GEORGE BROWN COLLEGE

*Shape your future.*

## Vocational Education and Training (VET)

# *Student Handbook For Under 18 Students*

Under-18 Student (VET) Handbook Updated V.1 15.05.2024

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 GBC's services, training, assessment, policies, and procedures.

The GBC Team hopes to provide you with the best facilities, trainers, and support services to ensure 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.

***Naz Hasan, 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, is 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*

BSB30120 Certificate III in Business (CRICOS Code: 107558F)
BSB40420 Certificate IV in Human Resource Management (CRICOS Code: 107557G)
BSB40520 Certificate IV in Leadership and Management (CRICOS Code: 103969H)
BSB40820 Certificate IV in Marketing and Communication (CRICOS Code: 107562K)

You will be considered for enrolment if you meet the entry 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.

Please refer to the College timetable on GBC eLearning Platform. The College notice board in the student lounge on campus will have the updated information on Timetable and term dates.

## 1.2 Timetable, Term Dates, Assessment Due Dates

Students are emailed their timetable information during the enrolment time. 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 the 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 were in during the preceding Term (subject to there being sufficient capacity in that class). If a 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 you wish to attend. If according to GBC records the student is under SANCTION, due to academic non-satisfactory course progress or non-payment, you 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 to the course section below 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 talk to the Student Support Team in College to ensure they obtain the most up-to-date information on fees and charges. 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

a) an under-18 student may reside in Australia with a parent or legal Guardian who travels to Australia to provide welfare for the student for the duration of their study.

or

b) a student may reside in Australia with a suitable relative over 21 years of age who is approved by the student's parents or legal Guardians. This relative must be nominated as the student's guardian to the Department of Home Affairs on the appropriate form accompanying the application for a student visa. The relative should be:

   i. a grandparent, brother, sister, aunt, uncle, niece or nephew or a step-grandparent, stepbrother, stepsister, step-aunt, step-uncle, step-niece or step-nephew; and

   ii. be of good character.

or

c) a student may also reside in Australia if their parents approve of GBC being responsible for their accommodation, support, and general welfare arrangements. At this stage, the college organises accommodation with the Australian Homestay Hub and 2Stay providers. The student is responsible for any fees and costs associated with these arrangements.

Students will choose one of our approved homestay providers. GBC Staff will then book and confirm accommodation and guardianship arrangements directly with the homestay provider.

Students must not enter Australia prior to the commencement of the nominated welfare period, or their visa may be subject to cancellation unless they are accompanied by a parent or legal guardian.

## 2.1 Welfare Requirements and Student Responsibilities

Student welfare arrangements require students to:

- Engage in regular consultations with GBC Administration Officer.
- Not change accommodation without approval from the College.

- Contact the GBC Administration Officer in advance if students are unable to attend any of their regularly scheduled meetings, and GBC will reschedule the meeting for another time within that same week or the following week.
- If students plan to sleep overnight at another residence or travel outside Sydney, they must Seek permission in writing from the College using the 'International Students Under 18 Overnight Accommodation Form'.

## 3.0 Personal Safety

GBC staff are committed to providing a safe, secure, and supportive environment for our students. Security and personal safety are an important issue for everyone and rely on all of us working together. When you are out and about it is important to be alert and aware of your 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 concerns 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

Usually, classes for under 18 students are scheduled in the day shift class. Students are allowed to leave latest by 8 pm from the campus.

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 a headphone 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
- As an under-18 international student, we are not expecting you to drive. However, if you are, 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 hitchhike.
- 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 someone.
- 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. Students under 18 should not be drinking alcohol.

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: https://www.police.nsw.gov.au/safety_and_prevention

## 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, and 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, having 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 General Manager (GM) who acts as the Wellness Officer also 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 in Australia. Most of them have branches in the CBD. You must show your student ID to get a discount on 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 them as soon as possible after arrival. You can do this at the airport or 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 and TV.

## 7.2 Student Lounge

The College provides a student kitchen with a student area for students to break out into groups to socialise. 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, a coffee machine, and a 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. If you are not bringing your laptop, then PCs are provided in each room, subject to availability. Students will have access to their Office 365 and One Drive accounts for the duration of their studies, which will be secure – however students are advised to back up their files on a personal hard drive or USB, or they can email their work to themselves using the Office 365 email provided to them by the College. They can also save their work in the One Drive account provided by the College.

GBC complies with all relevant Workplace Health and Safety legislation. All College staff will actively take

## 7.4 Workplace Health and Safety

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 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 has a Student Services team (including the Team Leader Student Support, Admissions Officer & 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 students' progress is monitored. Guidance and support are provided where non-satisfactory results are identified. If non-satisfactory progression continues, the student may incur financial penalties involved in resubmitting their work and may even be reported to the Department of Home Affairs if they don't progress successfully.

## Academic resources

Students use the GBC eLearning portal to do their assessments. They use the resources for each unit in eLearning. Students can also borrow from the College library if they wish. Assessments & learning materials are uploaded on GBC E-learning (Moodle) & RTO Manager.

## Library Books

The College has a reference materials 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 a late return will incur a $2 per day penalty adjusted from the paid deposit for the book. GBC students can also become members 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 students 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.

## 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 Wellbeing

Please let us know if you are struggling to adjust to life in a brand-new country, far away from family and your support network. Our student services team is 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.

## 8.1 Additional Support Services for U-18 Students

Students are provided with additional support services should they need any assistance from the below.

**Headspace** – a free counselling service for people between 12 to 25 years of age; Phone or visit 1800 650 890 https://headspace.org.au

**Kids Help Line** – Telephone: 1800 55 1800 https://kidshelpline.com.au

**Reach Out** – www.reachout.com.au

**Butterfly Foundation** – Provides support for eating disorders and body image issues; https://butterfly.org.au

**Youth Hotline** – The Youth Hotline is free and open on weekdays from 9.00 am to midnight. Friday to Sunday and public holidays — 24 hours. Phone 1800 10 18 10.

As an international student, you may get a part-time or casual job preferably after you turn 18, to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws. For more information, contact the Fair Work Infoline on 13 13 94 or visit fairwork.gov.au. For information on visa requirements, contact the Department of Home Affairs on 13 18 81 or visit homeaffairs.gov.au

# 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 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 at 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 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, 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 a penalty. Please refer to the 'Late payment Policy' given in this Handbook.

### Breach of Conduct

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

- Assaults, attempts to assault or threaten a person on the GBC premises.
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
    - Age
    - Impairment
    - Industrial activity
    - Lawful sexual activity
    - Marital status
    - Physical features
    - Political belief or activity
    - Pregnancy
    - Race
    - Religious belief or activity
    - Sex
    - Status as a parent or a carer
    - Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the College.
- Acts dishonestly or unfairly in connection with an examination, test, assignment, or other means of assessment conducted by the College.
- Deliberately obstructs any teaching activity, examination, or meeting of the College.
- Engages in any conduct or activity prejudicial to the management and good governance of the College.
- Wilfully damages or wrongfully deals with any College property.
- Attends the College whilst under the influence of alcohol or affected by drugs.
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the College.
- Fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger.
- Constantly interrupts class time through the use or presence of mobile phones and pagers.
- Uses abusive language.
- Provide misleading documents or 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
- Work Health and Safety Act 2011
- ESOS Act 2000
- Standards for Registered Training Organisations (RTOs) 2015
- ELICOS Standards 2018

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, sexual orientation, or 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 non-discriminately, openly, and respectfully.
- Train all staff members to be appropriately skilled in access and equity issues.
- Conduct student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Under 18 students must have permission from their legal guardians to attend these events.
- Actively encourage the participation of students from traditionally disadvantaged groups and specifically aid those most disadvantaged.
- Provide culturally inclusive Quality gauge, 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

Per our Privacy Policy, we are committed to protecting all our students' privacy and personal information. Except as required under the Australian Quality Framework (AQF), 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 and their legal guardian.

Access by students to their personal records is available upon written request to the GM. Students can also access their personal records through the RTO Manager log-in provided to students in orientation. (Refer to Privacy Policy for more details).

# 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 Home Affairs (DHA) needs to be duly notified within 14 working days of the decision.

## 12.1 Credit Transfer Procedure

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

The application form for Credit Transfer is available on the College's website.

Under 18 students must use the Under 18 Form to provide us with their guardian's permission. Students must talk to the Student Services Team to proceed with this.

Assessment of the skills and knowledge is 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/CT, the GM or his/her 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 documents submitted by the student, make a prompt decision and notify students of the outcome of the RPL/CT 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/CT is granted.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history. (Refer to the Recognition of Prior Learning (RPL) and Credit Transfer Policy or contact the Student Services Team for more details).

# 13.0 Competency-Based Training & Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that emphasises what a person can do in the workplace because of completing a training program. Competency-based training aims 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 the industry. Delivery of training occurs in a face-to-face classroom session. 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.

## 13.1 Credit Transfer Procedure

Support is provided to Students when undertaking one-to-one sessions online to develop the skills and knowledge needed to complete their course online. When studying online, students may require different support needs. This support need is identified via a questionnaire survey sent to all students when enrolled. If this questionnaire triggers a concern, the support team escalates this to the academic team and appropriate actions are taken to ensure the appropriate support is provided to relevant students. GBC also checks student attendance and course progress to ensure students are progressing through their course successfully. If any student fails to do so, they are contacted to offer support. Students are booked in to see relevant trainers for support.

## 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. Your trainer will provide instructions for group work which can be found in the description of your Assessment task.

## 15.0 Submitting Assessments

Students are to access their unit assessments via the student portal GBC E-learning (Moodle), so assessors can mark their submitted assessments. The College will not accept any other units contrary to the current unit posted. Students submitting any other unauthorised units will be deemed as having not submitted to 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. 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

Assessments are uploaded on GBC E-learning (Moodle) during the allocated timeline for each assessment as shown on the eLearning Portal. The Compliance Officer invites students who have received a 'Not Yet Competent' result to meet and discuss their options by sending reminder letters, 1st warning, and 2nd warning according to the level of warnings issued in the past.

If the student submits their assessment by the due date and receives a 'Not Yet Competent' result, or does not submit their assessment, they will be granted another 2 attempts 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, as mentioned in the GBC Student Handbook.

Students found to have cheated or plagiarised will be required to pay a fine and to re-submit the assessment. Should they continue to plagiarise, they will be required to repeat the whole 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 that has affected their ability to complete work or attend classes. In such cases, re-assessment or re-enrolment fees may be waived.

GBC offers Support to students who are behind in their course progress and need extra support. 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 check the relevant other fee details under the section Fees and Payment Policy within this Handbook.

## 17.0 Appeals against Assessment Decisions Policy

If students do not agree with an assessment decision or believe that they have been treated unfairly, they can appeal. The first step is to discuss the matter with the Assessor who marked their assessment. If they still do not agree with the assessment, they can request a re-assessment.

Students who wish to lodge an appeal and request re-assessment must complete the form "U18 - Complaint and Appeals form" and then hand or email the completed form to the General Manager.

i. The General Manager will arrange for a different assessor to mark the assessment.
ii. If the student is still dissatisfied with their result, the General Manager along with the two assessors involved, will review the assessment task.
iii. If an 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 by the General Manager within 10 working days of the appeal date.

# 18.0 Fees and Payment Policy

## 18.1 Fees and Payment Schedule

Students are provided with information about due fees and the payment installment plan in their Letter of Offer and Enrolment Agreement. Once a student is enrolled, it is also available on their *RTOManager* student portal.

The Letter of Offer also provides information about payment options and other fees and costs that may apply.

| Other Fees | |
|---|---|
| Repeat VET Course Term | $ Course Tuition Fee / No(s) of Terms in the Course |
| Class change fee for students | $100 |
| Course Deferment and Suspension application fee (Onshore) or eCoE change fee | $250 |
| Course Deferment (Offshore student from 2nd request onwards) or eCoE change fee | $250 for each request |
| Late Assessment Submission Fee (Please refer to No/Late/Resubmission policy in our student handbook) | $250 |
| Late Payment Fee | $100 per week |
| Library Loan Fee | $100 Deposit |
| Damaged Book | The current market price of the Book |
| Reissue of Certificate | $100 |
| Replace ID card | $15 |
| RPL Fee (if applicable) | $150 per unit to be assessed |
| OSHC | As per the invoice given by the OSHC provider |
| Airport Pick-up (Optional) | $160 |
| Refund Processing Fee | $200 |
| Cancellation/Withdrawal Processing Fee | $250 |
| Accommodation (Optional) | As per the accommodation provider charges |
| Printing & Photocopy | B/W $0.10 per page, Color $0.20 per page |

## 18.2 Late Payment Policy

Students 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. Students who do not pay by the due date receive an 'Intention to Report for non-payment'. Students who do not pay or make alternate arrangements with the college within 20 working days from the 'Intention to Report for non-payment' will be reported to the Department of Home Affairs (DHA) for non-payment. (Refer to the Fees and Refund Policy for more details).

# 19.0 Refunds Policy

This policy provides refund guidelines for all students enrolling in a course at George Brown College (GBC). This refund policy is available to students and people seeking to enrol with GBC for a course by publication in this Student Handbook and on the College's website. (Refer to the Fees and Refund Policy for more details).

## 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 1300 980 434.

## Refunds based on student application

**NOTE:**

- A $200 refund processing fee will apply. If a refund is to 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 made to the same account from where the money was received before.
- 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.

The application has been received with all relevant and requested documents.

## A Full Refund is given after deducting the refund processing fee and overseas transfer fee, if:

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

## 20.0 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.

## 21.0 Applying for Deferment, Suspension or Leave

Using the 'Under 18 - Application for Course Deferment, Suspension or Leave' form available on our website, the student can defer, suspend, or request 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 against 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. (Refer to Deferment, Suspension, or Leave Policy for more details).

### 21.1 Student Initiated Deferment, Suspension or Leave

Students wanting to defer their course start date, suspend their course mid-studies, or need leave during study term are required to complete an 'Under 18 - 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 the 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 the student's studies; or
- A traumatic experience which could include:
    - Involvement in, or witnessing a serious accident; or
    - Witnessing or being the victim of a serious crime, and this has an impact 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 is 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 due time.

The College should send a letter confirming the outcome of the application within 10 working days from the date of the complete application being received.

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.

## 21.2 Provider Initiated Deferral

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

## 21.3 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.

21.1.1 Fraudulent Paperwork
21.1.2 Academic Misconduct
21.1.3 General Misconduct

## 22.0 Complaints and Appeals Policy

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

GBC aims to:

- Develop a culture that views complaints as an opportunity to improve the organisation and how it works.
- Set in place a complaint handling system that is client-focused and helps GBC prevent complaints from recurring.
- Ensure that any complaints 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 complaint is not Discriminated against nor victimised.
- Ensure that there is a consistent response to complaints.

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

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

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

### Before an issue becomes a formal Complaint

All are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are support staff available within GBC to assist students in resolving their issues at this level.

### Complaints and Appeals handling process for students

This Policy can be utilised by GBC stakeholders, including students who are enrolled, their legal guardians, and potentially seeking to enrol in a course of study with GBC for a complaint and appeals of an academic or non-academic nature.

Complaints and Appeals of an academic nature include matters related to student progress, assessment, curriculum, and awards in a course of study.

Complaints and Appeals of a non-academic nature cover all other matters including complaints in relation to personal information that GBC holds in relation to the student.

All stakeholders, especially referring to students, can complain about Trainers, Assessors, other Staff,

## During all stages of this Policy GBC will take all steps to ensure that:

Agents, or other students.

- The complainant and the respondent will not be victimised or discriminated against.
- The complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings.
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so, requested by the complainant or the respondent.
- Where the internal or external complaints handling or appeal process results in a decision that supports the complainant, GBC will immediately implement any decision and/or corrective and preventative action is required and advise the complainant of the outcome.
- All records are filed in the Continuous Improvement Register.
- There is no cost to the complainant.

## Stage One – Informal Complaints and Appeals

**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 complaints and are therefore not documented, recorded, or reported unless identified by staff to whom the complaint 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 Complaints and Appeals

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

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

The process commences within ten working days of the formal lodgement 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 complaint 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 complaint.

## Stage Three – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal complaint, they may appeal to the 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:

i. Inform the complainant in writing as to why more than 60 calendar days are required.
ii. 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 them of further steps to be taken to address the complaints and appeals, 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:* | https://www.ombudsman.gov.au |
| *Call:* | 1300 362 072 / Outside Australia: +61 2 6276 0111.<br>Enquiries: Monday to Friday: 9:00 am to 5:00 pm |
| *Postal:* | Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601 |

Students or their legal guardians who wish to lodge an external appeal must complete the form online at https://www.ombudsman.gov.au/complaints/international-student-complaints, 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 complaint and appeals remain 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 that may arise under other policies or statutes 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 complaint and appeals handling process is ongoing.

### *Record keeping and confidentiality*

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

All records relating to complaints and appeals will be treated as confidential and will be covered by GBC's privacy and personal information policy.

## How to File Complaints and Appeals?

Under 18 students will need to use the U18 Complaints and Appeals Form. This Form can be used by both the student and/or their legal guardian. When using this Form, Under-18 students must have the legal Guardian's declaration signed prior to GBC accepting the complaint form.

GBC will continue providing welfare and accommodation arrangements to the students until the complaints and appeals process is finalised.

Where the complaints/appeal is related to welfare and accommodation services provided by a third party GBC will liaise with the third party to investigate and resolve any issues.

Students or legal guardians of students may access the GBC Complaints Policy via the GBC website. Students and their legal guardians have the provision to complain about training and assessment matters or services provided by GBC.

GBC will continue providing welfare and accommodation arrangements to the students until the complaints and appeals process is finalised.

Where the complaints/appeal is related to welfare and accommodation services provided by a third party, GBC will liaise with the third party to investigate and resolve any issues.

Under-18 students and their parents are advised to refer to the Under-18 Students Policy and Procedure and contact the Student Services Team if they have any questions.

# 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 northwest of the continent.

Further information can be found by visiting the following website by the Australian Government about life in Australia: Life in Australia (https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/australian-values)

## 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 guarantees 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 that are categorised into 4 areas: Sydney North, Sydney South, Sydney West, and Sydney East. It has a population of approximately 5.302 million currently within Australia's total population of 26.966 million people (as of 31 Dec 2023).

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 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 (www.transportnsw.info)
Sydney Buses (https://transportnsw.info)

An Opal Card is a 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: (https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs) and (https://www.expatistan.com/cost-of-living/sydney)

### 23.6 Accommodation Costs

Homestay Accommodation costs may vary from suburb to suburb.

## 24.0 International Students: VISA and Migration

### 24.1 Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs (DHA) 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 www.immi.gov.au

### 24.2 Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf. Still, please note that you do not need to use a migration agent to lodge any visa application.

### 24.3 Education Agents

George Brown College uses Education Agents to assist in recruiting our students. 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 their activities and conduct the performance 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 students to make additional fee payments to Education Agents once students have been accepted by the College. Should students be asked for additional fees please speak to the General Manager at the College.

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

i. Details on the College and its facilities, equipment, and learning resources.
ii. Course content, the qualification gained on completion, duration.
iii. Teaching and assessment methods.
iv. Details of any arrangements with other providers for recognition or completion of the course.
v. Course fees, refund conditions, and other tuition expenses.
vi. Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living.
vii. Course entry criteria including the minimum level of English language proficiency, educational qualifications, and work experience required.
viii. Visa requirements which must be satisfied by the prospective student including English language proficiency levels.
ix. 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.

x. The College's requirement to report to relevant government authorities a student's failure to meet their visa conditions relating to academic performance.
xi. Withdrawal arrangements.
xii. Admission procedures, credit transfers, and the recognition of existing skills and knowledge policies and procedures at the College.
xiii. All students who come to Australia on a student visa must have a primary purpose of studying and must undertake full-time study.
xiv. 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.
xv. Internal and external complaint and appeals procedures; and
xvi. 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:

i. Complete their studies in another course or with another education provider or
ii. Receive a refund of their unspent tuition fees. In the unlikely event, that 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 Australian education, and to protect and enhance Australia's global reputation.
iii. 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 2018.

### 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 the GBC 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 this agreement.
   c. Your legal Guardian must sign on it too.

(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) How you can apply for course credit.
(iii) When your enrolment can be deferred, suspended, or cancelled.
(iv) Our requirements for satisfactory progress in the courses you study.
(v) The available support if you are not progressing well.
(vi) If attendance will be monitored for your course.
(vii) A complaints and appeals process.
(viii) Quality training and assessment in compliance with the relevant legislation for the registered training provider and CRICOS registered provider.
(ix) Issuance of AQF certification documentation.

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 need to change your homestay provider
(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, visit the website: https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
(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 Home Affairs 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 Home Affairs (DHA) 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 you arrive 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 Home Affairs website at https://www.homeaffairs.gov.au/

## 26.6 Student Visa Requirements – English Entry Requirements

As courses at GBC are conducted in English, it is expected that students will have the required level of English to successfully complete their course. Please see the Entry Requirements for individual courses at GBC.

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

For entry into GBC vocational courses, international students with English as a second language must be able to demonstrate the required English proficiency for their qualification. Entry to Certificate II and III courses requires an Intermediate level attained from an English language proficiency test (IELTS 4.5, TOEFL 32-45, PTE 29). Entry to Certificate IV and above courses requires an Upper Intermediate Level (IELTS 5.5, TOEFL 46-59, PTE 36). For exceptions and details please refer to our English Entry Requirement policy on our website.

In addition, students must have the required level of Language, Literacy, and Numeracy (LL&N) to undertake their course. During the course, if a student is having issues with 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, or 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 in the student's files and is a dynamic working document. Refer to our LL&N policy and procedures.

## 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. It is also your responsibility to inform us of any change in the contact details of your legal guardians/parents. You must inform Student Services immediately of any changes by submitting the 'Change in Personal Details Form' available on our website. This is vital to ensure you receive important information, such as your course progress, fee receipts, and visa situation.

Forgetting to inform the College of any change of contact details of yours and your legal guardians/parents, is a violation of student visa conditions and is not accepted by DHA 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 (OSHC)

Australia has a very modern and efficient healthcare 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 yourself and your family, if they travel with you. You and your family 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
https://www.medibank.com.au/

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 the National Code 2018, the Compliance Officer will monitor the course progress of each overseas student. The reminder letters and warnings are sent as per the below steps. Any student who reaches competency in 2 consecutive terms is removed from the intervention plan.

Students upload their Assessment Tasks on George Brown College (GBC) eLearning portal as per the due dates mentioned in the portal. The Student Services Team will invite students who have received a 'Not Yet Competent' (NYC) result to meet and discuss their options by sending them 1st warning and 2nd warning letters, according to the level of warnings issued in the past.

If the student submits their assessment by the due date and receives a 'Not Yet Competent' result, they will be granted another 2 attempts 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, as mentioned in the GBC Under-18 Student Handbook.

Students found to have cheated or plagiarized will be penalized $250 and will be given an opportunity to resubmit again.

Students found to have not submitted on time can be provided with special consideration who provide documentation to show long-term disability, illness, or injury that has affected their ability to complete work in time. In such cases, re-assessment or re-enrolment fees may be waived.

To find out assessment-related penalties, please refer to the Under-18 Student Handbook on our website and check other fee details.

On week 13, following the end of each academic Term (week 10), all students are emailed to notify them that their results have been released. A course progress reminder letter is sent to those students who have failed in less than 50% of their enrolled Units.

## Warning 1

Once the results are released, an Academic Warning 1 letter will be sent to the students if they fail to achieve competency in more than 50% of their enrolled Units of competencies in the previous academic term. All students' communication and intervention are recorded in RTO Manager on the Student's Register for Intervention. If a student fixes the NYC assessment result to a Competent result within the 2 attempts provided to them, their course progress status will be checked. If students pass, a Warning 1 Letter will be removed from their course progress status. If they don't pass using the 2 attempts provided to them, the warning 1 letter status will prevail.

## Warning 2

Academic warning letter 2 will be sent to the students if their results remain NYC after they have received Warning 1 Letter. All student's communication and intervention are recorded in the RTO Manager on Student's Register for Intervention.

## Intention to report due to Unsatisfactory Course Progress

After receiving a Warning 2 Letter, if students remain NYC, or fail in more than 50% of their enroled units of competencies as they progress further into the future terms, they will receive an Intention to Report Letter.

Overseas students who fail to meet the course progress requirements and receive a further 'Not Yet Competent' result for 3 consecutive Terms and have already been sent the 1st warning and 2nd warning letters will be sent an Intention to Report Letter due to Unsatisfactory Course Progress.

Consistent with the Complaints and Appeals Policy – Students can appeal against the College's decision to report them for unsatisfactory course progress if there is evidence to support their situation. Students who come to appeal will use the Complaints & Appeals Form, available on the GBC website. Students will fill in the above form completely and provide sufficient evidence to prove their circumstances. Their legal guardians will also sign on the appeal form.

## If Appeal is Successful:

If the student appeal is accepted, the Student Support team will use the Risk Agreement Form, which provides tentative dates to complete the Units of competencies where the student has received the NYC results. Students who signed the Risk Agreement Form may be required to undergo academic counselling sessions.

## Student at Risk Agreement

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

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

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

- On the suitability of the course in which they are enrolled.
- Of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency.
- Of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to DHA 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 Form. Student Services Team and student sign on the 'Student at Risk Agreement Form'. Details about the agreement and the meeting are recorded in the student intervention register in RTOManager, and the risk agreement is scanned in the student folder. GBC Student Services Team 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 that may affect the student's expected duration of study, this variation and the reasons for it must be recorded on the student's file. Student Services Team 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.

## If Student Doesn't Appeal:

If a 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 Home Affairs (DHA) via the Provider Registration and International Student Management System (PRISMS).

## If Appeal is Unsuccessful:

After all complaints and appeals processes are finalized and the complaint has not been upheld, the student's enrolment will be formally terminated, and the Compliance Officer will report the student to the Department of Home Affairs (DHA) via the Provider Registration and International Student Management System (PRISMS).

An unsuccessful appeal outcome letter will be sent to the student and the student will be advised of having the option of going for an external appeal against the decision of the College to the Ombudsman, within 20 working days from the date of the unsuccessful appeal outcome letter. If the student does not appeal to the Ombudsman within 20 working days, the student needs to understand that this might affect their student visa, and the student is advised that they should contact the Department of Home Affairs (DHA) urgently.

The Commonwealth Ombudsman can be contacted at https://www.ombudsman.gov.au/contact-us

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.

## 26.10 Student Visa Requirements – Attendance

In addition to satisfactory Course Progress, all George Brown College (GBC) International students studying VET Courses of study in a face-to-face mode of delivery are required to meet satisfactory attendance requirements. This means that students, whilst encouraged to attend 100% of all classes, must attend at least 80% of their classes.

GBC has their student attendance recorded for each class that they are scheduled to attend. This data is stored electronically and used to calculate the student's attendance for every week of each academic term. Students are required to produce a medical certificate or relevant documents for exceptional circumstances due to which they are unable to meet the attendance requirement. All documentation relating to attendance is kept in the student's file.

Students will receive:

I. Reminder Letter when Attendance < 80% for 2 consecutive weeks.

II. Warning 1 Letter when a student has received Reminder and Attendance <80% for another 2 Consecutive weeks.

III. Warning Letter 2 if Student has received Warning 1 Letter and has attendance < 80% for another 2 consecutive weeks.

IV. Intention to Report Letter when Student has received Warning 2 and has attendance < 80% for another 2 consecutive weeks.

The written letters will remind the students about the College's attendance requirements. After Student receives written letters, the Compliance Team will follow up with Students by calling them and reminding them to come to class.

The second written warning (W2) will remind the students about the College's attendance and request the students to contact the College. The Compliance team will advise students to discuss their situations. If the student has indicated that they have engaged an education agent, the agent will be notified that the student is at risk of being reported for unsatisfactory attendance. Legal guardians of under 18 students will also be notified.

If Student fails to contact us to explain their situation or fail to attend class, they will be issued with an Intention to Report (ITR) Letter. Students are allowed 20 working days within which they can appeal to the College, against the ITR Letter issued to them. The compliance team will then arrange a meeting time with the student, so students get the opportunity to explain the situation that caused them not to attend class.

Consistent with the Complaints and Appeals Policy – Students can appeal against the College's decision to report them for unsatisfactory attendance if there is evidence to support their situation.

GBC may decide to hold or not to report a student for breaching the attendance requirements:

- If the student's records clearly indicate the student is making satisfactory course progress and the student is attending at least 70% of all scheduled courses, contact hours.

- If the student provides genuine evidence of compassionate or compelling circumstances. The student's case will be assessed and if it is found that the student can perform better, GBC can decide to hold the reporting and the student can be given an extension and student attendance will be monitored very closely and if the student is found not attending classes for the minimum hours will be reported.

- If the student's appeal is unsuccessful, an unsuccessful appeal outcome letter will be sent to the student where the student will be advised of having the option of going for an external appeal against the decision of the College to the Ombudsman, within 20 working days from the date of the unsuccessful appeal outcome letter. If the student does not appeal to the Ombudsman within 20 working days, will be reported to the Department of Home Affairs. Students will be sent a breach-reported letter and will be advised to contact the Department of Home Affairs.

Please refer to the Attendance Policy on the GBC website.

## 26.11 Student Visa Requirements – Working whilst Studying

As an international student, you can only work a maximum of 48 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 to 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 with NSW school holidays to maximise your opportunity to find work. As a guide, your academic year consists of 40 weeks of study and 12 weeks of holidays from study, where you can work with no hour limit.

During your study weeks, do not work longer than the allowed 48 hours per fortnight as the Department of Home Affairs (DHA) 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 Support team at the College can provide you with more information if you are unsure about your situation.

# 27. Cancellation of Enrolment

It is a condition of the student visa that the 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 'U18 - Application for Cancellation/Withdrawal" request form and submit it to student services staff with the required documents.

Under 18 Overseas students wishing to cancel or withdraw their enrolment must provide:

- A copy of the student's lodgement or grant of a new visa to confirm staying in Australia without any studies.
- 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.

Under 18 Students intending to cancel or withdraw from their enrolled course, must have a declaration from their legal parents or guardians in order for GBC to accept this form.

A letter confirming the outcome of the application should be sent by the College to the students and their legal guardians 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 Home Affairs (DHA).

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

# 28. 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 Student Services Team member and will submit a U18 - Application for Cancellation/Withdrawal along with the Letter of Offer from another registered provider. The Student Services Team members will meet the students and will discuss the reason for withdrawal. The Student Services Team member will note down all the points discussed in the meeting and will take the file for decision to the PEO. Students must get the declaration signed by their legal guardian on the U18 – Application for Cancellation/Withdrawal Form as required for GBC to accept and process the request.

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 a Student Services Team member 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 Home Affairs to meet academic progress and/or attendance 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 and their guardian 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 DHA 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. Critical Incident Management Plan

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

The objectives of the 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, 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 attacks 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 drills 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 the 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.

## CIMP & Overseas Students

- A natural or other major disaster in the community.

National Code of Practice for Providers of Education and Training to Overseas Students 2018 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 to 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, and 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 that require student support, including critical incidents. The College will also ensure that where needed, 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, and 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, key people must be 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 after the critical incident*

- Monitor the 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 on 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 counselling support appropriate to the particular critical incident is important.

## Review

After the critical incident has been dealt with, the organisation must undertake 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:

- 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
- Ensure all data gets uploaded to the cloud.
- Backup for eLearning platform.

## 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 on the campus.

# 30. Recruitment, Admissions, and Enrolment Policy and Procedures

## 30.1 Entry Requirements

George Brown College has a policy to ensure that, prior to enrolment, each student has demonstrated that they meet the entry requirements and have the capability to successfully complete their course. You must provide evidence that you meet the entry requirements on the application.

For all prospective students, students must meet the English Language requirements and the course-specific entry requirements and suitability assessments. Refer to our English Entry Requirements in this handbook or on our website.

As part of their enrolment procedure, a Language, Literacy, and Numeracy (LLN) test will be conducted during the orientation, or if the student doesn't attend the orientation, during the first day of class. The

purpose of this test is to understand more about the individual student's learning needs. Refer to our Language, Literacy, and Numeracy Policy.

## 30.2 Enrolment Procedures

George Brown College aims to ensure that students are enrolled in the correct course at the correct level that meets their learning goals and needs.

It is essential that students read all the information about the college and the course prior to enrolment. On enquiry, students are referred to the course brochure and this handbook by the agent, or if students are in Australia, by the college Student Support Team.

All students are to complete an 'Agreement' on acceptance into any course offered by GBC and prior to paying any fees. The student will previously have submitted an application form and received all information relating to living in Australia and studying at GBC and will be required to sign a declaration confirming this.

To ensure that you are enrolled into the correct course with appropriate support by your RTO, if you need guidance with enrolling or are unsure about your course choice, let George Brown College student services know so you can be assisted.

George Brown College will always try to meet your learning needs. If you have any special needs, make sure that you include this in the Application Form, or discuss it with the Student Support Team member before or during the enrolment period.

## 30.3 Enrolment Process

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 Home Affairs (DHA).
6. As soon as we receive the fees, we process your electronic Confirmation of Enrolment (eCoE).

Please talk to us if you have any problems. You may also seek information on any of the following:

| 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 Switchboard 1300 566 046 |
| **Department of Home Affairs (DHA)** | For visa matters | https://www.homeaffairs.gov.au<br>Phone 131 881 in Australia |
| **International Student Care Service (ISCS)** | | International Student Care Service (ISCS) |
| **Department of Industry, Innovation, and Science, Research, and Tertiary Education (DIISRTE)** | For your ESOS rights and responsibilities | https://www.industry.gov.au ESOS Helpline +61 2 6240 5069 |

## 30.2 Orientation

Upon arrival in Australia, the following procedure will occur for the commencement and orientation of new students to GBC. Students have been supplied with a welcome letter outlining the steps to be taken once they arrive in Australia.

New students will contact GBC and speak to a Student Support Officer. The Student Support Officer will take down the information about the student's contact details and residential address in Australia. They will also arrange a time for an entry interview with the support team if they have any questions about their enrolment/studies at GBC.

The student contact details will be passed over to an Administration Assistant who will enter this information in the Student Management database and generate a letter with the details of the appointment with a member of the Student Support Team. This generated letter is then forwarded to the student.

You will meet with one of the Student Support Team members at the appointed time. At this interview, the Student Support member will confirm the course you have enrolled in and take copies of original documentation such as your Passport, Student Visa, and IELTS results.

The Student Support member will provide you with a copy of your timetable and allocated class, campus, shift, and date of orientation. You will also be provided with a copy of the Student Handbook.

You will then attend Orientation Day at the beginning of the term. The program for Orientation Day will include:

- Your stay in Australia
- Accommodation, finances, and further study – for younger students, this will be stated separately using separate slides on separate days
- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills, knowledge, and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you disagree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- How you can get extra help with your learning

- Course timetable and attendance
- Course content
- Emergency evacuation procedures
- Your obligations as a student at our college including requirements for achieving satisfactory course progress and attendance in accordance with the ESOS Act
- How you can get support to meet your course progress and attendance requirements
- Refer to the Student Handbook for information about refunds, withdrawals, transfers, and other obligations under ESOS.

If you have any questions about the enrolment process or about how George Brown College may assist you in meeting your learning goals and needs, please don't hesitate to talk to one of the friendly Student Support Team.

## 31. Language Literacy and Numeracy (LLN)

All students are required to undertake a Language, Literacy, and Numeracy (LL&N) test as part of their Orientation. This will provide GBC with the demonstrated evidence in person that they will have the language, literacy, and numeracy skills needed for their course.

If the student cannot complete at least 3/5 of these questions correctly, an interview with the student's advisor must be scheduled to review whether the student is able to continue with the enrolment. During this interview, the advisor will explain to the student the LLN requirements of the course (the complexity of texts to be read and produced, oral exchanges, and the calculations required). The student may be allowed a 2nd chance to re-sit a second set of LLN, provided the assessor understands that the student is capable of scoring more than 3/5.

If the student obtains a score of 3/5 or 4/5, and if there is a fair chance for the student to successfully complete the course, the advisor with a course trainer will establish an Individual Learning Plan and a regime of periodical meetings will be created to monitor the student's progress.

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

If the student obtains a score of 4.5/5 or 5/5, no actions are required.

### Special Assistance – Individual Learning Plans

GBC requests 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.

The plan will list the extra support to be provided in the areas the student demonstrates weaknesses. 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 Foundation Skills and training package requirements.

Applicants requiring accommodation for 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 who are identified that they need assistance in one or more of the areas:

| | | |
|---|---|---|
| **Learning** | **Writing** | **Numeracy** |
| **Reading** | **Oral Communication** | |

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.

Overseas Students under 18 must refer to the Under 18 Student Policy and Procedure prior to enrolment. Under 18 students must have approval from their legal guardians for any services and requests that they require, such as cancellation, suspension, withdrawal, transfer, etc.

# George Brown College Team

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|---|---|
| | *"It's very rewarding to see our students, who come from a diverse background, improve and excel in their learning. They come to realise their strengths and achievements, with the help of our strong Academic Team and the support of our Student Services Team. We are committed to building something special here at GBC. I am surely proud of the quality experience we are delivering to our students and different stakeholders."*<br><br>**Naz Hasan**<br>***General Manager***<br>gm@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".*<br><br>**Naresh Mohnani**<br>***Team Leader – Student Services***<br>sstl@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 are crucial to assist international students for them to be successful in their studies and to give them a great experience here. Every day I face different questions and issues which I find very challenging. It's rewarding to help students in my role here."*<br><br>**Chanida Mongkoldit**<br>***Compliance SSO***<br>compliance@georgebrown.nsw.edu.au |
| | *"One of the many things that I enjoy working in the education sector with international students is that I enjoy learning about their culture and way of seeing things. I always welcome students to come and talk to me about any issues they are facing at GBC to help them with it. I think it is very important to welcome students with a warm smile whenever they approach my desk. I have acquired a new set of skills working at GBC, facing new challenges that this role has thrown at me, but I always welcome them as it is a way of learning something new."*<br><br>**Carlos Toledo**<br>***Student Services and Admissions Officer***<br>sso2@georgebrown.nsw.edu.au |
| | *"I really enjoyed my journey in Australia since 2006 when I was an overseas student. I joined the education industry when I graduated from a master's course in 2009. I have over 10 years of work experience in the education industry in Australia. As the first point of contact, I know how to better assist students with their inquiries and provide appropriate advice about their studies at George Brown School. I am so happy to be a part of the GBC support team."*<br><br>**Shirley Wang**<br>***Student Services Officer***<br>sso@georgebrown.nsw.edu.au |
| | *"Being a member of the GBC Student Services Team allows me to help students with their letters of offer and CoEs. I make sure they get the necessary support they need while attending George Brown College. I am grateful for being part of this amazing team."*<br><br>**Narender Bisht**<br>***Student Services Officer***<br>sso1@georgebrown.nsw.edu.au |