS Act 2000*).
 - o 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.

REFUND APPLICATIONS

Refund applications for full or partial refunds must:

- a) Be made in writing using the "Request for Refund Form" available from the website www.sbta.com.au or email accounts for a copy by sending an email to accounts@sbta.com.au
- b) Submit your completed withdrawal form with supporting documents setting out the reasons for the application
- c) Forward to accounts@sbta.com.au or in person to the reception
- d) 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.

Please note all incomplete withdrawal forms will delay the withdrawal/refund process.

Appealing Refund decisions

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

Tuition Protection Service

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).

Access and Equity

The Academy is committed to the provision of a safe and inclusive teaching and learning environment that is free from discrimination and harassment. If you have any disability or learning difficulty, we are here to help. Our

friendly student support services coordinator will assist you in providing the best possible scenario and study plan to ensure you successfully achieve your goal.

Privacy and Students Personal Information

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

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

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

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

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

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

Privacy Statement

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

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

- ❖ Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

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

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

Students may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

Data quality and security

The Academy will ensure that it will take reasonable steps to ensure the personal information collected is accurate, up to date and complete and stored securely. The Academy will also take all reasonable steps to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure, and against other misuse. When the data is no longer required, The Academy will ensure that personal information is destroyed and deleted in a secure manner and in accordance with The Academy's Record Management Policy and Privacy Act.

Access and correction

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

Student Conduct

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

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

Bullying, Discrimination and Harassment

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

- ❖ Gender
- ❖ Pregnancy
- ❖ Race, nationality, ethnic or religious background
- ❖ Marital status
- ❖ Sexual Orientation, Gender Identity or Intersex Status
- ❖ Age

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

If you feel that someone has discriminated against you, report the harassment to The Academy's management. A counselling session will be held to determine the course of action to be taken. If a satisfactory solution has not then been reached, the student can contact the Anti-Discrimination as follows:

Anti-Discrimination New South Wales - 1800 670 812
Website - <https://antidiscrimination.nsw.gov.au/>

Queensland Human Rights Commission – 1300 130 670
Website - <https://www.qhrc.qld.gov.au/>

Course progress and intervention strategy

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

Monitoring of Student Course Progress

- a) Students are assessed during the Study Period. Every effort is made to assist the students during the study period by our trainers and assessors by providing them with continuous feedback throughout the study period.
- b) Our trainers and assessors mark completed assessments and enter the results into the student management system. The marking and entering of results occur two (2) weeks after the assessment due date.
- c) After the results are entered into the student management system, students can view their results on their student portal section of the student management system at any time to see their outcomes.
- d) At the end of each study period, the Student Services Coordinator will review the outcomes once it has been entered into the student management system and generate a report which will identify those students are at risk. Being at risk means that the students may not have achieved competency in 50% or more of their subjects in one study period.
- e) Students will be contacted by the Student Services Coordinator either via phone, SMS or email and advised that they are at risk not meeting satisfactory course progress and invited to attend an interview so that appropriate support can be discussed as the first stage of the intervention strategy.
- f) If a student is identified as not making satisfactory course progress in a second consecutive Study Period, The Academy will advise the student in writing of its intention to report the student to the Department of Home Affairs (DoHA) via PRISMS for not meeting satisfactory course progress in 2 consecutive study periods, and that he or she has 20 working days to initiate The Academy's internal complaints and appeals process. (Refer to The Academy's Complaints and Appeals Policy on its website, www.sbta.com.au)
- g) The Academy will notify the relevant Department of Home Affairs (DoHA) via PRISMS of those students who have not achieved satisfactory course progress as soon as practicable where:
 - ✓ the student does not access the Complaints and Appeals Process within 20 days, or
 - ✓ the student withdraws in writing to The Academy from the Complaints and Appeals Process (either internal or external complaints and appeals process), or
 - ✓ the student chooses not to access the external complaints and appeals process; or
 - ✓ the Complaints and Appeals Process (internal and external) decision is in favour of The Academy.

Intervention Strategy

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

- a) Early intervention is when the students are identified as being at risk if they have not achieved competency in 50% or more of their subjects during one study period.
- b) Once the student has been identified as being at risk by the Student Services Coordinator, the student will be sent a warning message (either via email or SMS) outlining the consequences of poor academic achievement.
- c) The Student Services Coordinator will follow up with an invitation for the student to attend a formal interview to discuss suitable support services that can be provided to the student to assist the student with maintaining their visa conditions and complete their studies successfully.
- d) At the interview with the Student Services Coordinator, an appropriate intervention strategy will be negotiated with the student. This will include but not limited to:
 - ❖ Reasons for why the student is not meeting course progress;
 - ❖ Discuss suitable opportunities with the student for reassessment and academic study support;
 - ❖ Discuss the opportunity for the student to access counselling service if required;

- ❖ Negotiate an action plan to ensure deadlines and criteria for satisfactory course progress are understood and agreed upon; and
 - ❖ Extend course duration if there are evidence of compassionate or compelling circumstances and the student is able to provide the required evidence. If the course duration is extended, the student will be advised to visit Department of Home Affairs'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 (copy attached as Appendix A) together with the student and get the student to sign the "Academic Intervention Strategy" form.
- e) A record of all interview meetings will be held electronically in the students file in the student management system. A copy of the Academic Intervention Strategy documentation will be scanned and uploaded onto ACAS in the student's file as well.

Support Strategies

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

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

Notice of Intention to Report

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

Complaints and Appeals

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

The Academy will initiate a process to review the complaint within 10 working days of receiving a formal written lodgement of the complaint and/or appeal. Whilst 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 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. For Complaints and Appeals policies and procedures please access a more detailed policy and procedures from the our website www.sbta.com.au

If the internal processes have been completed and the student remains dissatisfied, students can lodge an external appeal to the **Commonwealth Ombudsman by calling 1300 362 072 in Australia, outside Australia, call +61 2 6276 0111.**

Special Learning Needs

If you have any special learning needs, you must include this when completing the Enrolment Questionnaire. You can also discuss your special learning needs with your trainer and assessor or the student services coordinator during orientation. The Academy will take all reasonable steps where appropriate to adjust meet your special needs. This may include additional tutorial support, sitting closer to the teacher for additional support, larger print, etc.

COMMONWEALTH OMBUDSMAN

International students in Australia typically have access to the services of the Commonwealth Ombudsman to address concerns or complaints related to the administrative actions of Commonwealth government agencies, including issues related to visas, student visas, and other government services. The Commonwealth Ombudsman is responsible for investigating and resolving complaints from individuals, including international students, who have interactions with these agencies.

International students can seek assistance from the Commonwealth Ombudsman if they believe they have been treated unfairly, unreasonably, or unlawfully by a Commonwealth government department or agency. This may include issues related to visa processing, student welfare, and other administrative matters.

For more information visit Commonwealth Ombudsman's website - <https://www.ombudsman.gov.au/about/our-role>

CONSUMER PROTECTION

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

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

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

Academy will ensure that it is committed to ensuring that it remains 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 <https://www.accc.gov.au/>

NSW FAIR TRADING

NSW Fair Trading is part of the Department of Customer Service whose role is to make doing business in NSW simple, accessible and fair for employees, consumers and industry while providing the best value for government. What do they do?

NSW Fair Trading is responsible for the administration of consumer protection laws in NSW. We aim to achieve fairness for all in the marketplace by undertaking a range of activities including:

- giving consumers and traders information about their rights and responsibilities
- helping to resolve consumer complaints and disputes
- licensing businesses, contractors, tradespeople and property professionals
- registering associations and co-operatives
- conducting compliance, inspection and testing programs
- developing and enforcing laws to safeguard consumer rights and inform business and traders on fair and ethical practices
- safeguarding rental bonds.

Students in NSW can refer to the following website for more information -
<https://www.fairtrading.nsw.gov.au/about-fair-trading>

QUEENSLAND OFFICE OF FAIR TRADING

The Office of Fair Trading (OFT) aims to deliver a fair and safe marketplace for Queensland consumers and businesses. We do this by: supplying information and advice about rights and responsibilities. enforcing consumer protection laws.

For our students in Queensland, please refer to the following link for more information -
<https://www.qld.gov.au/law/fair-trading>

HOMESTAY AND AIRPORT PICK-UP FEES

The Academy has a partnership with 2Stay Student Accommodation for homestay.

- The Homestay Placement Fee is non-refundable.
- General cancellations** may incur a cancellation fee of \$350.00 (unless it is a last-minute cancellation in which case other fees may apply).
- Cancelling/Postponing bookings at the last minute:** if written notice is given less than 14 days before the arrival, Booking Fee + 2 weeks accommodation apply.
- Cancellation on/upon arrival** the student is committed with the minimum stay of the product (which is currently 4 weeks) plus give 2 weeks' notice (and 3 weeks' notice when it is a studio).
- If the student cancels their airport pick-up with less than 24 hours' notice, there will be no refund payable.
- If the student's flight details change, they must notify The Academy at least four hours before the original arrival time or pay an additional airport pick-up fee.
- If the student's application for an Australian visa is refused, The Academy will refund all homestay rent and airport pick-up fees after receiving evidence from the relevant Australian authority that the student's visa application was refused.

ATTENDANCE REQUIREMENTS

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

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

CHANGE OF COURSE OR SHIFT

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

DEFERRALS, SUSPENSIONS AND CANCELLATIONS

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

Procedure for course deferrals, suspensions and cancellations

Student initiated deferral of enrolment prior to course commencement

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

Student initiated deferral or suspension after course commencement

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

- a) Complete the "Defer, Suspend, Cancel Enrolment Form" which can be accessed from The Academy's website, from the reception desk or requesting the form by sending an email to studentservices@sbta.com.au.
- b) Email the completed form to the Student Services Coordinator at studentservices@sbta.com.au with all supporting documentation demonstrating compassionate or compelling circumstances.
- c) The Student Services Coordinator will evaluate and assess the student's request for deferment or suspension. Student might also be requested to attend a meeting with the Student Services Coordinator.
- d) If deferral or suspension is approved, the student will be notified in writing by the Student Services Coordinator.
 - ❖ Deferrals and suspension will only be granted to students under compassionate or compelling circumstances, which may be beyond the student's control for a maximum of 6 months only.

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

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

- ❖ The above are only some of examples of what may be considered compassionate or compelling circumstances. The Academy will use its own professional judgement and will assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, The Academy will consider certified documentary evidence provided to support the claim.
- e) All documentary evidence will be kept on the student's file in the Student Management System (ACAS).
- f) The Academy will notify the student that deferring or suspending their course may affect his or her student visa
- g) The Academy will also notify Department of Home Affairs (DoHA) via the PRISMS systems that it is deferring or suspending a student's enrolment for a period, which will affect the end date of the COE.
- h) The student's original COE will be cancelled in PRISMS and The Academy will be offered the opportunity to create a new CoE with a more appropriate end date. If the end date of the CoE is not affected, then a new CoE does not have to be issued but the information regarding student's deferral and/or suspension is recorded in PRISMS for future reference.
- i) If The Academy is not able to determine when the student will return, The Academy may choose not to create a new CoE at that point, but to wait until the student has notified The Academy of the intended date of return before creating the new CoE.
- j) Application for leave which includes deferment from an existing student will be charged at \$200 per application.

Course cancellation by the student

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

Course deferral, suspension or cancellation initiated by The Academy

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

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

You can download a copy of all our policies and procedures from our website www.sbta.com.au

LEAVE

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

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

HEALTH AND SAFETY

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

CONTACT DETAILS

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

MARKETING INTEGRITY

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

Maintaining marketing integrity is paramount for The Academy to establish credibility and trust in the competitive education landscape. The Academy will ensure that it adheres to principles of transparency, accuracy, and honesty in their marketing efforts. By providing prospective students with clear and truthful information

about courses, qualifications, fees, and outcomes, The Academy will not only fulfill its ethical obligations but also ensure compliance with regulatory requirements.

ORIENTATION

If you decide to enrol into any of our course, it is mandatory for you attend orientation a week prior to your course commencement.

You should attend orientation programs to get a head start on your academic journey and campus life. Orientation provides essential information on academics, resources, and campus facilities, helping you feel more confident and prepared.

It is also an opportunity to make connections with fellow students and faculty, fostering a sense of belonging. Additionally, orientation can introduce you to vital support services and campus safety measures, ensuring you have access to assistance when needed. By participating in orientation, you can set a strong foundation for a successful and fulfilling study experience.

CAMPUS LOCATIONS

Sydney Campuses: Levels 2 and 6, 401 Sussex Street
SYDNEY, NSW 2000

187 Thomas Street
SYDNEY NSW 2000

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

Brisbane campus: 333 Adelaide Street
BRISBANE QLD 4000

Surfers Paradise: 3059 Surfers Paradise Boulevard
SURFERS PARADISE 4217

CONTACT DETAILS

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WE LOOK FORWARD TO WELCOMING YOU TO THE ACADEMY.