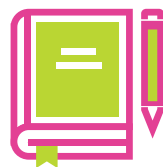




*Shape your future.*



# ***Student Handbook***

2017 Vocational Education and Training (VET)

Student Handbook

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# Welcome to George Brown College

We are very pleased to welcome you to George Brown College (GBC)!

Your decision to undertake study is an important one. Whether you are seeking to update or upgrade existing skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience fulfilling and fun.

To guide you through what is involved in studying with George Brown College, this Student Handbook aims to answer common questions about the services, training, assessment, policies and procedures of GBC.

The GBC Team hopes to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

Please feel free to contact our Student Support Team if you have any questions throughout your journey.

Wishing you success for your personal and professional development!

Happy learning.

Preeti Singh  
Director

## 1.0 George Brown College

George Brown College (ABN 94 134 836 454; Provider 91707; CRICOS 03208D) is a Registered Training Organisation (RTO) located on Level 4, 56-58 York Street Sydney, which is a very central location within the Sydney CBD, literally a 5 minute walk from Town Hall station and a minute's walk from the iconic Queen Victoria Building.

When you study at the College you can be confident that what you learn, and how you learn it, measures up to rigorous national standards and meets all legislative requirements.

As a Registered Training Organisation, the College can deliver nationally recognised training qualifications and accredited courses supported by a quality assured curriculum. Meeting Standards for Registered Training Organisation (RTOs) 2015, the Education Services for Overseas Students (ESOS) Act and the National Code 2007, all improvement suggestions and complaints are identified and appropriately actioned and recorded.

A prime focus of our College is continuous improvement - this means we continually look for ways to improve student satisfaction with all aspects of our training course offerings including marketing, recruitment, orientation, training delivery, assessment, evaluation and support services.

The feedback that we receive from our students, through such sources as Learner Questionnaires, completed course-end interview form, complaints and verbal comments, are used to continuously improve College practice and methods of operation. This information is also used to inform GBC about its learning materials, trainer/ assessor performance, facilities and information services. We value student input so if ever you have a suggestion, please let us know.

This handbook is issued to all students either looking to join us or as you commence your studies with us. Information for each course we offer is available on our website and this Student Handbook should be read prior to your enrolment in the course. If you have any questions, you can speak with the Student Support Team.

### 1.1 Courses Offered

For domestic and international students:

- Certificate IV in Accounting (*FNS40615*)
- Certificate IV in Human Resources (*BSB41015*)
- Certificate IV in Bookkeeping (*FNS40215*)
- Certificate IV in Business (*BSB40215*)
- Certificate IV in Leadership and Management (*BSB42015*)
- Certificate IV in Marketing and Communication (*BSB42415*)
- Diploma of Accounting (*FNS50215*)
- Diploma of Business (*BSB50215*)
- Diploma of Human Resources Management (*BSB50615*)
- Diploma of Leadership and Management (*BSB51915*)
- Diploma of Marketing and Communications (*BSB52415*)
- Advanced Diploma of Accounting (*FNS60215*)
- Advanced Diploma of Business (*BSB60215*)
- Advanced Diploma of Management (Human Resources) (*BSB60915*)
- Advanced Diploma of Marketing and Communications (*BSB61315*)
- Advanced Diploma of Leadership and Management (*BSB61015*)

You will be considered for enrolment if you meet the requirements of the course. Your selection is made based solely upon the information and evidence you have provided. You must be able to supply evidence of your English standard and copies of educational qualification and passport.

### **1.2 Timetable, Terms Dates. Assessment Due Dates**

Please refer to the Student L Drive/New timetables 2017 or the College notice board in the kitchen to have the most updated information on timetables and term dates. Assessments are due at the end of each term. Students will be notified with reasonable advance notice details of each class of their timetable.

### **1.3 Course Details, Fees and Online Forms**

Fees are levied on all courses offered. Please contact the Customer Service Manager for detailed current course fees containing up to date information.

GBC may update fees and charges from time to time and it is recommended that potential students refer to our website to ensure they obtain the most up to date information on fees and charges. In such cases, students will be given ample advance notice of any changes in fees.

Application for Enrolment and all other forms required during your study at GBC are available on our website [www.georgebrown.nsw.edu.au](http://www.georgebrown.nsw.edu.au).

### **1.4 University Pathways**

George Brown College is articulated with two esteemed universities: the University of Wollongong (UOW) and Australian Catholic University (ACU)

The University of Wollongong recognises GBC students with a Diploma and Advanced Diploma in Accounting, Leadership and Management or Marketing and Communications and grants one semester in its Bachelor of Commerce as advanced standing / credit in its Wollongong and Illawarra campuses. Applicants also need to satisfy the university's entry criteria.

The Australian Catholic University gives GBC students of Advanced Diploma in Marketing and Communications, Leadership and Management and Accounting the opportunity of receiving up to 40 credit points in their Bachelor's degree in Marketing, Commerce, Accounting or Business Administration Please refer to our website for further detailed information.

## **2.0 Accommodation**

GBC is able to refer students to appropriate accommodation services but students are recommended to organise their own accommodation arrangements for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within access to the College, students are encouraged to take this option. For your convenience, it is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

The Customer Service Manager can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia.

Brief descriptions of some of your accommodation options are listed below:

### **2.1 Home stay / Private Board**

Home stay or private board is where you live with a family, couple or single person/s in their own home. This is a common, safe and affordable form of accommodation for international students.

There are many 'Home stay Providers' operating in Australia and the accommodation arrangement will vary from Full Board, Part Board, or Board in Exchange for work. The most common arrangements for home stay will usually consist of a furnished room, two or three meals per day and bills included except for telephone and internet. Some home stay providers may even do your laundry. The cost may be between A\$270 - A\$360 per week. The family is generally chosen by the Home stay Provider which allow students an excellent way of settling into their new country.

## 2.2 Hostels & Guesthouses

Generally these are temporary accommodation arrangements and are available from A\$30 per day to A\$400 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

## 2.3 Private Leasing / Rentals

The rental market offers a wide range of housing options, from living on your own or renting with others in shared accommodation. You may also plan to stay in this property for the duration of your course. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy - it can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone. Sharing with others can make renting more affordable.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around the Sydney. Rental costs are usually high in the CBD and surrounding areas with rent decreasing in the outer suburbs.

Popular sites for private leasing and rentals are: [gumtree.com.au](http://gumtree.com.au), [realestate.com.au](http://realestate.com.au) and [domain.com.au](http://domain.com.au).

## 3.0 Personal Safety

GBC staff are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety. When attending the College, please contact the nearest member of staff if you:

- Feel threatened or unsafe at any time on or off campus
- Have concerns about someone else's behaviour
- Are worried about someone harming themselves or someone else
- Receive unwanted attention or communications

Please do not approach the person who is concerning you with their behaviour directly – it is advisable to contact the nearest member of our staff so that we can address the issue.

*It is important to consider that Visitors are not permitted onto the campus without the express permission from College staff.*

### 3.1 Attending evening classes

When travelling to the College be vigilant on public transport to the College, as streets can be quieter during evenings in the CBD.

- If using public transport, know your public transport timetable, to avoid long periods of waiting, especially if you are alone.
- When using public transport in the evening be cautious about using an iPod or other valuable equipment and when using your mobile phone try to speak quietly and in English so as to not attract attention.
- Create a buddy system for walking to parking lots or public transportation
- If driving, park your car in a well-lit busy area and close to the building. Don't leave your valuables visible in your car. Lock all doors and close all windows on leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.



- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students, building attendant).
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of the College and the Police (000)

As a precaution, if you are going out at night, remember to:

- Think ahead - consider how you are going to get home. What about pre-booking a taxi, Uber or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your friends and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol and Drugs'.

For further information on public safety and advice on how to make your studying at GBC as enjoyable and safe as possible please refer to the Police Community safety website:

[http://www.police.nsw.gov.au/Community Issues](http://www.police.nsw.gov.au/Community%20Issues)

## 4.0 Emergency Contacts

Emergencies: Ambulance   Fire Brigade   Police	000
Lifeline Crisis Helpline	13 11 14
State Emergency Service for storm, rain damage	132 5 00
Roads & Maritime Services for traffic hazards, information, and driving licences	13 22 13
SafeWork NSW	13 10 50
Health Direct Australia	1800 022 222
International Student Care Service (ISCS)	1800 056 449

## 5.0 Free Legal Advice

Living and studying in an unfamiliar country can be challenging, particularly if something unforeseen happens such as being involved in an accident, being unfairly dismissed at work, being unfairly treated by your landlord/ real estate agent, insurance issues, being the perpetrator or victim of a crime etc. Whatever the case, Australia has flexible but very strict laws designed to protect its people, and as an international student you have access to legal services like any Australian citizen. Please make an appointment with the Student Welfare Counsellor for further advice about these matters or visit NSW Legal Aid (<http://www.legalaid.nsw.gov.au>) or Community Legal Centres NSW (<http://www.clcnsw.org.au>) to find the right legal aid according to your need.



## 6.0 Banking & Money Matters

### 6.1 Bank Account

Overseas students can open a bank account in any bank of Australia. Most of them have branches in the CBD. You must show your student I.D. to get a discount in monthly bank charges.

### 6.2 Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you but have some other currencies, you will need to convert it as soon as possible after arrival. You can do this at the airport or at any bank or currency exchange counter available in the CBD.

### 6.3 Electronic Transfers

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee for every transaction.

### 6.4 ATMs

Automatic Teller Machines (ATMs) are located extensively throughout the CBD and suburbs (including the airport). You can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your bank before leaving home.

### 6.5 Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

## 7.0 Facilities

GBC has suitable facilities and resources and provides support and guidance in all areas of a student's life.

### 7.1 Classrooms

All classrooms are air-conditioned and furnished with appropriate classroom furniture and equipment for effective learning to take place. Some classrooms are equipped with computers and projectors.

### 7.2 Student Lounge

The College provides a student kitchen and student area with a number of computers, for students to access. This area also allows students to study, read library books or course materials, relax, meet others and converse. This area is also used as a spot to find information on social activities, rooms available to rent / share, and other general information.

### 7.3 Internet and Computer Access

The College provides computers in each classroom with internet connection as well as free Wi-Fi. Students are also welcome to bring their own personal computers. Shared access is limited and will enable you to conduct research and access web based e-mails during College opening hours.

## 7.4 Workplace Health and Safety

GBC complies with all relevant Workplace Health and Safety legislation. All College staff will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, staff will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of College staff and advise staff of any hazards they identify.

## 8.0 Student Support Services

Being an international student is exciting, but it can also be challenging. GBC have Student Support Services (including Customer Service Manager & Compliance and Student Support Officer) who can be approached to gain advice on academic and personal issues. Our staff offers confidential advice where relevant. They can also provide links to external sources of support where the College staff are not qualified.

The common types of issues for which our Student Support Services are able to provide support are:

- **Academic issues**

Students are able to gain advice and support in ensuring they maintain appropriate academic levels. All students' progress is monitored. Guidance and support are provided where non satisfactory results are identified. If non satisfactory progression, the student may be reported to the Department of Immigration and Border Protection and incur financial penalties involved in resubmitting their work.

- **Academic resources**

Students are provided with resources for each unit. Class notes and handouts are prepared from the referred text and provided to students. Students can also borrow from the College library if they wish.

- **Library Books**

The College has a textbook library. Students wishing to borrow a book will need to leave a \$100 cash deposit, refunded on the book's return. The book can be borrowed for a maximum of 2 weeks and late return will incur a \$2 per day penalty adjusted from the paid deposit for the book.

- **Personal/social issues**

Students have access to the services of Student Services representatives during College hours. It is advised that you see a Student Services representative during break times.

- **Medical Issues**

Student Services representatives can help you find medical professionals within access of the College.

- **Social Programs**

The Student Services representatives will occasionally organise social events that allow all students enrolled to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

- **Airport Services**

Please let us know if you would like GBC to arrange a pick-up service for you at the airport. There is a fee for this service.

## 9.0 Student Code of Conduct

Students are required to follow all rules of the College and the instructions from staff representing GBC. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors.

Students are also required to adhere to academic rules and regulations as directed by the College or its representatives. Where a student is found to have acted in a way that the College deems to be misconduct, the College may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the GBC for all students and staff. The Student Code of Conduct applies to all students of the College, across all courses.

### • Student rights

- All students have the right to:
  - Be treated fairly and with respect by College staff and other students
  - Learn in an environment free of discrimination and harassment
  - Learn in a supportive and stimulating environment to pursue their goals
  - Have access to counselling if desired or required. Students are required to make an appointment with the Student Welfare Counsellor.
  - Privacy concerning records that contain personal information, subject to statutory requirements
  - Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
  - Lodge a complaint without fear of retaliation or victimisation

### • Student responsibilities

- All students have a responsibility to:
  - Treat other students and College staff with respect and fairness.
  - Follow any reasonable direction from a member of the College.
  - Refrain from swearing, drinking and eating in classrooms and other learning areas
  - Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing the College's or other student's property.
  - Behave responsibly by not being under the influence of drugs and alcohol.
  - Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
  - Attend all scheduled classes
  - Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
  - Follow normal safety practices, including wearing approved clothing and protective equipment, where required, and following both written and verbal directions given by the College staff.
  - Not to behave in a way that would offend, embarrass or threaten others.
  - Comply with all lawful regulations, rules or procedures of the College that pertain to them.
  - Students are required to pay according to their payment plan. Late payment will incur penalty. Please refer to 'Late payment Policy' given in this Handbook.

## Breach of Conduct

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threaten a person on the GBC premises.
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
  - age;
  - impairment;
  - industrial activity;
  - lawful sexual activity;
  - marital status;
  - physical features;
  - political belief or activity;
  - pregnancy;
  - race;
  - religious belief or activity;
  - sex;
  - status as a parent or a carer;
  - personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
  - Disobeys or disregards any lawful direction given by an officer of the College
  - Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the College
  - Deliberately obstructs any teaching activity, examination or meeting of the College
  - Engages in any conduct or activity prejudicial to the management and good governance of the College
  - Wilfully damages or wrongfully deals with any College property.
  - Attends the College whilst under the influence of alcohol or affected by drugs
  - Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
  - Fails by or within the agreed required date or period, to pay any fee or charge payable to the College
  - Fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger
  - Constantly interrupts class time through the use or presence of mobile phones and pagers
  - Uses abusive language

## 10.0 Access and Equity

Staff will treat every student fairly and without discrimination. The College has a complaint procedure in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy and Procedure on the website).

GBC acknowledges its legal obligations under the following legislation:

- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Services Act 1993
- Human Rights and Equal Opportunity Commission Act 1986
- Age Discrimination Act 2004
- Anti-Discrimination Act 1997
- Occupational Health & Safety Act 2000
- ESOS Act 2000

All legislation can be accessed at [www.comlaw.gov.au](http://www.comlaw.gov.au).

GBC fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, and sexual orientation, physical or intellectual impairment.

Events of major cultural importance will be acknowledged and allowance will be made for the observance. We undertake to:

- Promote access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.  
Ensure training services are delivered in a non-discriminatory, open and respectful manner.
- Train all staff members so that they are appropriately skilled in access and equity issues.  
Conduct student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encourage the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.
- In the first instance, each of our staff members has responsibility for access and equity issues for all students.

So if any student experiences any harassment or discrimination they can follow our Complaints and Appeals policy. Should the Access and Equity Officer be unavailable students can contact the General Manager with any concern. The College provides equal opportunity in employment and education.

Our Access and Equity Officer is the General Manager. If you believe you have been treated unfairly please contact the GM for assistance.

## 11.0 Privacy Policy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Australian Quality Training Framework (AQTF), Standards for Registered Training Organisations (RTOs) 2015 and Government Contracts or by law, information about a student will not be disclosed to a third party without the written consent of the student.

Access by students to their personal records is available upon written request to the General Manager. Students can also access their personal records through RTO Manager log-in provided to students in orientation.

## 12.0 Recognition of Prior Learning (RPL) and Credit Transfer

The College recognises AQF and VET qualifications and VET statements of attainment issued by other RTOs in accordance with SNR 23.2. This recognition is called a Credit Transfer and means that the student does not have to repeat that unit or course at George Brown College.

The officer interviewing students during enrolment are obliged to gather information leading to the conferring of Credit Transfer or RPL and to pass this information on to the General Manager for processing. Successful RPL or credit transfers may mean a shortening of the course where the units in question are delivered either at the beginning or the end of the course. This will shorten a student's visa and the Department of Immigration and Border Protection (DIBP) needs to be duly notified within 14 working days from the decision.

### RPL & Credit Transfer Procedure

Applicants for RPL or Credit Transfer should be advised at the time of enrolment or by the end of the first term of study. However, there are reasons why this may be delayed. For example, the student may still be waiting for evidence to be produced by an earlier provider.

Applications for Exemption will only be accepted if:

- The student is enrolled in an approved course of George Brown College; and
- The appropriate fee has been paid

Application forms for RPL or Credit Transfer are available from the College's website.

Assessment of the skills and knowledge are carried out in the following ways:

- Assessment by the General Manager by way of interview and/or inspection of evidence for compliance with the above criteria; and/or
- Sitting a challenge test to assess knowledge of subjects for which course credit has been requested.

The General Manager annotates the paper and electronic systems for student results in cases of credit transfer. Where the unit or course in question has been superseded, this is a matter for RPL and not a straight credit transfer. Documents presented by the student need to be either the original or verified. Credit transfers have to be for exactly the same unit. If the unit has been modified and upgraded by the Training Package it has to be treated as an RPL application and not a credit transfer.

When approached by a student seeking RPL, the General Manager or his delegate will:

- Provide the student with a copy of the Application for RPL or Credit Transfer form,
- Provide the student with information about the types of evidence that can be used to support an RPL application
- Interview the student and using the Student File Index Academic, the relevant performance criteria, and the student's evidence, map their documentation to the performance criteria, making sure that these documents are kept on the student's file
- Make a prompt decision and notify students of the outcome of the RPL process within 10 working days from the date of the application using the Letter Confirming Outcome of Credit
- Application and giving student 10 working days to accept the outcome to be implemented.
- Provide the records to Student Services to enable the updating of the student's records if RPL is granted

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

## 13.0 Competency-Based Training & Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of competency-based training is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from competency-based training reflect workplace duties, working environment and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion.

Competency-based training programs are comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by industry. Delivery of training occurs in a face-to-face classroom session and workplace learning may apply to ensure an overall understanding of all skills

and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations, and assignment / portfolio presentations.

## 14.0 Submitting Assessments

Students are to access their current assessment unit via their student log in the Student (L Drive). The College will not accept any other units contrary to the current unit posted. Students submitting any other unauthorised units will be deemed as having not submitted the current assessment unit. All students are advised to refer to the Compliance and SSO or the General Manager for any inconsistencies or irregularities.

Students are required to submit the hardcopy of the assessments and any re-assessments to the trainer for marking. A softcopy must also be sent to [assignment@georgebrown.nsw.edu.au](mailto:assignment@georgebrown.nsw.edu.au) for record purpose only. The due date of all assessments is the last day of the delivery of that unit. Only hardcopy assessments submitted will be assessed.

When sending a soft copy to [assignment@georgebrown.nsw.edu.au](mailto:assignment@georgebrown.nsw.edu.au) in the subject box of the email, please type the name of your trainer together with the version of the assessment submitted (e.g., Sapna version 1 for first time submission, version 2 for re- assessment deemed 'not yet competent' etc.). This email will go directly to the GBC Administration Office to ensure the submission is simultaneously captured in the college computer system.

In the event of any dispute or contention, the date and version of assignment sent via email to [assignment@georgebrown.nsw.edu.au](mailto:assignment@georgebrown.nsw.edu.au) will be considered as the final submission.

- Refer to the Re-submission of Assessments of this Handbook to understand the process and penalties related to submitting late assessment.
- Results and awards will not be released until payment is made.

### 14.1 Photocopy and Scanning Services

The College photocopy and scanning services are made available to all GBC students at prevailing student rate during office hours.

## 15.0 Cheating & Plagiarism

In Australian education, cheating and plagiarism are considered to be the same as theft. When you are using sources such as a book or website, you must cite the source in your work. Copying another student's work is not acceptable under any circumstances. The difference is that the student's work has not been published and cannot be checked by the trainer. Students submitting the same work will be penalised by having those submissions automatically fail. Students must work independently and only in groups as required by the Assessment. Instructions for group work will be provided by your trainer and can be found in the description of your Assessment task.

## 16.0 Re-submission of assessments

Students require to submit their assessments according to the due date mentioned in the timetable. Late submission from the due date will only be accepted at the trainer's discretion which will be subject to student class attendance and class performance.



If a student does not submit their assessment by the due date they will be referred to Student Services and will incur a \$100 late submission fee per unit of competency.

If the student submits their assessment and receives a 'Not Yet Competent' grade, the student will receive 10 working days from the due date in order to deem them competent in their assessments. Failure to do so will incur \$100 reassessment fee per unit of competency after the 10 working days elapse. If after 10 working days, the student is still not yet competent or has not submitted assessments, the student will be required, at the discretion of the General Manager, to repeat the term and to pay a term fee.

Students found to have cheated or plagiarised will not be entitled to re-sit assessments. Instead they will be required to repeat the term and pay the repeat term fee. Please note that due to the extension of time needed to complete the course, a new Confirmation of Enrolment (COE) may need to be generated to extend your student visa. This may affect your visa. Please see Deferring, Suspending or Cancelling an Enrolment policy

Special Consideration may be given to students who provide documentation to show long term disability, illness or injury which has affected their ability to complete work or attend classes. In such cases re-assessment or re-enrolment fees may be waived.

## 17.0 Appeals against Assessment Decisions Policy

If students do not agree with an assessment decision, or believe that you have been treated unfairly, you can appeal. The first step is to discuss the matter with the Assessor who marked your assessment. If you still do not agree with the assessment, you are able to request a re-assessment. Students who wish to lodge an appeal and request re-assessment must complete the form "Application for a Re-assessment" and then hand the completed form to the General Manager.

- The General Manager will arrange for a different assessor to mark the assessment.
- If the student is still dissatisfied with their result, the General Manager along with the two assessors involved, will review the assessment task
- If agreement has not been reached the matter will be referred to an independent external person or panel acceptable to all parties, with expertise in the area concerned

The complainant will be notified of the outcome of their appeal in writing from the General Manager within 10 working days from the appeal date

## 18.0 Late payment policy

Students are provided the payment instalment plan in orientation and are expected to pay by the due date. Any late payment will incur a \$100 per week penalty.

## 19.0 Issuance of Statements of Attainment and qualification certificates

- Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the students have paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.
- GBC reserves the right to withhold any certification of qualifications achieved by the student, if student fees remain outstanding.

## 20.0 Deferring, Suspending or Cancelling an Enrolment

Using the 'Application for deferring, suspending or cancelling enrolment' form, students can defer, suspend or cancel their course only in certain limited circumstances (as described below).

Any change in an overseas student's enrolment might affect their student visa.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for a course cancellation.

Students have the right to appeal a decision by the College to defer, suspend or cancel their studies and the College will not notify the appropriate government agency(s) of a change to the enrolment status until the internal complaints and appeals process is completed.

### 20.1 Student Initiated Deferment or Suspension

Students wanting to defer their course start date or suspend their course mid-studies are required to complete an 'Application for deferring, suspending or cancelling enrolment' form and submit it to a Student Services staff member.

Applications for deferment or suspension will only be approved if all fees due are paid, books on loan have been returned and appropriate evidence has been provided.

The College is only able to temporarily defer or suspend the enrolment of an overseas student on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- 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 College is unable to offer a pre-requisite unit
- An inability to begin studying on the course commencement date due to a delay in receiving a student visa.

Overseas students are therefore required to provide evidence of the compassionate or compelling circumstances in their application (i.e. a medical certificate or police report, etc.). A medical certificate needs to explain why the student cannot attend classes and cannot do assessments. The diagnosis alone is not enough.

Where a deferment is granted to an overseas student, a new Confirmation of Enrolment (CoE) will be issued.

Where a suspension is granted, there may be implications involved for an overseas student's capacity to complete the course within the expected course duration. If the College considers a student is at risk of

not completing their course within the expected duration, the College may require the Confirmation of Enrolment (CoE) to be extended.

Please Note:

- A \$100 administration fee is charged for any changes to CoEs
- Where a student is suspending their studies, a portion of the tuition fee will be required to be paid in advance.

A letter confirming the outcome of the application should be sent by the College within 5-10 working days from the date of the complete application being received.

## 20.2 Student Initiated Cancellation

Students wishing to cancel their enrolment must complete an 'Application for deferring, suspending or cancelling enrolment' form and submit it to Student Services staff

Overseas students wishing to cancel their enrolment must provide:

- A letter of offer from an alternative provider
- Required under Standard 7 of the National Code and further information can be gained from the 'Student Transfer Policy' on the GBC website.
- A copy of the student's new visa (that is currently in effect)
- A flight ticket (if returning home or moving to a new country)

Please note: A student will not be granted permission to cancel or transfer providers if relevant documentation has not been provided, fees are still owing, and the College does not believe the course of action is within the student's best interest or if the student has an Intention to Report in effect.

Any owing or outstanding tuition fees must be paid and up to date.

A letter confirming the outcome of the application should be sent by the College within 5-10 working days from the date of the complete application being received.

## 20.3 Provider Initiated Deferral

The College may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the College deems necessary to cancel the course.

## 20.4 Provider Initiated Suspension

GBC has the right to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

- Academic Misconduct
- General Misconduct

## 20.5 Provider Initiated Cancellation

Where the student's misconduct is severe, the College has the right to cancel their enrolment. Such students are given 20 working days to access the 'Complaints & Appeals Policy and Procedure.' Failing an appeal, overseas students are then reported to the Department of Immigration and Border

Security (DIBP).

Please note: Where the Student breaches George Brown College policies no refund is payable.

## 21.0 Refunds Policy

Refunds due to non-delivery of course by RTO

- Please note that Government Legislation requires tuition fees to be refunded if:
- The course does not start at the agreed starting date which is notified in the Letter of Offer
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the College has a sanction imposed by a government regulator

The course defaults, in which case refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2000. Refunds under the above conditions will be paid in full to the student within 14 days of the course cancellation.

George Brown College (GBC) may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course fees. Where the student agrees to this arrangement, GBC will not be liable to refund the money owed for the original enrolment.

In the unlikely event that the College is unable to deliver a course you have paid for and cannot offer you an alternative course that you accept and cannot refund your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

### Refunds based upon student application

All applications for refund must be made by completing a 'Refund Application' form and submitting it with any supporting documents to the Business Development Manager. Refunds are processed and returned within 28 days after the Refund Application has been received.

Full tuition fee refunds are made for:

- Visa refusal before course commencement
- 4 weeks or more notice of cancellation
- Unused tuition fees will be refunded in the event of a student visa extension refusal
- 50% of tuition fees are refunded if the student cancels less than 4 weeks before course commencement.
- Course commencement means the start of classes, as shown on the Letter of Offer. It is not the day the student arrives to begin classes. No Refund is given on course commencement.
- All refunds will be paid to the person named in the Letter of Offer unless GBC is advised in writing to pay the refund to someone else.
- Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. The student will be provided with a written statement detailing how any refund amount has been calculated.
- No refund is given if student's enrolment is terminated by the College for breaches of College regulations and visa conditions.

### **Please note:**

Condition on refunds granted in the above mentioned circumstances:

Refund are related to payments made to GBC and not related to other fees paid such as Health Insurance or course money collected by education agent on the behalf of GBC and

Where the student breaches their Visa conditions, no refund is payable and There is no refund available on the Application Fee and Materials Fee.

## 22.0 Complaints and Appeals Policy

GBC is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all students.

GBC aims to:

- Develop a culture that views complaints as an opportunity to improve the organisation and how it works;
- Set in place a complaint handling system that is client focussed and helps GBC to prevent grievances from recurring;
- Ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to complaints.

A complaint can be defined as the expression of dissatisfaction with any aspect of GBC's services and activities, such as:

- The enrolment, induction/orientation process;
- The quality of education provided;
- Academic matters, including student progress, assessment, curriculum and awards in a VET course of study;
- Handling of personal information and access to personal records;
- The way someone has been treated.

This Complaints and Appeals Policy is designed to ensure that GBC responds effectively to individual cases of dissatisfaction.

### Before an issue becomes a formal Complaint

All students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. The Student Support team, General Manager and trainers are available to assist students to resolve any issues that may arise.

### Complaint handling process for students

This procedure can be utilised by students, including potential or enrolled, to submit a complaint of either an academic or non-academic nature. A complaint of an academic nature includes matters related to student progress, assessment, curriculum and awards in a given course of study. Complaints of a non-academic nature cover all other matters including personal information that GBC holds in relation to the student or any inappropriate interactions. During all stages of this procedure, GBC will take all steps to ensure that:

- The complainant and the respondent will not be victimised or discriminated against;
- The complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings;
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or the respondent;
- Where the internal or external complaints handling process results in a decision that supports the complainant, GBC will immediately implement any decision and/or corrective and preventative

action required and advise the complainant of the outcome;  
 All records of complaints are filed in GBC's Continuous Improvement Register.  
 There is no cost or disadvantage to the complainant.

**Stage One – formal complaint:**

Formal complaints must be submitted in writing to the Customer Service Manager or General Manager using the Complaints & Appeals form. All formal complaints will be heard and decided within ten working days of the receipt of the written complaint.

The General Manager or their nominee, if necessary, will seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The General Manager or their nominee, will then endeavour to resolve the complaint and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision. The report will further advise the complainant of their right to access the internal appeals process, if they are not satisfied with the outcome of their formal grievance.

**Stage Two – internal review of the complaint outcome:**

If a complainant is dissatisfied with the outcome of their formal complaint they may lodge an appeal with the General Manager or Director (who is senior to the original decision maker) again, by requesting for an internal review of the complaint outcome using the Complaints & Appeals form.

An appropriate person or committee will be appointed to consult with the complainant and other relevant parties. Where possible, such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the General Manager or their nominee, will provide a written report to the complainant advising further steps taken to address the grievance, including the reasons for the decision, within ten working days from the lodgement of the appeal. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

**Stage Three – external review of the outcome:**

If the complainant is dissatisfied with the outcome of their internal appeal, they may lodge an external appeal with the Overseas Student Ombudsman. Contact details for the Ombudsman are:

- Email: ombudsman@ombudsman.gov.au
- Website: <http://www.ombudsman.gov.au/>
- Call: 1300 362 072\* within Australia. Outside Australia call +61 2 6276 0111. Extension 6.
- Enquiries: 9:00am to 5:00pm Monday to Friday
- Postal: GPO Box 442 Canberra ACT 2601.

Students who wish to lodge an external appeal must complete the form online at <http://www.oso.gov.au/making-a-complaint/>. Use the form in the link "Online Complaint Form".

This is a free Commonwealth Government service.

GBC agrees to be bound by the external reviewer's recommendations and the General Manager will ensure that any recommendations made are implemented within 30 working days of receipt of the report from the external reviewer.

### Further action

If a complaint still remains unresolved after the external appeal, the complainant may decide to refer the matter to the National Training Complaints Hotline on 1800 000 674.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these policies and procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

### Enrolment status

Where a student chooses to access this policy and procedure, GBC will maintain the student's enrolment while the complaint handling process is ongoing.

### Record keeping and confidentiality

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaints appropriate access to these records, upon written request to GBC.

All records relating to grievances will be treated as confidential and will be covered by GBC's privacy and personal information procedures.

## 23.0 International Students Living in Australia

Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Further information can be found from visiting the following website by the Australian Government about life in Australia: Life in Australia (<http://www.border.gov.au/Trav/Life>)

### 23.1 Sydney

Sydney is the capital of the State of New South Wales. Sydney is famed as a world-class city, with a warm, sunny climate and its strong economy guarantee its place as the most popular choice for people moving to Australia. It is situated on the country's east coast, the metropolis encompasses the world's biggest natural harbor and spreads to the Blue Mountains towards the west. Sydney is a large city with suburbs which are categorised into 4 areas; Sydney North, Sydney South, Sydney West, Sydney East. It has a population of 5.25 million (as at 2016) within Australia's total population of 24 million people.

Further information on Sydney and NSW is available from Visit Sydney ([www.sydney.com](http://www.sydney.com)) and Visit NSW ([www.visitnsw.com](http://www.visitnsw.com).)

### 23.2 Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Sydney does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

### 23.3 Language

In Australia, over 200 different languages and dialects are spoken including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic,



Vietnamese, Hindi and Mandarin.

### 23.4 Public Transport

Information on Sydney transport destinations and schedules can be obtained from Transport Info ([www.transportnsw.info/](http://www.transportnsw.info/))  
 Sydney Trains (<http://www.sydneytrains.info/>)  
 Sydney Buses (<http://www.sydneybuses.info/>)

To buy a bus ticket, you need to go to a newsagency because buses often do not sell tickets on the bus. The 7 Eleven convenience stores also sell tickets. When enrolling at the College, submit a passport photo so that the College can generate a student I.D. card for you. Use this student card to get a travel concession - a cheaper ticket.

To buy a train ticket, you need to go to a railway station.  
 An Opal Card is the convenient way to pay for all public transport trips. Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on all public transport. Simply add value to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network. The Opal network includes train, bus, ferry and light rail services in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands.

### 23.5 Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the costs of living in Australia students should budget for accommodation, food, health care, transport, books, clothing and entertainment.  
 This is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle.

As a guide for budgeting, the following are average living costs in Australia for a range of accommodation and other living expenses:  
 ([www.studyinaustralia.gov.au/global/live-in-australia/living-costs](http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs))  
 (<https://www.expatistan.com/cost-of-living/sydney>)

### 23.6 Accommodation Costs

Accommodation and rental costs will vary from suburb to suburb. Check [www.realestate.com.au](http://www.realestate.com.au), [www.domain.com.au](http://www.domain.com.au) or [www.easyyroommate.com.au](http://www.easyyroommate.com.au) for the current cost of renting in Sydney.  
 (<http://www.averagerent.com.au/Sydney>) provides rental costs per Sydney suburb, broken down by postcode.

## 24.0 International Students: VISA and Migration

### 24.1 Department of Immigration and Border Protection (DIBP)

The Australian Government's Department of Immigration and Border Protection (DIBP) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit: [www.border.gov.au](http://www.border.gov.au).

### 24.2 Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on

your behalf, but please note that you do not need to use a migration agent to lodge any type of visa application.

### 24.3 Education Agents

Our College is responsible for the actions of our agents in marketing or promoting our courses. All Education Agents working on behalf of George Brown College have completed an Agent's Agreement with us and we have conducted reference checks on their suitability and competence. We review the activities and conduct of Education Agents from time to time to ensure there is a necessary level of professionalism and consistency imparted in how they represent the College.

It is unusual for you to make additional fee payments to Education Agents once you have been accepted by our College. Should you be asked for additional fees please speak to the General Manager at the College.

Before you make an application to study, our Education Agent must give you the following information:

- Details on the College and its facilities, equipment and learning resources;
  - Course content, the qualification gained on completion, duration;
  - Teaching and assessment methods;
  - Details of any arrangements with other providers for recognition or completion of the course;
  - Course fees, refund conditions and other tuition expenses;
  - Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living;
  - Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;
  - Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
  - Conditions imposed on student visas including satisfactory academic performance and working rights and that the College will be required to keep a record of your academic progress;
  - The College's requirement to report to relevant government authorities a student's failure to meet their visa conditions relating to academic performance ;
  - Withdrawal arrangements;
  - Admission procedures, credit transfers and the recognition of existing skills and knowledge policies and procedures at the College;
- Internal and external complaint and appeals procedures; and
- Available student support and welfare services.

## 25.0 Tuition Protection Service for International Students

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. 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.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia's global reputation. Some of the key features are:

- A new national TPS which will replace a range of existing tuition assurance arrangements.
- A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
- Specified providers to keep initial prepaid fees in a separate account until a student commences study.
- Student refunds will be based on unexpended tuition fees (rather than on total course cost as previously).

More details about these and related reforms can be found at the Department of Education and Training website ([www.aei.gov.au](http://www.aei.gov.au).)

## 26.0 The Rules for International Students in Australia

The following information describes the rules and policies that are in operation for international students – there is information on your rights and also your responsibilities.

### 26.1 Education in Australia - the ESOS Framework

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.

### 26.2 Protection for overseas students

As an overseas student on a student visa, you must study with us and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

### 26.3 Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement, called at GBC the Enrolment Agreement, with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course

The ESOS Framework sets out the standards NSW education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know. The services that must be offered include:

- Orientation and access to support services to help you study and adjust to life in Australia
- A Customer Service Manager for overseas students
- How you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What our requirements are for satisfactory progress in the courses you study and

- (vi) What support is available if you are not progressing well and
- (vii) If attendance will be monitored for your course
- (viii) A complaints and appeals process.

One of the standards restricts providers from enrolling transferring students prior to the student completing six months of his / her principal course of study.

## 26.4 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 Enrolment Agreement with us

- (iv) Inform us if you change your address
- (v) Maintain satisfactory course progress
- (vi) Follow your provider's attendance policy, if attendance is recorded for your course, and
- (vii) If you are under 18, maintain your approved accommodation, support and general welfare arrangements.
- (viii) For more information on studying in Australia, go to [www.aei.deewr.gov.au/AEI/ESOS](http://www.aei.deewr.gov.au/AEI/ESOS)
- (ix) Not default during your study at the College

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course at the location (either before or after the agreed starting day); or
- The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
  - the student failed to pay an amount payable to the provider for the course;
  - the student breached a condition of his/her student visa;
  - misbehaviour by the student (Note: the student is entitled to natural justice.
- Note: A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location.

- (x) The College is obliged to report your non-commencement of the course to the Department of Immigration and Border Protection if you fail to report to the College on the commencement date or fail to contact the College to make other arrangements.

WHO	WHY	HOW
George Brown College	For any assistance in relation to your studies	www.georgebrown.nsw.edu.au +61 2 9279-4949 You can contact the people mentioned in the below table
Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)	For your ESOS rights and responsibilities	www.aei.gov.au ESOS Helpline +61 2 6240 5069
Department of Immigration and Border Protection (DIBP) International Student Care Service (ISCS)	For visa matters	www.border.gov.au Phone 131 881 in Australia Contact the DIBP office in your country

## George Brown College Team



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**Mehboob Akber (Max)**  
*Compliance and SSO*  
compliance@georgebrown.nsw.edu.au

## 26.5 Student Visa Requirements - General Requirements

According to the Department of Immigration and Border Protection (DIBP) to be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and your country of origin. Assessment factors include whether you have enough money, English language proficiency, compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to work through the local Australian Immigration Office.

You will be required to also show that you meet the selection requirements for any of our CRICOS registered courses that you are hoping to enrol in. These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign your enrolment form. Additional information on your visa issues is available from your Education Agent but independent advice is available on the Department of Immigration and Border Protection internet site on <http://www.border.gov.au>.

### 26.6 Student Visa Requirements – English entry requirements

You must provide evidence of your English language proficiency to the College. It is also a requirement for acquiring a student visa.

For admission to our courses, overall English language proficiency of IELTS 5.5 overall, or equivalent must be demonstrated. Students who do not attain 5.5 (or equivalent) need to sit for an English Placement Test for College to assess their level of English. If students do not meet the required Upper-intermediate level English, you will be required to enrol in an English Language course prior to enrolling at George Brown College.

During the course, if a student is having issues with Language, Literacy and Numeracy (LL&N), s/he may be referred to Student Support for help as required. If your LL&N issues are affecting your studies, we encourage you to raise the matter directly with your Trainer/ Assessor, who can assist you.

### 26.7 Student Visa Requirements

#### **Change of student Information**

Upon arriving at the College you are required to advise us of your contact details, such as residential address, telephone number, email ID, passport details etc. It is your responsibility to inform the College in case of any changes in your contact details or information already collected from you. You must inform Student Services immediately of any changes via email preferably. This is vital to ensure you receive important information, such as your course progress, fees receipts and visa situation.

Forgetting to inform the College of any change of contact details is a violation of student visa conditions and is not accepted by DIBP or the College as an excuse for not receiving important information sent to you by the College or the authorities.

The College will communicate with you primarily through your email address on pertinent matters. Please check your email account regularly to make sure you do not miss any important course related information and announcements. If your account is full, our messages might bounce.

### 26.8 Student Visa Requirements

#### **Overseas Student Health Cover**

Australia has a very modern and efficient health care system. Overseas Student Health Cover (OSHC) is a

type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you or your dependents may need while studying in Australia. It will also cover some prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds - before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you and your dependents. You and your dependents will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing Overseas Student Health Cover at the following websites:

<https://oshcaustralia.com.au/en>

<http://www.privatehealth.gov.au/healthinsurance/overseas/oshc.htm>

The College can arrange this for you upon your request.

## 26.9 Student Visa Requirements

### Academic Performance

#### *Course progress requirements*

Overseas students are required to maintain satisfactory course progress. Students do not meet the College's course progress requirements if they:

- Fail a particular unit of study more than once; or
- Fail 50% or more of the units of study attempted in a compulsory term of study.

#### *Satisfactory course progress*

In compliance with National Code Standard 10 the General Manager will monitor the course progress of each overseas student. At the end of each term of study, the Customer Service Manager will compile a report which lists each overseas student and their results for the term of study. As per College policy, a term is 6 weeks of classroom delivery. If a student has failed or is deemed not yet competent (NYC) in 50% or more of the units attempted in one term, the student is considered at risk and the Compliance and SSO will email each overseas student who is deemed to be "at risk" and arrange an appointment for an academic counselling session to be held with the General Manager. Where it becomes apparent that a student is "at risk" of not meeting satisfactory course progress prior to the end of a term of study, an intervention strategy may be imposed at any stage during the term of study.

#### *Intervention strategy for students deemed "at risk"*

The Customer Service Manager will contact each overseas student who is deemed to be "at risk" in writing by sending a 1st warning email Regarding Unsatisfactory Course Progress and arrange an appointment for an academic counselling session to be held within 10 working days of that determination.

If the student fails to make any academic progress within 10 working days from the date of the email, the Customer Service Manager will send the student a 2nd warning email Regarding Unsatisfactory Course Progress allowing them another 10 working days. If the student still fails to make the progress, a 3rd warning letter Regarding Unsatisfactory Course Progress will be sent by allowing 5 working days to contact the College back. Failure to respond within the 5 working days from the date of the 3rd warning letter, will serve the student an Intention to Report letter. If the student feels that the student has reasonable grounds for the lack of academic progress in the course and student wishes to appeal this reporting of the breach, you must contact the College in writing outlining your circumstances, within 20 working days of the date of Intention to Report Letter. If the student lodges an appeal, during the period of the appeal process, the student has a right to continue their studies in the course.



During the academic counselling sessions the General Manager and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- Attending special study groups;
- Attending at least a specified number of scheduled classes during a specified period of time;
- Receiving individual case management;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Receiving mentoring; or
- A combination of the above.

During the academic counselling sessions the student will also be advised:

- On the suitability of the course in which they are enrolled;
- Of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
- Of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to DIBP which may result in the cancellation of their student visa.

A record of the academic counselling sessions and any additional support to be provided will be documented and signed by the General Manager and the student and placed on the student's file. The signed record is titled Student at Risk Agreement.

#### *Lack of course progress*

If after signing the Student at Risk Agreement after the 3rd warning, an overseas student fails to meet the course progress requirements and if the student fails to honour the terms of the Agreement, the College will send the student an Academic Breach Recorded Letter. The student will also be advised that they have a right to appeal the decision within 20 working days. During the period for lodging an appeal and whilst the appeal is being considered, the student has a right to continue their studies in the course. After all complaints and appeals processes are finalised, or the student has chosen not to access the complaints and appeals process within 20 working days, the student's enrolment will be formally terminated and the Customer Services Manager will report the student to the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS).

#### *Extension of course duration*

It is acknowledged that students may not always be able to complete their course within the standard duration; therefore there is some flexibility to allow for extensions in a limited range of circumstances. The duration of the student's study may only be extended where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as the result of:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- Implementing an intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- An approved deferment or suspension of study has been granted.

Where there is a variation in the student's load which may affect the student's expected duration of study this variation and the reasons for it must be recorded on the student's file. The Customer Service Manager will report the student via PRISMS and/or issue a new eCoE when the student can only account

for the variation/s by extending their expected duration of study.

### **26.10 Student Visa Requirements – Dependent Children**

If you are to be accompanied by any school aged dependant's and they are 5 years or over you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or Private School. In both cases you will be required to pay any fees.

### **26.11 Student Visa Requirement – Working whilst studying**

As an international student, you can only work a maximum of 40 hours per fortnight whilst you are in Australia on a Student Visa. Your course does not include any work as part of your study. Remember that you are here principally to learn not work. The exception is that there are no restrictions on working hours during holidays at George Brown College. For this reason, holidays at George Brown College are aligned to NSW school holidays to maximise your opportunity to find work. As a guide, your academic year consists of 36 weeks of study and 16 weeks of holidays from study, where you can work with no hours limit.

During your study weeks, do not work longer than the allowed 40 hours per fortnight as Immigration will conduct checks to ensure you are not breaching your Student Visa conditions. In addition, whoever employs you for that period has a responsibility under Australia's migration laws and can be charged with serious offences with expensive repercussions. The General Manager at the College can provide you with more information if you are unsure about your situation.

## **27.0 Attendance Monitoring**

Although George Brown College does not report students to the Department of Immigration and Border Protection (DIBP) for low or non-attendance, we do monitor and record attendance and expect an attendance rate of 80% or more. Typically, course progress cannot be attained without attendance. Students are therefore required to attend classes to be able to demonstrate competency in their course.

## **28.0 Overseas Student Transfer between Colleges**

The National Code restricts approved providers of courses to overseas students from enrolling transferring students prior to the student completing 6 months of their principal course of study.

This policy is designed to ensure that George Brown College does not enrol any transferring overseas student prior to 6 months of their principal course being completed, unless that student has a valid Letter of Release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from George Brown to another registered provider within the initial 6 months of a student's principal course.

### **28.1 Policy - Student transfers to GBC**

George Brown College will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- The original registered provider has provided a written Letter of Release;
- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- A government sponsor of the student considers the change to be in the student's best interest

and has provided written support for that change.

Overseas students seeking to transfer to George Brown College must comply with the College's admissions procedures and meet the course entry requirements

### **28.2 Policy - Student transfers out of GBC**

The overseas student will present, in person, to the General Manager and will submit an Application for Letter of Release along with the Letter of Offer from another registered provider. The General Manager will arrange and conduct an End of Course Interview.

George Brown College will generally agree to a request from an overseas student to transfer to another registered provider prior to completing 6 months of their principal course with George Brown College; however in assessing such a request the following factors will be taken into account:

- The student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- The student has not made an attempt to discuss the reasons for seeking a transfer with Student Services first;
- The student has outstanding course fees owing to George Brown College;
- It is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to the Department of Education, Employment and Workplace Relations (DEEWR) for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student's request for a Letter of Release may be refused.

When the College does not grant a Letter of Release, the student will be provided with a letter outlining the decision to refuse the request and informing the student of their right to appeal the decision through the College's complaint and appeal policy.(refer to Letter Refusing Release).

Where a Letter of Release is granted it will be issued to the student at no cost and will advise the student of the need to contact DIBP to seek advice on any implications to their student visa. Students will be advised of the outcome of the assessment of their request within 5 working days of the request being submitted.

Letters of Release will always be provided when, or if:

- George Brown College's registration or accreditation has been revoked;
- Sanctions imposed on the College by the government prevent the student from continuing in the course;
- A government sponsor deems that the transfer is in the best interests of the student.

## **29.0 Critical Incident Management Plan**

Preparation for, response to, and recovery from a critical incident affecting the students and staff requires the co-operative efforts of all managers in partnership with the functional areas supporting the operations of the College.

The objectives of this Critical Incident Management Plan ("CIMP") are to make sufficient preparations for responding to a critical incident or emergency in order to minimise the effect upon the students, staff and operations of the business.

Management has a specific responsibility to respond to the needs of students in the case of a critical

incident. Management also has a legal responsibility to protect its corporate resources and IT infrastructure and the information it holds. Any interruption to the normal operations of the College could be damaging to the future relationships with students and other stakeholders (including regulators) and could affect the public image of the College.

This CIMP is not designed to provide an answer to each and every type of critical incident that could happen, but rather is provided to identify the methods on how to manage a critical incident if one were to occur.

Critical incidents are extraordinary events that because of their scope, intensity or duration, overwhelm the organisation's capacity to cope and maintain equilibrium. Critical incidents may be classified as natural; such as floods, bushfires, earthquakes, and storms; or human-caused, through deliberate attack on the people or resources of the College.

This CIMP also relates to the overall emergency plans of the College and aims to minimise the damage incurred during an emergency, by providing guidelines for a rapid and effective response to an emergency situation.

The CIMP is designed to complement procedures laid down elsewhere concerning the provision of a safe environment for students and staff, regular maintenance of buildings and facilities and evacuation procedures in case of emergency. Nothing in this plan is to be taken as contrary to guidelines and procedures laid down elsewhere concerning these matters. The plan assumes that:

- Students are properly orientated in how to respond to a critical incident and what support is available to them;
- All facilities are subject to regular maintenance;
- Emergency exits are clearly marked and kept clear of obstacles at all times;
- fire prevention measures and protection equipment are in place (e.g. fire wardens appointed, smoke detectors, alarm systems and fire extinguishers are in place and maintained);
- Normal safe work practices are followed routinely and staff are familiar with fire drill and emergency evacuation procedures; and
- Back-ups of computer records are stored off-site and retrievable.

### **Examples of critical incidents**

- The death or critical injury of a staff member, student or visitor on College premises or outings.
- The destruction of whole or part of premises that the College occupies (e.g. by fire).
- The threat of damage to premises that the College occupies (e.g. a bomb threat).
- Staff and/or students being taken hostage.
- A break-in accompanied by major vandalism.
- A natural or other major disaster in the community.

### **CIMP & Overseas Students**

Standard 6.4 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 defines a critical incident as "a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury". George Brown College has in place a structured approach in responding to critical incidents as they occur and provides appropriate support and counselling services to overseas students.

Examples of Critical Incidents that may specifically affect overseas could include, but are not limited to:

- Death of a student or close family member residing in Australia.
- Attempted suicide of a student.
- Life threatening illness/injury of a student.
- Sexual and/or physical assault of a student.
- Missing student.
- Severe verbal or psychological aggression.
- Issues such as domestic violence, drug or alcohol abuse.

George Brown College will ensure that all students are made aware at their orientation of;

- What to do in the case of a critical incident.
- The point of contact for any issues which require student support, including critical incidents.

The College will also ensure that where required, and as appropriate:

- As soon as practical after a critical incident occurs, DEEWR/DIAC is notified of the details of the incident including the time, location and nature of the incident.
- In the case of a student's death or other absence affecting the student's attendance or course progress, the incident is reported via PRISMS.
- That the incident and its management are recorded in each student's file.

The Plan of Action

The emphasis of this CIMP is based on three major steps:

1. Reaction
2. Recovery & Restoration
3. Review

### ***Reaction Communication***

In the case of a critical incident, it is important that key people are notified. In an emergency situation, the primary objective is the safety of human lives. Salvage and recovery operations will be of secondary importance, and will take place only when the affected area is declared safe.

When a critical incident occurs, notify the General Manager.

The General Manager may delegate to another officer to contact relevant emergency personnel as required.

### ***Immediate response to an incident***

1. Notify the responsible persons as outlined above.
2. Immediately after notification of the incident the following questions need to be addressed and recorded by the officer in charge:

- What happened?
- What makes the event critical?
- When did the incident occur?
- Where did it happen?
- Who was involved?
- Who needs assistance?
- What is the most appropriate intervention?

3. In the case that it is decided that evacuation is an appropriate intervention the evacuation plans given

below should be utilised.

### **Recovery & Restoration**

#### *The first 24 hours*

- Gather accurate facts and information.
- If possible, re-establish a sense of routine within the College. Staff members and students will feel safe once the regular patterns of management and organisation have been re-established.

#### *The first 48 – 72 hours*

- Restore routines while taking into account the needs of staff and students.
- Engage support services to manage the reactions of staff and students.
- Monitor the support services provided.
- Provide additional assistance if required and when necessary.
- Provide a formal staff meeting with professional input (if appropriate).

#### *The first two weeks post the critical incident*

- Monitor progress of those hospitalised or injured.
- Stay alert for delayed reactions from staff and students.
- Provide relevant information to those who require it.

#### Key actions:

- Notify all key personnel of the problem and assign them tasks focused toward recovery from the critical incident.
- Notifying students about the problem minimises panic or concern.
- Recall backups - if backup tapes are stored offsite, these need to be recalled. If using remote backup services, a network connection to the remote backup location (or the Internet) will be required.
- Organise alternate facilities in order to continue operations suppliers.
- During a critical incident, employees may be required to work longer, more stressful hours, and a support system should be in place to alleviate some of the stress. Prepare them ahead of time to ensure that work runs smoothly.
- Provide counselling opportunities and support - opportunities should be given for staff and students to discuss the incident in a supportive environment. If the incident involves death, staff and students should be apprised of funeral details and given leave to attend. Staff members are not expected to be counsellors; therefore the establishment of a counselling support appropriate to the particular critical incident is important.

### **Review**

After the critical incident has been dealt with, it is essential that the organisation undertakes an evaluation. Evaluation of the CIMP and the roles and functions of the Coordinators and relevant support staff are an essential part of the process. Senior management should conduct a formal evaluation of the process involved in the management of the critical incident after debriefing has occurred. Formal evaluation provides opportunities for feedback on the strengths and weaknesses of the CIMP and provides an opportunity for continuous improvement. Feedback should be sought from those who have been involved in various aspects of the operation of the CIMP.

Any action taken in regard to the critical incident should be recorded along with the final evaluation of the handling of the critical incident. Where the incident, or an individual related to the incident is referred to another person or agency this should also be recorded; however the privacy needs of individuals

should also be respected in this case.

### **IT Infrastructure and data**

#### *Preventions against data loss*

In relation to IT Infrastructure the following preventions should be implemented:

- Backups are sent off-site at regular intervals;
- Backups include software as well as all data information, to facilitate recovery;
- Use a Remote backup facility if possible to minimise data loss;
- Utilise surge protectors - to minimise the effect of power surges on delicate electronic equipment;
- Protect servers and essential equipment with an Uninterruptible Power Supply (UPS) and/or Backup Generator;
- Fire Preventions – install effective alarm systems and accessible fire extinguishers
- Employ anti-virus software, firewalls and other security measures

#### **Campus Evacuation**

In the event of fire or bomb evacuation of the building, staff and students assemble in the courtyard at the entrance to Town Hall Station’s arcade, outside the City of Sydney Library.

Students are shown the evacuation area at Orientation, during a tour that includes the library. There are only two fire stairs in the campus, one being the main entrance.

## **30.0 Application and Admission Procedure**

Please obtain our Application forms to enrol from the George Brown College website.

To apply by mail or in person

- Please complete all sections of the Application form, sign and date where indicated.
- Include certified evidence of academic qualifications, passport and English language proficiency.
- Enclose a non-refundable AU\$200 application fee by bank draft made payable to George Brown College.
- Send your Application Form and documents to [admissions@georgebrown.nsw.edu.au](mailto:admissions@georgebrown.nsw.edu.au)

#### **Acceptance Procedure**

1. As soon as a decision is made on your eligibility, you will be informed of the outcome by post or by email.
2. If your application is successful, you will receive a Letter of Offer and an Enrolment Agreement stating the course fees to be paid, commencement date and overseas student health cover information.
3. Sign the Enrolment Agreement and return it to George Brown College.
4. Pay the tuition and other fees (as detailed in the Letter of Offer).
5. When you have paid your fees, a confirmation of enrolment will be sent to you. This form is used to obtain a student visa from the Australian Diplomatic Mission in your country, or from the Department of Immigration and Border Protection (DIBP).

As soon as we receive the fee we process your electronic Confirmation of Enrolment (e COE).

Talk to us if you have any problems.....