GEORGE BROWN COLLEGE

*Shape your future.*

2018 Vocational Education and Training (VET)

# *Student Handbook*

Student (VET) Handbook Updated V.6 11.04.2018

www.georgebrown.nsw.edu.au | info@georgebrown.nsw.edu.au
RTO No: 91707 CRICOS: 03208D ABN 94 134 836 454

# 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.

Luciano D´Ambrosi
General Manager

## 1.0 George Brown College

George Brown College (ABN 94 134 836 454; Provider 91707; CRICOS 03208D) is a Registered Training Organization (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 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 Organization, the College can deliver nationally recognized training qualifications and accredited courses supported by a quality assured curriculum. Meeting Standards for Registered Training Organization (RTOs) 2015, the Education Services for Overseas Students (ESOS) Act and the National Code 2018, 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, 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 Services Team.

### *1.1 Courses Offered*

*For domestic and international students*

BSB20115 Certificate II in Business
BSB30115 Certificate III in Business
BSB40215 Certificate IV in Business
FNS40215 Certificate IV in Bookkeeping
FNS40615 Certificate IV in Accounting
BSB41015 Certificate IV in Human Resources
BSB42015 Certificate IV in Leadership and Management
BSB42415 Certificate IV in Marketing and Communications
BSB41515 Certificate IV in Project Management
BSB50215 Diploma of Business
FNS50215 Diploma of Accounting
BSB50615 Diploma of Human Resources Management
BSB51915 Diploma of Leadership and Management
BSB52415 Diploma of Marketing and Communications
BSB51415 Diploma of Project Management
BSB60215 Advanced Diploma of Business
FNS60215 Advanced Diploma of Accounting
BSB60915 Advanced Diploma of Management (Human Resources)
BSB61315 Advanced Diploma of Marketing and Communications
BSB61015 Advanced Diploma of Leadership and Management
PSP50916 Diploma of Interpreting (LOTE-English)
CRICOS Code 084626D General English

You will be considered for enrolment if you meet the requirements of your 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 passport if required.

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

Please refer to the Student Drive/New timetables or the College notice board in the student lounge to have the most updated information on timetables and term dates. Assessments are due at the end of each term or as specified by your trainer. Some trainers will stipulate that certain tasks are due in particular weeks during term. Students will be notified with reasonable notice details of each class of their timetable. For student convenience, GBC offers an automatic enrolment process from one term to the next. Continuing students are simply placed in the same shift and class that they are in during the preceding Term (subject to there being sufficient capacity in that class). If student's circumstances have changed and they wish to move into another shift, please see the student services team who will try to assist provided there is room in the class they wish to attend. If according to GBC records the student is under SANCTION, due to academic non-satisfactory course progress or non-payment, they will be notified by email by our student services team and need to make an appointment to resolve matters before enrolment is possible.

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

Fees are levied on all courses offered. Please refer course section on our website or contact the Student Services team 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 notice of any changes in fees.

The Application for Enrolment and all other forms required during your study at GBC are available on our website www.georgebrown.nsw.edu.au.

## 2.0 Accommodation

GBC can refer students to appropriate accommodation services, but students are recommended to organize their own accommodation arrangements for their stay in Australia. Where a relative or friend can 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 organized prior to your arrival in Australia.

The student services team 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$300 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 familiarize yourself with the average price of properties in the various suburbs around 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, realestate.com.au and 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.

### *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 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 always.
- 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

## 4.0 Emergency Contacts

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|---|---|
| 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 licenses | 13 22 13 |
| Safe Work NSW | 13 10 50 |
| Health Direct Australia | 1800 022 222 |
| International Student Care Australia (ISCA) | 0427 269 360 / (07) 3851 0704 |

## 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. All classrooms are equipped with computers, projectors and TV.

### *7.2 Student Lounge*

The College provides a student kitchen and student area with several 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. Also, it has a TV for entertainment, coffee machine and vending machine.

### *7.3 Internet and Computer Access*

Students are required to bring their own laptops. There is shared access to computers and internet for students within the College. GBC have installed the maximum possible computers in each classroom – if you are not bringing your laptop, then PCs are provided in each room subject to availability. It will enable you to conduct research and access web-based e-mails during your studies. Students will have access to their personal computer drive for the duration of their studies, which will be secure – however you are advised to back-up your files as well.

### *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 act 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 Services team (including the Team Leader Student Support, Customer Service Manager & the Compliance team) 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 Service team can provide support are:

**Academic issues**

Students can gain advice and support in ensuring they maintain appropriate academic levels. All student's 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.

**Careers and internship service**

Students can take advantage of a FREE service for GBC students to improve their career prospects and opportunities. The College has a Careers and Internship Consultant who will initially review your resume and provide helpful feedback. The intent is that GBC can help students gain the career skills to be an intern candidate – then we will try and secure an internship for a company or industry the student is most interested in.

**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. GBC students can also become a member of Library Express, Town Hall House, 456 Kent Street, just minutes from our GBC campus. All students need to do is request a Library Membership Letter from the GBC Student Services Team. This will enable you to borrow academic and works of fiction at no charge at all.

**Personal/social issues**

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

**Medical Issues**

The Student Service team can help you find medical professionals within access of the College.

**Social Events and Excursions**

The Student Services representatives will occasionally organise social events and excursions that allow all students enrolled to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. The Excursions and Events schedule for 2017/18 is regularly updated on the GBC website www.georgebrown.nsw.edu.au.

**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.

**Campus Well being**

Please let us know if you are struggling to adjust with life in a brand-new country, far away from family and from your support network. Our student services team are here to help you, or we can put you in touch with professional help.

**Photocopy and Scanning Services**

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

## 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 always 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 a 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 Services to request any form of counselling.
- 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.
- 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.
- Willfully 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 willfully 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
- Provide misleading documents of information

## 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
- Standards for Registered Training Organisations (RTOs) 2015

All legislation can be accessed at 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 aiding 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 Student Services team be unavailable students can contact the General Manager (GM) with any area of concern. The College provides equal opportunity in employment and education.

The college's Access and Equity Officer on duty is the GM. 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 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 GM. 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. 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.

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 may 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.

### *12.1 Credit Transfer Procedure*

Applicants for Credit Transfer should submit Application for Credit Transfer form with relevant documents while applying for the enrollment.

Application forms for Credit Transfer is available from the College's website.

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

- Assessment by the GM 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 must be for the same unit. If the unit has been modified and upgraded by the Training Package it must be treated as an RPL application and not a credit transfer.

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

- 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
- Give the 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 because 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 Cheating & Plagiarism

In Australian education, cheating and plagiarism are 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.

## 15.0 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 unit's 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 Officer or the General Manager for any inconsistencies or irregularities.

Students are required to upload their assessments through RTO manager login. The due date of all assessments is towards the end of each term or as communicated by the Trainer.

## 16.0 No/Late/Re-submission of assessments Policy

Assessment are uploaded on RTO manager after the term ends. The Compliance Officer invites students who have received a 'Not Yet Competent' result to meet and discuss their options by sending NYC notices, 1st warning and 2nd warning according to the level warnings issued in the past.

If the student submits their assessment by the due date and receives a 'Not Yet Competent' result, at the Trainer's discretion, they will be subject to student class attendance and class performance review and may be granted 2 weeks from the decision of the assessment to do what is required to be deemed competent in their assessments. Failure to do so will incur a late submission fee, after these 2 weeks elapse.

If the student does not submit their assessment by the due date, at the Trainer's discretion, they will be subject to student class attendance and class performance review and may still be granted 2 weeks from the decision of the assessment to submit the assessment and to do what is required to be deemed competent in their assessments. The student will be required to pay a late submission fee in this case.

At the trainer's discretion, as the student will be subject to student class attendance and class performance review, they may be asked to repeat the term.

Students found to have cheated or plagiarised will not be entitled to re-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 the 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.

GBC offers students who need to repeat a term in a holiday term of study. This needs to be pre-arranged or offered by the compliance officer.

To find out information on assessment related penalties and the repeat term fee please refer to the Courses section on the GBC website and check the relevant other fee details.

## 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 "Complaint and Appeals form" 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 with the payment instalment plan in their enrolment agreement. It is also available on their RTO manager and they are expected to pay by the due date. Any late payment will incur a penalty. GBC also sends payment reminders to students for due and over-due fees. If students do not pay by the due date they receive an 'Intention to Report for non-payment'. Students who do not pay or make alternate arrangement with the college within 20 working days from the 'Intention to Report for non-payment' will be reported to the Department of Immigration and Border and Protection (DIBP) for non-payment.

## 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 Applying for Deferment, Suspension or Leave

Using the 'Application for Course Deferment, Suspension or Leave' form available on our website, the student can defer, suspend or request for leave in 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. The appropriate government agency(s) gets notified automatically via PRIMS of a change to the enrolment status until the internal complaints and appeals process is completed. Please refer to the Course section of our website for additional fee details in relation to an application for course deferment, suspension or leave.

### *20.1 Student Initiated Deferment, Suspension or Leave*

Students wanting to defer their course start date or suspend their course mid-studies or need leave during study term are required to complete an 'Application for course deferment, suspension or leave' form and submit it to a Student Services staff member.

Applications for deferment, suspension or leave will only be approved if admin fee and all due fees 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 or approve leave for 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**:
If there will be a change in eCoE, an eCoE change fee will be incurred. Where a student is suspending their studies, a portion of the tuition fee will be required to be paid in advance.

Students can apply for a maximum of 2 weeks approved leave during their study term. GBC will take confirmation from the trainer to ensure leave will not put the student at risk of not completing the course in the due time.

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

Please refer to the Course section of our website for additional fee details to ascertain the fees, relating to an application for course deferment, suspension or leave.

When applying for deferment, suspension or leave, the student's fee schedule does not change, and students are expected to pay their fees as per the fee schedule stated on their enrolment agreement.

### *20.2 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.

### *20.3 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 three categories.

- Fraudulent Paperwork
- Academic Misconduct
- General Misconduct

## 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 (LoF)
- 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
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001
- 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 the Tuition Protection Scheme (TPS) will attempt to place students in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS Director. Further information is to be obtained as required from the official TPS website https://tps.gov.au or phone number on 1300 980 434.

### *Refunds based upon student application*

NOTE:

- A $200 refund processing fee will apply. If a refund must be made into an overseas bank account, then the overseas transfer fee will also apply.
- While making the refund the 'refund processing fee' and 'overseas transfer fee' will be deducted from the due refund amount.
- The Application fee, Accommodation placement fees and Airport Pick-up Fees are non-refundable.
- GBC will only refund fees related to courses enrolled at GBC. For all other third-party refunds such as Overseas Student Health Cover (OSHC) and Accommodation will be made directly by the third parties according to their refund policy.
- If an overseas student withdraws from the course after deferment, then the commencement of the first Coe issued will be considered while implementing the refund policy.
- Course commencement means the start of classes as per the date mentioned on the eCoE. It is not the day the student arrives to begin classes.
- All refunds will be paid to the person mentioned on the refund application form.
- 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.

### *How to apply for a refund*

- All applications for a refund must be made by completing a 'Refund Application' form available on the GBC website and submitting it with any supporting documents to the Student Services Officer.
- Refunds are processed and returned with the details of the refund within 28 days after the completed Refund Application has been received with all relevant and requested documents.

### *A Full Refund is given if*

- A visa of an offshore student is refused.

### *A Partial Refund is given if*

- 4 weeks or more notice of cancellation is provided and an eCoe was not issued more than 3 months prior to the course commencement – 50% of tuition fees are refunded.

### *No Refund is given if:*

- Less than 4 weeks of cancellation is provided.
- An eCoe is issued more than 3 months prior to the course commencement.
- An onshore student visa extension refusal is in place.
- The student has changed their mind and decided not to continue with the visa application.
- The full deposit as mentioned on the enrolment agreement was not paid while requesting the eCoe.
- The student's enrolment is terminated by the College for breaches of College regulations & visa conditions.
- The student has given false or misleading information.
- The student fails to comply with the conditions of enrolment at the college.
- The student is in breach of their visa requirements as imposed by the Australian Government.

## 22.0 Complaints and Appeals Policy

George Brown College (GBC) is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all stakeholders.

GBC aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works
- Set in place a grievance handling system that is client focused and helps GBC to prevent grievances from recurring
- Ensure that any grievances are resolved promptly, objectively, 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 grievances.

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

- Enrolment, induction / orientation process
- 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
- 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 are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are support staff available within GBC (including a Wellness Officer) to assist students to resolve their issues at this level.

**Grievance handling process for students**

This Policy can be utilised by GBC stakeholders, including students enrolled and potential seeking to enrol in a course of study with GBC for a grievance of an academic or non-academic nature. Grievances of an academic nature include matters related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that GBC holds in relation to the student.

**During all stages of this Policy 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 grievance 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 grievance handling or appeal 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 are filed in Continuous Improvement Register
- There is no cost to the complainant.

**Stage one – Informal grievance**

Any GBC stakeholder with a question or complaint may attempt an informal resolution by raising the matter verbally or face-to-face with GBC staff. Matters raised as such are not formal grievances, and are therefore not documented, recorded or reported unless identified by staff to whom the grievance was made as relevant to the wider operation of the college.

Students who are not satisfied with the outcome of their question or complaint are encouraged to register a formal grievance.

**Stage two – Formal grievance**

Using the Complaints & Appeals Form, which is available on GBC website, a formal grievance must be submitted in writing in person at GBC student services or via email to grievances@georgebrown.nsw.edu.au.

Appointed staff will receive and acknowledge the Complaints & Appeals Form and escalate it to relevant department manager.

The process commences within ten working days of the formal lodgment of the Complaints & Appeals Form along with supporting information, and all measures are taken by GBC to finalize the process as soon as practicable.

Where GBC requires more than 60 calendar days to process and finalise the complaint or appeal, it will:

- Inform the complainant in writing as to why more than 60 calendar days are required
- Provide the complainant with regular updates on the progress of the process

The relevant department manager or their nominee, will then endeavor to resolve the grievance and provide a written report to the complainant on the steps taken to address it, including the reasons for the decision. The report will further

advise the complainant of their right to access the internal appeals process within 20 working days from the outcome if they are not satisfied with the outcome of their formal grievance.

**Stage three – Internal appeal**
If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with GBC Director (who is senior to the original decision maker) again, using the Complaints and Appeals form.

The process commences within ten working days of the formal lodgment of the Complaints & Appeals Form along with supporting information, and all measures are taken by GBC to finalize the process as soon as practicable.

Where GBC requires more than 60 calendar days to process and finalize the complaint or appeal, it will:

- Inform the complainant in writing as to why more than 60 calendar days are required
- Provide the complainant with regular updates on the progress of the process

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 Director 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. 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 four – External appeal**
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.oso.gov.au/ |
| Call: Within Australia: | 1300 362 072 / Outside Australia: +61 2 6276 0111 |
| Enquiries: | Monday to Friday: 9:00 am to 5:00 pm |
| Postal: | Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601 |

Students who wish to lodge an external appeal must complete the form online at http://www.ombudsman.gov.au/making-a-complaint/overseas-students, using the form in the “online complaint form” link. This is a free government service.

GBC agrees to be bound by the external reviewer’s recommendations and the Director 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 grievance remains unresolved after the external appeal, the complainant may decide to refer the matter to the Department of Education and Training National Training Complaints Hotline on 13 38 73.

The Policy set out in this document does not replace or modify any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy limits the rights of individuals to act under Australia’s Consumer Protection laws. Also, this Policy does not circumscribe an individual’s rights to pursue other legal remedies.

**Enrolment status**
Where a student chooses to access this policy, GBC will maintain the student’s enrolment while the grievance handling process is ongoing.

**Record keeping and confidentiality**
A written record of all grievances handled under this Policy and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance 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 policy.

## 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 About 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) and Visit NSW (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/)
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 student concession that applies. You must check eligibility before applying).

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)
(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, www.domain.com.au or www.easyroommate.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

## 24.01 Language Literacy and Numeracy (LLN) Policy

### Purpose

Best practice is about ensuring that students are enrolled into the correct course with appropriate support by your RTO. If you need guidance with enrolling or you are unsure about your course choice let George Brown College student services know so you can be assisted.

Prior to enrolment, George Brown College (GBC), assesses student's Language, Literacy and Numeracy (LLN) skills to determine whether the level of the qualification and proposed learning strategies and materials are appropriate for the student and assess the need for additional support such as foundation skills development or use of LLN specialist where required.

Please note that for all prospective students, students must also meet course specific entry requirements and suitability assessments.

### Application for International Students

For entry into GBC vocational courses, International students with English as a second language, students must be able to demonstrate the required English proficiency for their qualification. Entry to Certificate II and III courses require an Intermediate level attained from an English language proficiency test (IELTS 4-5, TOEFL 32-45, PTE 38-42). Entry to Certificate IV and above courses require an Upper Intermediate Level For exceptions and details please refer to our English requirement policy on our website.

In addition, VET students should be 18 years or over at the time of enrolment. As part of their Application for Enrolment, students will need to demonstrate that their language, literacy and numeracy skills are adequate for their course.

To ensure the integrity of the student's enrolment process, the student will be asked to briefly answer a further set of questions as part of their Orientation which will provide GBC with the demonstrated evidence in person that they will have the language, literacy and numeracy skills needed for their course.

In developing training and learning materials, GBC will ensure that respective LLN requirements of specific units of competency or training packages are integrated into learning and assessment materials. Accordingly, GBC will embed LLN principles within its delivery and learning and assessment tasks based on the specific Employability Skills and training package requirements.

Students with insufficient English proficiency are required to undertake additional English studies prior to commencing in VET programs. Students that undertake additional English studies will be monitored and assessed for their suitability to continue in the nominated VET program.

### Special Assistance – Individual Learning Plans

GBC request that students notify GBC of any special assistance they may require in relation to language, literacy and numeracy. This will result in the trainer or student services member completing an Individual Learning Plan for that student.

Applicants requiring accommodation of a disability or temporary medical condition will be assessed under the GBC Assessment Policy. GBC will check if the applicant has identified that they have any additional support needs.

The Trainer / Assessor or Student Services team member will complete an Individual Learning Plan for the students that have been identified that they need assistance in one or more of the areas of:

| | | |
|---|---|---|
| ☐ Learning<br>☐ Reading | ☐ Writing<br>☐ Oral Communication | ☐ Numeracy |

Source: GBC Individual Learning Plan template

Once any special needs have been identified, the GBC Trainer and Assessor will identify any actions or strategies to be implemented to address the identified needs for the student, including any adjustments required to the learning program, delivery strategy or materials and it will be recorded in an Individual Learning Plan and recorded on the student's file.

Procedure

1. Prior or to enrolment, each individual prospective student is required to complete a small series of questions as part of their Application for Enrolment including reading, writing, oral communication, learning and numeracy.
2. The Application for Enrolment is processed with the student satisfactorily addressing LLN requirements.
3. If the student does not complete the LLN questions satisfactorily (as part of either the Application for Enrolment or the Student Enrolment and Orientation Survey Form), the enrolment will not proceed, and the student may be asked to complete more English testing so that they may satisfactorily complete them in the future.
4. Once enrolled in the course, the student may then be identified as having some special needs in terms of LLN requirements (in terms of needing assistance in reading, writing, oral communication, learning and numeracy) – in this case, an Individual Learning Plan is prepared for that student by the Trainer & Assessor or Student Services team member
5. As part of their Individual Learning Plan, the academic team / student services team will identify available sources of support to address the needs of the student and ensure that each student's Individual Learning Plan is reviewed prior to commencement or training and assessment and implement the suggested strategies.
6. When a learner has very specific, intensive needs, the trainer and assessor may seek LLN specialist training outside of class. This may be offered concurrently with the vocational training so that both sets of skills can develop at the same time.

## *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 or immi.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;
- All students who come to Australia on a student visa must have a primary purpose of studying and must undertake full-time study;
- Any school age dependents that accompany them to Australia are required to pay full fees when they enrol in either government or non-government schools;

- 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 can 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.
- More details about these and related reforms can be found at the Department of Education and Training website (www.education.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 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 2017.

### *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.education.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:

(i) 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.

(ii) Your right to sign a written agreement, called at GBC the Enrolment Agreement, with your
   a. provider before or as you pay fees, setting out the services to be provided, fees payable and
   b. information about refunds of course money. You should keep a copy of your written agreement.

(iii) Your right to get the education you paid for. The ESOS framework includes consumer protection
   a. that will allow you to receive a refund or to be placed in another course if your provider is unable
   b. 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:

(i) Orientation and access to support services to help you study and adjust to life in Australia
(ii) A Customer Service Manager for overseas students
(iii) How you can apply for course credit
(iv) When your enrolment can be deferred, suspended or cancelled
(v) 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:
(i) Satisfy your student visa conditions
(ii) Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
(iii) 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) For more information on studying in Australia, go to www.aei.deewr.gov.au/AEI/ESOS
(viii) 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;
- There is 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.

The College is obliged to report your non-commencement of the course to the Department of Immigration and Border Protection within 30 days of course commencement if you fail to report to the College on the commencement date or fail to contact the College to make other arrangements.

### *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 enroll 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 Intermediate for certificate II and III and Upper intermediate for IV and above must be demonstrated. For exceptions please refer to our English requirement policy on our website.

During the course, if a student is having issues with Language, Literacy and Numeracy (LL&N), s/he may be referred to Student Services 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 or the Student Services team, who can assist you. Depending on the student's areas of greatest need (be they Learning, Reading, Writing, Oral Communication, Numeracy) an Individual Learning Plan (ILP) will be developed for that student specifying the detailed support to be provided to the student and the frequency of support by the academic team, as administered by the Student Services team. Where relevant, the ILP is kept on the student's files and is a dynamic working document.

## *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 by submitting 'Change in Personal Details Form' available on our website. 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 50% or more of the units of study attempted in a compulsory term of study.

***Intervention strategy for students deemed "at risk"***
In compliance with National Code, the Compliance Officer will monitor the course progress of each overseas student. The notices and warnings are sent as per the below steps. Any student who reaches competency in 2 consecutive terms is removed from the intervention plan.

**NYC notice stage**
Assessment are uploaded on RTO manager after the term ends. The Compliance Officer invites students who have received a 'Not Yet Competent' result to meet and discuss their options by sending NYC notices, 1st warning and 2nd warning according to the level warnings issued in the past.

If the student submits their assessment by the due date and receives a 'Not Yet Competent' result, at the Trainer's discretion, they will be subject to student class attendance and class performance review and may be granted 2 weeks from the decision of the assessment to do what is required to be deemed competent in their assessments. Failure to do so will incur a late submission fee, after these 2 weeks elapse.

If the student does not submit their assessment by the due date, at the Trainer's discretion, they will be subject to student class attendance and class performance review and may still be granted 2 weeks from the decision of the assessment to submit the assessment and to do what is required to be deemed competent in their assessments. The student will be required to pay a late submission fee in this case.

At the trainer's discretion, as the student will be subject to student class attendance and class performance review, they may be asked to repeat the term.

Students found to have cheated or plagiarised will not be entitled to reassessments. 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 their student visa. This may affect their visa. Please see the 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.

GBC offers students who need to repeat a term in a holiday term of study. This needs to be pre-arranged or offered by the Compliance Officer.

To find out assessment related penalties and repeat term fee please refer to courses section on our website and check additional fee details.

**Warning1**
A student who does not achieve competency within 2 weeks from the date of the outcome of the assessment is deemed to be "at risk" and sent a 1st warning email regarding Unsatisfactory Course Progress where they are invited to meet the Compliance Officer. At the meeting, they will be asked to sign a 'Student at Risk Agreement' which is prepared by the Compliance Officer. The details to be recorded on the Student at Risk Agreement' are given below.

**Warning 2**
A student who does not achieve competency within 2 weeks from the date of the outcome of the assessment is deemed to be "at risk" and have already been sent a 1st warning will be sent a 2nd warning email regarding Unsatisfactory Course Progress where they are again invited to meet the Compliance Officer. At the meeting, they will be asked to sign a 'Student at Risk Agreement' which is prepared by the Compliance Officer. The details to be recorded on the 'Student at Risk" are given below. A student who has passed 2 consecutive terms will be removed from the intervention plan.

**Intention to report due to Unsatisfactory Course Progress**
If, after signing the Student at Risk Agreement, an overseas student fails to meet the course progress requirements and receives a 'Not Yet Competent' result and has already been sent the 1st warning and 2nd warning, they will be sent an 'Intention to report due to Unsatisfactory Course Progress'. In the same communication, the student will also be advised that they have the 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 the right to continue their studies in the course.

After all complaints and appeals processes are finalised and the complaint has not been upheld, or the student has chosen not to access the complaints and appeals process within the allotted 20 working days, the student's enrolment will be formally terminated, and the Compliance Officer will report the student to the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS). 'The Breach Reported Letter' will be sent to student and they are informed that reporting might affect their student visa and the student is advised that they should contact DIBP urgently.

**Student at Risk Agreement**
During the academic counselling sessions, the Compliance Officer and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- Improve on attendance
- Changing program or reducing course load
- Attend 'Holiday Intervention Program'
- Attend Academic English Language tuition
- Participate in referred counselling sessions or other professional support services
- Combination of above or any extra support requested by student to help him to meet the course progress requirement.

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 academic plan, recommended actions, offered support and any related fee is recorded on the Student at Risk Agreement. The Compliance Officer and student sign the Student at Risk

Agreement. Details about the agreement and the meeting are recorded in the student intervention register and the risk agreement is scanned in the student folder. The Compliance Officer will thereafter monitor student progress as per the student intervention plan.

***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 Compliance Officer 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 a student is to be accompanied by any school aged dependents and they are 5 years or over, the student is required to ensure that they are enrolled in a school. The options are enrolling in a Government or Private School. In both cases they 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 undertaken as part of your study. Remember that you are here principally to learn and be a student 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 hour's limit.

During your study weeks, do not work longer than the allowed 40 hours per fortnight as Department of Immigration and Border Protection (DIBP) conducts regular 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 for any breaches. The General Manager at the College can provide you with more information if you are unsure about your situation.

### *26.12 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. Typically, course progress cannot be attained without attendance. Students are therefore required to attend classes to be able to demonstrate competency in their course.

## 27.0 Cancellation of Enrollment

It is a condition of the student visa that student must be enrolled in a full-time course of the same or higher AQF level than the AQF level of the course on which the student visa was granted. The Registered training organisation must be registered on The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and the course should also be listed on CRICOS.

### *27.1 Student Initiating Cancellation*

Students wishing to cancel their enrolment and will not enroll in any other course with any other course provider must complete an 'Application for Cancellation/Withdrawal" request form and submit it to student services staff with the required documents.

Overseas students wishing to cancel or withdraw their enrolment must provide:

- A copy of the student's lodgment or grant of new to confirming no need of keeping student enrolled (that is currently in effect)
- A one-way flight ticket (if returning home or moving to a new country)

**Please note:** A student will not be granted permission to cancel if relevant documentation has not been provided 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. Furthermore, 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 to the student within 10 working days from the date of the complete application being received.

Please refer to the Course section of our website for additional fee details related to 'Application for course cancellation or withdrawal'.

### *27.2 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 College's 'Complaints & Appeals Policy.' 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.

## 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 Customer Service Manager and will submit an Application for cancellation//Withdrawal along with the Letter of Offer from another registered provider. The Customer Service Manager will meet the student and will discuss the reason for withdrawal. The Customer Service Manager will note down all the points discussed in the meeting and will take the file for decision to the PEO.

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 considered:

- The student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- The student has not tried to discuss the reasons for seeking a transfer with Customer Service Manager 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 and Training 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 10 working days of the request being submitted with the Letter of Offer from another registered provider.

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 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 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.

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 always; 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***

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 20017 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, 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 considering 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 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 regarding 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.

## 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 English language proficiency, passport and USI.
- 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

***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).
6. As soon as we receive the fee we process your electronic Confirmation of Enrolment (eCOE).

Talk to us if you have any problems.

| WHO | WHY | HOW |
|---|---|---|
| George Brown College | For any assistance in relation to your studies | www.georgebrown.nsw.edu.au<br>+61 2 9279-4949<br>You can contact the people mentioned in the below table |
| Department of Education and Training | For policies and responsibilities affecting students | www.education.gov.au<br>Switchboard 1300 566 046 |
| Department of Immigration and Border Protection (DIBP) International Student Care Service (ISCS) | For visa matters | www.border.gov.au<br>Phone 131 881 in Australia<br>Contact the DIBP office in your country |
| Department of Industry, Innovation and Science, Research and Tertiary Education (DIISRTE) | For your ESOS rights and responsibilities | www.aei.gov.au<br>ESOS Helpline +61 2 6240 5069 |

## George Brown College Team

*'It's very rewarding to see our students who come from so many diverse backgrounds improve and excel as they come to realise what they are each capable of achieving, with the help of our academic team and support of our student services team. We are committed to building something special here at GBC and I am proud of the quality experience we are delivering for our students and different stakeholders.'*

**Luciano D'Ambrosi**
***General Manager***
gm@georgebrown.nsw.edu.au

*'I love GBC because of the great working environment, friendly atmosphere and amazing people around.'*

**Naz Hasan**
***Academic Manager***
naz@georgebrown.nsw.edu.au

*'I love working at George Brown College mostly because it gives me a chance to engage with the student community. I look forward to meeting you and extending a welcoming hand to George Brown College.'*

**Mukti Mehta**
***Customer Service Manager*** / ***Student Welfare Counsellor***
mukti@georgebrown.nsw.edu.au

*'Never let someone tell you that your education is inferior or worthless, at the same time never let it define who you are, use it as an instrument, a platform to enrich yourself and others and always remember to be a human being above all else'.*

**Miles Gooding**
***Course Coordinator***
coursecoordinator@georgebrown.nsw.edu.au

*"I enjoy being part of student services and meeting so many students from different nationalities. At GBC I am very happy to assist our students to make sure they reach their career goals and are ready to face the corporate world".*

**Naresh Mohnani**
***Team Leader – Student Services***
sstl@georgebrown.nsw.edu.au

*"Being in Admissions and looking after the Orientation process, I am often the first experience that students have with George Brown College. I really enjoy being in the frontline of the college and making student's experiences a pleasant and satisfying one."*

**Hisako Ichikawa**
***Admissions Officer***
admissions@georgebrown.nsw.edu.au

*"I really enjoy working in the education industry because having arrived in Sydney as a student myself in 2010 I know which areas we can most be of benefit and assist international students for them to be successful in their studies and to give them a great experience here. Every day I face difference questions and issues which I find very challenging. It's rewarding to help students in my role here."*

**Chanida Mongkoldit**
***Compliance SSO***
compliance@georgebrown.nsw.edu.au

*"It's a pleasure working with the great, supportive and passionate staff at George Brown College. I really enjoy assisting students reach their study goals here."*

**Nuttawan Sukathap**
***Compliance SSO***
compliance1@georgebrown.nsw.edu.au