

SYDNEY SCHOOL OF

SSBT

BUSINESS & TECHNOLOGY

Sydney School of Business and Technology
Level 1, 301 George Street,
Sydney NSW 2000
Australia

Telephone: +61-2-9249 7800 Fax: +61-2-9299 9864

Table of Contents

Welcome	3
Studying Location	3

Contact Information and Emergency Contacts	4
Living and Studying in Australia	5
Courses Provided by Sydney School of Business and Technology	5
Admissions and Enrolment	6
Visas	7
Visa Conditions	7
Arranging Travel and Documents to Bring	7
Entry into Australia	8
Arriving in Australia	8
Accommodation	9
Health	10
Working in Australia	11
Living Costs in Australia	11
Budgeting	12
Shopping	12
Clothing	12
International Students under 18	13
Fees and Charges.....	13
Refunds.....	14
Course Credit.....	14
Recognition of qualifications and statements of attainment issued by another RTO	14
Credit transfer	14
Recognition of Prior Learning	14
Your course and assessment	15
Reasonable adjustment in assessment	15
You need to speak to your trainer or training administrator if you need reasonable adjustment such as adapting physical facilities to your need etc.	15
Submitting your assessments	15
Appealing assessment decisions	15
Student Plagiarism, Cheating and Collusion	15
Student Orientation and Support Services.....	16
External Support Services	17
Maintaining your Enrolment and Course Progress	18
Attendance	19
Deferral, suspension and cancellation	19
Your Feedback	19

Student Conduct and General Housekeeping.....	19
Legislation and You	20
Education Services for Overseas Students	20
Access to Your Records.....	23
Complaints and Appeals Policy.....	23
Issuing of Qualifications and Statements Issuing of Qualifications and Statements of Attainment.....	24

WELCOME

One of the best things about studying at SSBT is that students get to meet new friends from different nations. This is an important and enjoyable part of a student’s study experience and an excellent way to learn and practice new languages. At SSBT, we ensure students have a secure, satisfactory and enjoyable educational and lifestyle experience.

Our objective is to provide every student with proficient skills for entry into their chosen career. We believe that student success is our success. SSBT aims to prepare every student for a rewarding future.

Sydney School of Business and Technology Pty Ltd (SSBT) is a comprehensive, multicultural, vocational education college. Our mission is to anticipate and respond to the educational need of students, employers and communities in an advancing technological world. Our college provides an effective teaching and learning environment designed to raise education standards, enhance careers and enrich personal lives.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Sydney School of Business and Technology.

The first part of this Handbook will assist you with the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation. (International students).

STUDYING LOCATION

Sydney School of Business and Technology

Address: Level 1 301 George Street, Sydney

NSW 2000

CONTACT INFORMATION AND EMERGENCY CONTACTS

Sydney School of Business and Technology

Address: Level 1 301 George Street, Sydney

NSW 2000

Tel: 02 92497800

Email: Info@ssbt.nsw.edu.au

Web: www.ssbt.nsw.edu.au

Contact Hours:

Mon-Fri 9am to 5pm

Emergency Telephone Numbers:

Police, Fire, Ambulance - Dial 000

Department of Immigration and Border Protection (DIBP)

Dial 131 881

<http://www.immi.gov.au/Help/Locations/Pages/our-offices.aspx>

Department of Immigration and Multicultural affairs electronic Visa application

<http://www.immi.gov.au/Services/Pages/immiaccount.aspx>

Local Medical Centres:

<http://www.spmh.com.au/?gclid=CMilgoflwsUCFYcGvAod1DcAgQ>

<http://www.ipn.com.au/gp/nsw-sydney-george-street-medical-centre/>

Transport:

City Rail transport information

<http://www.cityrail.nsw.gov.au/>

Local taxi companies

Premier Cabs 1300 795 608

Combined taxis 133 300

<http://www.nswtaxi.org.au/passengers/book-a-taxi>

Public Facilities:

<http://www.truelocal.com.au/find/atm/nsw/sydney-city/sydney/>

Alcohol and Drug Information Service Sydney 02 9361 8000 or 1800 422 599

DoCS Helpline 132 111

Domestic Violence and Sexual Assault helpline 1800 200 526

Kids Helpline 1800 551 800

Lifeline 131 114

NSW Poisons Information Centre 131 126

NSW Rape Crisis Centre 02 9819 7357 or 24/7

Counseling 1800 424 017

Victims Support Line 02 9374 3000 or 1800 633 063

Youth line 02 9633 3666

Telstra call connect (an operator will give you a number of a place or person you are looking for through land phone lines) Dial 12456

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Level 1 301 George Street Sydney 2000. On orientation day of your course, you will be provided with an induction to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. The induction also provides an opportunity for you to ask questions.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

COURSES PROVIDED BY SYDNEY SCHOOL OF BUSINESS AND TECHNOLOGY

Please refer to the website for courses offered <http://www.ssb.t.nsw.edu.au/courses>

STUDENT EXPECTATIONS AND GENERAL HOUSEKEEPING

As a student with SSBT, we expect certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality - arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy - pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

ADMISSIONS AND ENROLMENT

SSBT accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Application for Enrolment Form available on www.ssb.t.nsw.edu.au. Provide details of how to access e.g website, email, and post. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed the College English Placement Test.
- You have successfully completed your High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to info@ssbt.nsw.edu.au, along with a non-refundable application fee

of \$200. You will be contacted within 7 days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover, payment of fees and for international students who are under 18, approved accommodation and welfare arrangements (Ref. U18 policy). Before you arrive you will also need to complete an Enrolment Form which is available online at www.ssb.t.nsw.edu.au

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<http://www.immi.gov.au/allforms/pdf/applying-student.pdf>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or SSBT has a range of education agents who can assist you with the process of applying for a course to arrival at SSBT and including assistance with visas. Contact us for details of the education agents that we use if you need one.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. For up to date information on student visa conditions please visit www.immi.gov.au

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

Include details of nearest International Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies

- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by SSBT at the time of confirmation of enrolment.
- Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW) if you are under 18.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation

SSBT can arrange airport pickup services on request. Students are met at Sydney International Airport and transported to their accommodation venue by a College representative.

Transport:

City Rail transport information

<http://www.cityrail.nsw.gov.au/>

Local taxi companies

Premier Cabs 1300 795 608

Combined taxis 133 300

<http://www.nswtaxi.org.au/passengers/book-a-taxi>

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive - you will usually be able to do this at the airport.

Once you have arrived into your accommodation, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

<https://www.furnishedproperty.com.au/accommodation-types>

<http://www.ssb.t.nsw.edu.au/prospective-students/student-services/accommodation>

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in your relocation area is available at

<http://ifp.mychild.gov.au/mvc/Search/Advanced>

For school children, current costs vary depending on the school year.

To find out more about application processes and costs go to: <http://www.detinternational.nsw.edu.au/media-assets/trp/fees.pdf>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- \$18,610 a year for the main student;
- \$6,515 a year for the student's partner;
- \$3,720 a year for the student's first child; and
- \$2,790 a year for every other child and where required.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP).

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A\$18,610 a year for the main student;
- A\$6,515 a year for the student's partner;
- A\$3,720 a year for the student's first child; and
- A\$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For up to date information on cost of living please visit www.immi.gov.au

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread - A\$2.50 to A\$3.00;
- two litres of milk - A\$2.20 to A\$2.90;
- newspaper - A\$1.50 to A\$3.00;
- box of breakfast cereal - A\$3.00 to A\$4.00;
- jar of instant coffee - A\$3.00 to A\$4.00;
- bottle of soft drink - A\$1.50 to A\$3.00;
- bottle of shampoo - A\$2.50 to A\$4.50;
- bar of soap - A\$1.50 to A\$2.50;
- one apple - 50 cents to 80 cents;
- one banana - 60 cents to 90 cents;
- beef (500 grams) - A\$7.00 to A\$8.00; and
- chicken (600 grams) - A\$7.00 to A\$8.00

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.

INTERNATIONAL STUDENTS UNDER 18

If you are under 18, and you are not being cared for in Australia by a parent or suitable nominated relative, special arrangements for your accommodation, support and welfare must be approved in order to gain a visa for your study. SSBT can help you with these arrangements by organising a suitable homestay for you, as well as arrangements for your welfare. Once these arrangements are confirmed, SSBT will issue you with a Confirmation of Appropriate Accommodation and Welfare declaration that needs to be submitted as part of your visa application. For more information please read "[SC35-I- Younger Students Accommodation And Care Arrangements policy](#)".

FEES AND CHARGES

A non-refundable application fee of A\$200 applies to all of our courses. This must be paid at the time of submitting your Application Form.

You can find up to date fees and charges information from "[SC15-I: Fees and Refunds Policy & Procedure](#)

[Domestic and International Students](#)"

These fees and charges will be shown in your Written Agreement and in the tax invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card, direct debit and direct bank transfer.

These fees and charges will be shown in a written agreement that we will send to you with a letter of offer once your application has been accepted. You will receive a tax invoice the amount you are required to pay and details of how to pay. You can pay your fees by indicate method of payment. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students

Course fees include all administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees.

SSBT have additional charges including:

- ◆ Fee for replacement testamurs
- ◆ Re-assessment Fee
- ◆ RPL Fees

Details are found in the written agreement that you signed at the commencement of your course and in SC15-I - Fees & Refunds Policy & Procedures on RTO Manager "[SC15-I: Fees and Refunds Policy & Procedure](#)

[Domestic and International Students](#)"

REFUNDS

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified. Application/ Enrolment fees are non-refundable. The refund information in the agreement sets out the circumstances in which you can apply for a refund, for further details please read "[SC15-1 - Fees & Refunds P&P V1.0 01-04-2015](#)"

COURSE CREDIT

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

Recognition of qualifications and statements of attainment issued by another RTO

Under recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

Credit transfer

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you can get credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements. SSBT has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/

assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact the Training Manager via the contact details listed at the front of this Handbook.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by SSBT focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Reasonable adjustment in assessment

You need to speak to your trainer or training administrator if you need reasonable adjustment such as adapting physical facilities to your need etc.

Submitting your assessments

You must submit written assessment tasks on the Learning Management System (LMS) by the due date. You need to tick the declaration that the work is your own. You are entitled to 1 attempt at assessment per unit but if you have been found to be Not Yet Competent; then you will be contacted by the “Training Administrator” to take part in paid reassessment. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

SSBT has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, SSBT will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their email contact details.
- Receiving English language support.
- Study skills centre/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.

- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on 02 92497800 to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us at 02 92497800 or visit <http://www.ssb.t.nsw.edu.au/prospective-students/student-services/counselling>

for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

<http://www.legalaid.nsw.gov.au/>

<https://www.humanrights.gov.au/guide-australias-anti-discrimination-laws>

<http://da.org.au/>

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

SSBT will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal SSBT decision to report you to DIBP. However, an appeal will only be considered if SSBT has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where SSBT is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes, for detailed information please refer to [“SC33-I: Course Progress and Attendance Policy & Procedure Domestic and International Students”](#)

DEFERRAL, SUSPENSION AND CANCELLATION

Student can defer, suspend or cancel their enrolment with SSBT and where SSBT can initiate the suspension or cancellation of the student’s enrolment for further information please read [“SC34-I: Deferral, Suspension and Cancellation Policy & Procedure Domestic and International Students”](#)

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our SSBT services meet your needs. Please help us by completing the surveys on Learning Management System (MOODLE) throughout the course.

STUDENT CONDUCT AND GENERAL HOUSEKEEPING

The purpose of this code is to outline the way in which students of SSBT are expected to conduct themselves during their participation in training and assessment and outlines students’ rights and responsibilities.

All students have the right to:

- ◆ Be treated fairly and with respect by all students and staff.
- ◆ Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- ◆ Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- ◆ Have their personal details and records kept private and secure according to our Information Privacy Policy.
- ◆ Access the information SSBT holds about them.
- ◆ Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- ◆ Make appeals about procedural and assessment decisions.
- ◆ Receive training, assessment and support services that meet their individual needs.
- ◆ Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- ◆ Access the support they need to effectively participate in their training program.

- ◆ Provide feedback to SSBT on the client services, training, assessment and support services they receive.

All students, throughout their training and involvement with SSBT are expected to:

- ◆ Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- ◆ Not harass, victimise, discriminate against or disrupt others.
- ◆ Treat all others and their property with respect.
- ◆ Respect the opinions and backgrounds of others.
- ◆ Follow all safety policies and procedures as directed by staff.
- ◆ Report any perceived safety risks as they become known.
- ◆ Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- ◆ Notify us if any of their personal or contact details change.
- ◆ Provide relevant and accurate information to SSBT in a timely manner.
- ◆ Approach their course with due personal commitment and integrity.
- ◆ Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- ◆ Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- ◆ Make regular contact with their trainer/assessor
- ◆ Prepare appropriately for all assessment tasks and training sessions.
- ◆ Notify SSBT if any difficulties arise as part of their involvement in the course.
- ◆ Notify SSBT if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- ◆ Make payments for their training within agreed timeframes, where relevant.
- ◆ For international students, comply with their student visa requirements under the ESOS Act.

LEGISLATION AND YOU

Student studying in Australia have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS->

[Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx](#)

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, SSBT must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. SSBT has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with SSBT emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

SSBT is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. SSBT will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable

doing this, you should lodge a complaint as per SSBT Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by SSBT aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with SSBT.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

SSBT provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Privacy Act

In collecting your personal information SSBT will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that SSBT holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Training Administrator using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home or email address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an SSBT staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

COMPLAINTS AND APPEALS POLICY

SSBT's Complaints and Appeals Policy and related procedure have been developed to ensure that SSBT responds effectively to individual cases of dissatisfaction. This policy outlines SSBT's approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to any person to access the complaints and appeals process please refer to our "[SC14-I - Complaints & Appeals P&P V1.0 01-04-2014](#)"

ISSUING OF QUALIFICATIONS AND STATEMENTS ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within twenty-one (21) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

SSBT reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where SSBT is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.