

Australian Business School Pty Ltd trading as
Australian Business School

AUSTRALIAN BUSINESS SCHOOL

BRISBANE



Student Handbook

2016

Australian Business School Pty Ltd
Trading as
Australian Business School
Level 2, 293 Queen Street Brisbane Queensland 4000

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WELCOME

Welcome to the Australian Business School (ABS). We hope that your stay here will be both enjoyable and educational. This handbook is designed to answer most of your questions about ABS and living in Brisbane, but feel free to ask your teacher, the Student Contact Officer or the Director of Studies if you have any problems or questions or need help.

School Hours of Operation

Monday	9:30am to 1:30pm	4:00pm to 8:00pm
Tuesday		
Wednesday	9:30am to 1:30pm	4:00pm to 8:00pm
Thursday		
Friday	Self-study	
Saturday		
Sunday		

Closed on all Public Holidays

Campus Services and Facilities

ABS provides an orientation program covers issues such as

- Information relating to studying and living in Australia, including visa conditions, attendance and participation requirements,
- Student support services available to students in the transition to life and study in a new environment,
- Legal services,
- Emergency and health services
- Facilities and resources
- Policies and procedures contained in the Student Handbook will be explained
- Floor Plan Orientation (toilets, fire exits, kitchen, Code of Conduct, Legislative requirements etc)
- Overview of the Evacuation procedure will be conducted
- Student Application Forms will be completed
- Complaints and appeals process.

ABS campus is equipped with the following facilities and equipment:

- Computers with Application and System Software and Network Facilities
- Multimedia Software for group presentation
- Power Point projectors and speakers for Audio/Visual lectures/presentations
- Class rooms and computer labs for 15 to 30 students
- Library and learning resource centre.
- Organised student activities such as BBQ's, Hobby Expo's etc Support

International Students

ABS provides assistance to international students and their families from arrival to departure.

Brisbane



Brisbane is the third largest city in Australia with a population of around 1.6 million in the greater metropolitan area. The city is located in the southeast corner of Queensland (27.5oS, 153oE) and is 960 km (596miles) north of Sydney and 97 km (60miles) north of the Gold Coast. Greater Brisbane comprises over 180 suburbs and localities and covers an area of 1,141 sq. km (440 sq. miles).

Brisbane is a river city making full use of its enviable environment. The Brisbane River winds gently through the city and serves as a delightful way to explore the area. And there is so much to explore. A day in Brisbane might include international standard shopping in the Queen Street Mall; a swim, rainforest walk and lunch at South Bank Parklands; feeding dolphins at Tangalooma, then in the evening dine in world class restaurants and finish with a late night river cruise. Take some time to discover the Botanical Gardens, take an enchanting stroll through Fortitude Valley and Chinatown and a cruise out to the Bay Islands.



USEFUL INFORMATION FOR STUDENTS

Accommodation

Finding accommodation in Brisbane

There are many options of accommodation in Brisbane. The most popular are Share accommodation and Homestay. If you decide for Share accommodation then you will be living with some other students who rent and share a unit or a house. Depending on your preferences you can have your own room or you can live with some other people. Homestay gives you the option of staying with an Australian family, who takes care of you, but it is also a bit more expensive. Other options are accommodation in hostel, backpackers or hotels. Prices in these vary from cheap to expensive.

Useful websites for finding your own rented accommodation in Brisbane are: www.domain.com.au, www.realestate.com.au and www.gumtree.com.au or <http://Brisbane.gumtree.com.au/> If you are interested in boarding with Australian families (Homestay) please contact Homestay Network directly on www.homestaynetwork.com.au. You should inspect any prospective accommodation before agreeing to move in.

Alternatively, you can visit real estate agents or look in Brisbane newspaper publications. For more information about laws and conditions for renting, contact The QLD Office of Fair Trading on telephone number: 133220

Working in Brisbane

International students are eligible to work up to 20 hours per week while studying and full-time during the school holidays. Before you find a job and start working in Australia you will have to obtain a Tax File Number. Application forms are available from the Australian Taxation Office website www.ato.gov.au. Your employer should give you a pay slip with your pay; this shows the hours worked, total wages, tax deducted, and superannuation details.

To look for part-time or casual jobs visit www.seek.com.au or www.mycareer.com.au

Cost of Living

Australian Business School students typically spend about \$300 to \$500 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs.

The following chart is only a guide to help you understand the breakdown of costs.

Accommodation	\$150 - \$300 / week
Food	\$100 - \$200 / week
Public Transport	\$20 - \$ 50 / week
Entertainment/movies	\$13 per ticket

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. Some people spend a lot more than this, and others spend less. To live cheaply, you will have to share a room and cook for yourself.

We anticipate that international students will require approximately AU\$16,000 for living expenses for each year.

Interpreter Services

Call 131450 for free interpreter services.

Climate

Brisbane has a temperate climate with warm summers and mild winters. Brisbane's summer months of December, January and February are particularly warm, with consistent fine weather, although there may be an occasional downpour at this time of the year. During the autumn months of March, April and May, the climate is particularly attractive and this is one of the most popular times of the year to visit Brisbane, with fine days, mild nights and generally very pleasant weather. Spring in Brisbane is from September to November and although there is more chance of rain and overcast weather in Brisbane at this time of the year, the sunshine usually reappears fairly quickly.'

The sun is very strong in Australia and levels of ultra-violet radiation are very high for much of the year. Protect yourself with a hat, sunscreen (cream or lotion) and sunglasses if you are going to spend time in the sun, especially in the middle of the day.

Transport

Information regarding public transport can be accessed at Translink: <http://translink.com.au/> or via telephone on: 13 12 30

Safety in the City

Like most modern cities, Brisbane has its share of crime. Do not carry large amounts of cash on you or walk around alone at night. Only use Automatic Teller Machines in the daytime and don't carry your PIN number around with you. Memorise it.

If you need the POLICE or FIRE BRIGADE or AMBULANCE, dial 000.

The nearest police station to ABS is located at:

City Central Police Station
46 Charlotte St
BRISBANE, QLD, 4000
Tel: (07) 3258 2582

Change of Enrolment Details

It is your responsibility to notify the Department of Border Protection and ABS of any change of name, address or employment within seven (7) days of the change.

Course Information

At ABS, the course that you study will provide a framework for teaching you the skills and knowledge that you need in the workplace. You will work with your teacher on the competencies you need for your chosen industry. Study at the Diploma level prepares you to work as a manager, for example in human resources; or you could find work leading a team of IT specialists, or working as a business representative for a company. At Certificate IV level, you could be an information officer or technical officer in IT, or a co-ordinator of management activities in a small business.

Please check your individual course brochure for more specific content information.

Student Welfare and Guidance Services

ABS supports international students in adjusting to study and life in Australia, and in achieving their learning goals and the learning outcomes of their course. Students can approach the Student Contact Officer (David Kusters) through Reception (Helen) who will help them to solve problems with your studies and provide information and guidance on the following:

- OSHC membership or claims
- Social events for students

- Accommodation assistance
- Referral for financial and tax advice and advice on legal issues
- Where to go if a student has medical problems
- Options for further study

If you need to discuss personal issues with a professional counsellor, you can make an appointment at reception to see the Student Welfare Counsellor, David Kusters.

Throughout your course, ABS will help you to access welfare-related services if you need them. The following contact details are for additional emergency services, either national and/or state-based.

Problem	Phone no.
Emergency	000
Abortion Grief Counselling	1300 363 550
AI- Anon Family Group	1300 252 666
Alcohol & Drug Info Services 24 hrs	1800 422 599
Alcoholics Anonymous	http://www.aa.org.au/
ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill)	1800 35 1881
Central Brisbane Area Mental Services	1800 636 825
Centrelink Youth & Student Line	132 490
Credit Helpline	1800 808 488
Domestic Violence Services	1800 656 463
Fair Trading Centres	133202
FPA (Family Planning) Health Line	1300 658 886
Gay & Lesbian Counselling Services	1300 364 277
G-Line (Gambling Counselling) 24 hrs	1800 633 635
International Student OSHC World Care (24hours)	1800 814 781
Legal Aid (Brisbane Head Office)	07 3238 3500
Lifeline	13 1114
Men's Line Australia 24 hrs	1300 789 978
Mental Health Info Services	1300 794 991
National Pregnancy Support Helpline	1800 422 213
Ombudsman's Office of QLD	1800 068 908
Poison Information Services	13 1126
Pregnancy Help Line	1300 139 313
Rape Crisis Centre	1800 424 017
Salvo Crisis Line	13 11 14
SANE Helpline (Mental Illness Info & Referral)	1800 18 SANE (7263)
SIDS QLD Support for any infant death, stillbirth or miscarriage	1800 651 186
Ted Noffs Foundation (Drug & Alcohol Counselling)	1800 151 045
Tenants Union of QLD Hotline	1800 251 101
Welfare Rights Centre	1800 358 511

Student ID Cards and USI (Unique Student Identifier)

To receive your ID card, you will need to attend the induction day. You will also need to have a USI (Unique Student Identifier) which is a consistent and unique number that only you can use to access your academic records. If you do not have a USI, you will be required to apply online during the induction session, with assistance from the induction facilitator.

Overseas Student Health Cover (OSHC)

You should receive your membership card from your chosen OSHC provider about 2 weeks after you register. This enables you to receive a wide range of medical services free in hospital or with minimal charge (OSHC providers pay up to 85% back). OSHC providers will also pay most of the cost of prescription medication. You are covered by OSHC from the moment you arrive in Australia. If you feel ill, you can visit a doctor at anytime and then take a receipt from the doctor to the OSHC provider and ask for a refund. The OSHC provider will pay 100% of the charge if you need an ambulance in an emergency. You should inform your OSHC provider about your current address. Please visit your OSHC provider office or website for more information.

The nearest offices and contact details for the various OSHC Providers are listed below.

Medibank Private	Phone: 132331 (within Australia) Phone: +61 3862 2570 (outside Australia)
AHM	Phone: 134 246
BUPA	1800 888 942 (within Australia) +61 2946 13850 (outside Australia)
OSHC Worldcare	www.oshcworldcare.com.au/ Member Services and General Enquiries: Phone: 136 742 Claims: 1800 651 349 Postal Address: Locked Bag 3001 Toowong QLD 4066

The medical clinic that is closest to ABS

Brisbane City Doctors

289 Queen Street

07 3221 3366

Brisbane 4001

Student rights and responsibilities

1. The Australian Government sets these conditions for students on a student visa:

- You must maintain at least **80% attendance** for each term of your course.
- You must maintain satisfactory academic progress for each term of your course (**50% minimum completion rate**).
- You must advise ABS and DIBP within 7 days if you change your address.
- You must have Overseas Student Health Cover (OSHC) throughout your stay in Australia.
- You must maintain adequate schooling arrangements for any school-age dependents who join you in Australia on a student dependent visa for more than 3 months.
- If you want to defer commencement of a course, you must notify ABS. ABS will notify DIBP through the PRISMS System of the deferral.
- Students are permitted to work a maximum of 20 hours per week during the term and for unlimited hours during college holidays. You will need a Tax File Number from the Australian Taxation Office before you start work. If you can show proof of enrolment for more than 6 months of study, the Australian Taxation Office (ATO) may consider you as a “resident” and you will pay less tax – contact the ATO for further information.

2. The Australian Business School expects all students to respect these rules:

- Smoking is not permitted in ABS premises or anywhere else in the building. If you wish to smoke, you must leave the building; this is only permitted during breaks.
- Food or drinks are not permitted in the classrooms or computer labs.
- No drugs or illegal substances are permitted in the ABS premises.
- You are responsible for your own possessions. Please do not leave valuables unattended.

3. Use of ABS Computer Facilities

A computer room is available for individual student use at all times. ABS expects students to act responsibly in computer rooms and follow these guidelines:

4. Save your files to a USB or email them to yourself. All material in 'My Documents', or on the Desktop will be deleted upon restart.
5. No downloading videos and/or music
6. No videos longer than 5 mins. This uses bandwidth that is then unavailable for other students.
7. No inappropriate sites and/or offensive material. **These are illegal and can result in expulsion from the college.**
8. No more than 30 minutes at a time during busy periods.
9. Remember to sign out, log off, or close any email, chat, or other applications you are using.

Extract of ABS POLICIES FOR STUDENTS

The following pages are summaries of the ABS policies that you need to be aware of. These documents are available in full from the ABS Website.

ABS Policy Document

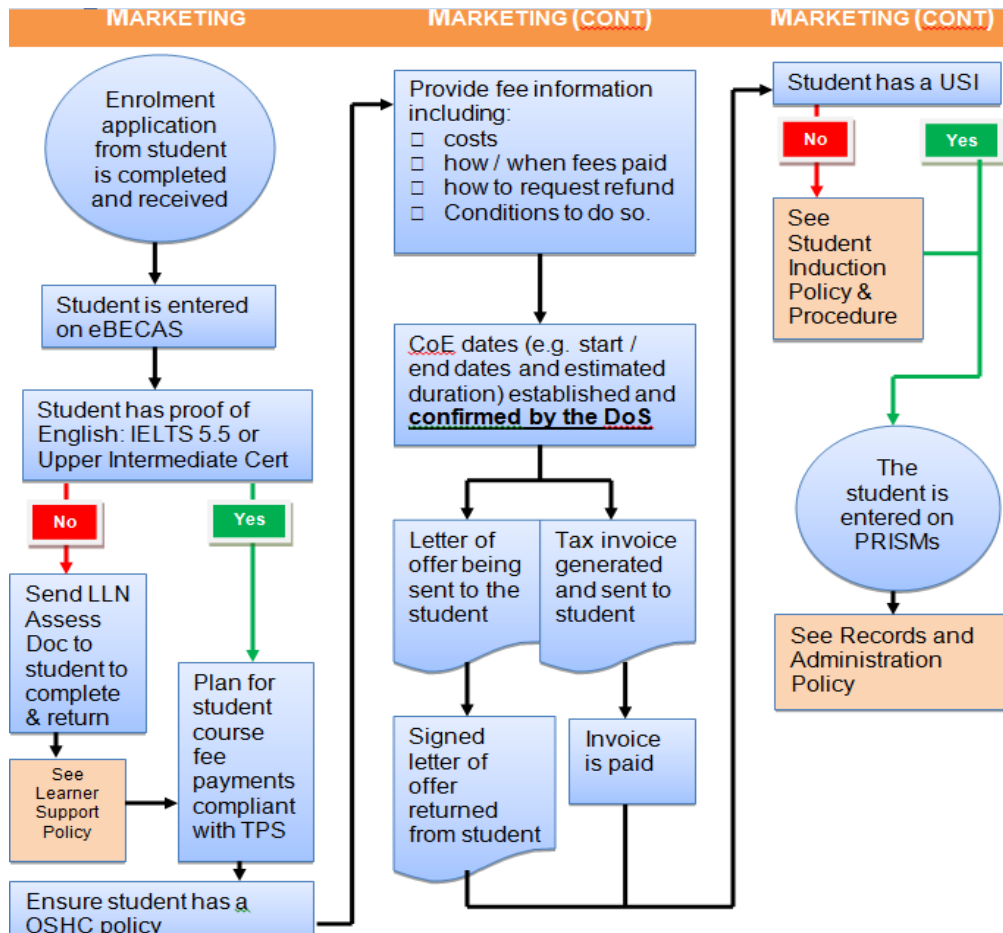
210 Enrolment

1. Policy Statement

ABS enrolls both local and international students in VET courses and does so in accordance with relevant legislation including EEO, Privacy, ESOS et al.

Prior to accepting a student for enrolment in a course, ABS will provide to the student, in print or electronic copy, current and accurate information regarding the following:

- the requirements for acceptance into a course, including the minimum level of English language proficiency;
- the course duration and if applicable, modes of study and assessment methods;
- general description of facilities, equipment, and learning resources available to students;
- indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies; and
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.



ABS Policy Document

221 Student's Academic Progress

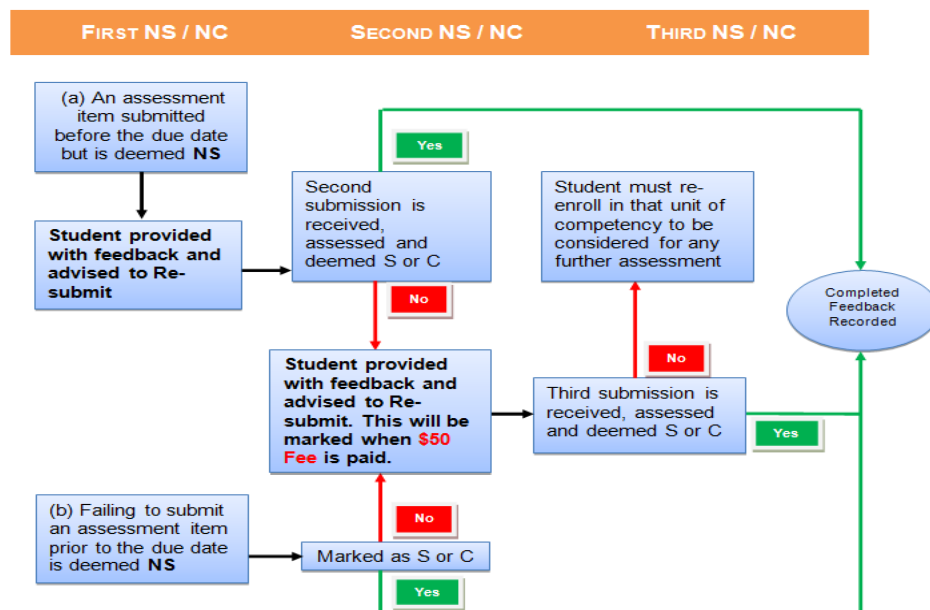
1. Policy Statement

1.1 Students are required to submit assessments by the due date provided for that unit of competency.

Students who present assignments by the due date will receive feedback on their work in a timely manner for them to benefit in preparing for the next assessment task. Feedback to students will be objective and focused on assisting them to understand how they can improve the quality of their work, and delivered as soon as possible after the assessment.

- a. Students who submit an assessments that **does not adequately demonstrate their competence** or is significantly incomplete, will be marked as NS (for individual assessments) or NC (if there is one assessment item).
- b. Students who do not submit assessments **within the required time** will be marked as NS (for individual assessments) or NC (if there is one assessment item).
- c. A **second opportunity** to complete an assessment to demonstrate competence will then be given to the student. This opportunity will not incur a penalty, provided the second submission is deemed competent and handed in by the due date (to be decided by the teacher, based on individual student factors).
- d. If a student **does not pass their second attempt** at an assessment or examination then a 'NC' will be recorded and the student will be required to pay a "Third Submission fee" of **\$50** (per assessment not completed in two attempts).
- e. If a student **does not pass their third attempt** at an assessment or re-examination then a 'NC' will be recorded and the student will be required to re-enroll in the unit and pay the appropriate tuition fee.
- f. Requests for extensions must be **made in writing a minimum of one week prior to the due date** of that unit of competency, to the student's teacher for consideration. Only students that demonstrate exceptional circumstances will qualify for an extension. Students can access the complaints and appeals policy if they are unhappy with a result or feedback received.

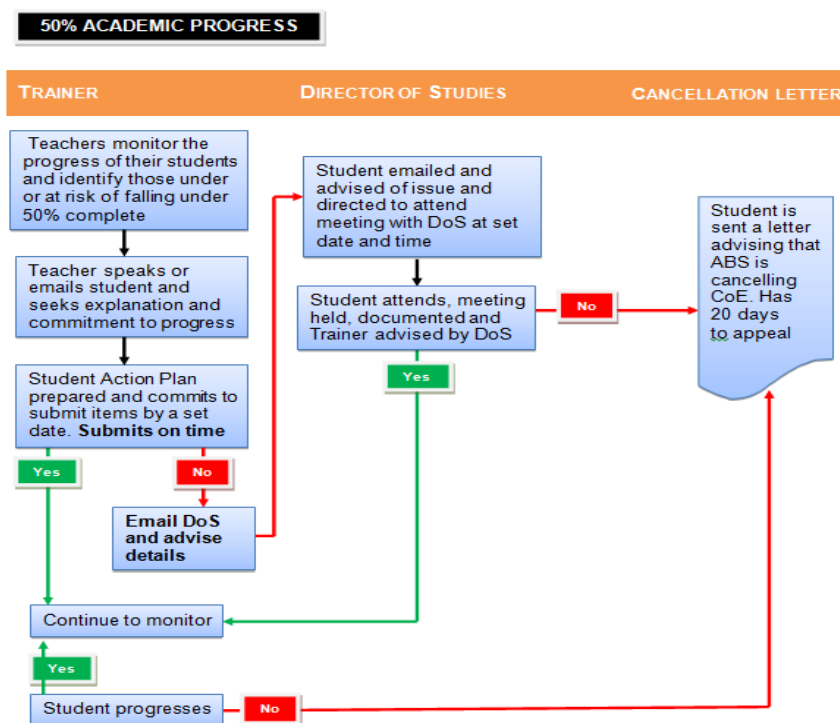
DUE DATES



1.2 Students are required to achieve a course progress rate of 50%

Following on from 1.1, ABS trainers monitor, record and assess the course progress of each student for each unit of competency within the course for which the student is enrolled. At the end of each term, students who are failing to meet a course progress rate of 50% will be counselled in the first instance by their trainer. Where a student has, or is at risk of failing to meet this benchmark, trainers will:

- a) Contact and counsel identified students in a confidential manner, seeking assurances they will endeavour to improve their progress through additional effort by the student, additional assistance from the trainer or a combination of these. **The trainer will set in place a 'Student Action Plan' that will allow for a student to reach necessary benchmarks within a timeframe suited to the student's academic level and circumstances.**
- b) Advise students that failure to meet the requirements of the Action Plan will result in an interview with the Director of Studies.
- c) If in 2 weeks the student is failing to meet the requirements of the Action Plan, the trainer advises the DoS via email of the following:
 - I. Student name, number and course
 - II. Number of subjects delivered and number of assessments submitted and marked competent
 - III. What action has been taken thus far (eg: talking to student etc) and when this was
 - IV. What came from that meeting.
- d) The DoS will then notify the student and seek an interview with that student to discuss options and consequences.
- e) If in 2 weeks from this meeting the student is still failing to meet the requirements of the Action Plan (or immediately if the student does not attend the interview), the DoS will then notify the student in writing of ABS's intention to cancel their CoE and report the student for not achieving satisfactory course progress.
- f) The written notice will inform the student that he or she is able to access the registered provider's complaints and appeals process and that the student has 20 working days in which to do so.
- g) If the student does not submit any viable reason for the cancellation to be stopped, and has chosen not to access the complaints and appeals processes within the 20 working day period, ABS will cancel that student's CoE and notify Immigration through PRISMS that the student is not achieving satisfactory course progress as soon as practicable.



ABS Policy Document

263 Complaints and Appeals

1. Policy Statement

ABS is committed to fair and reasonable review of any decision made in relation to a student's treatment, academic progress, results or status as a student.

This complaints and appeals policy will:

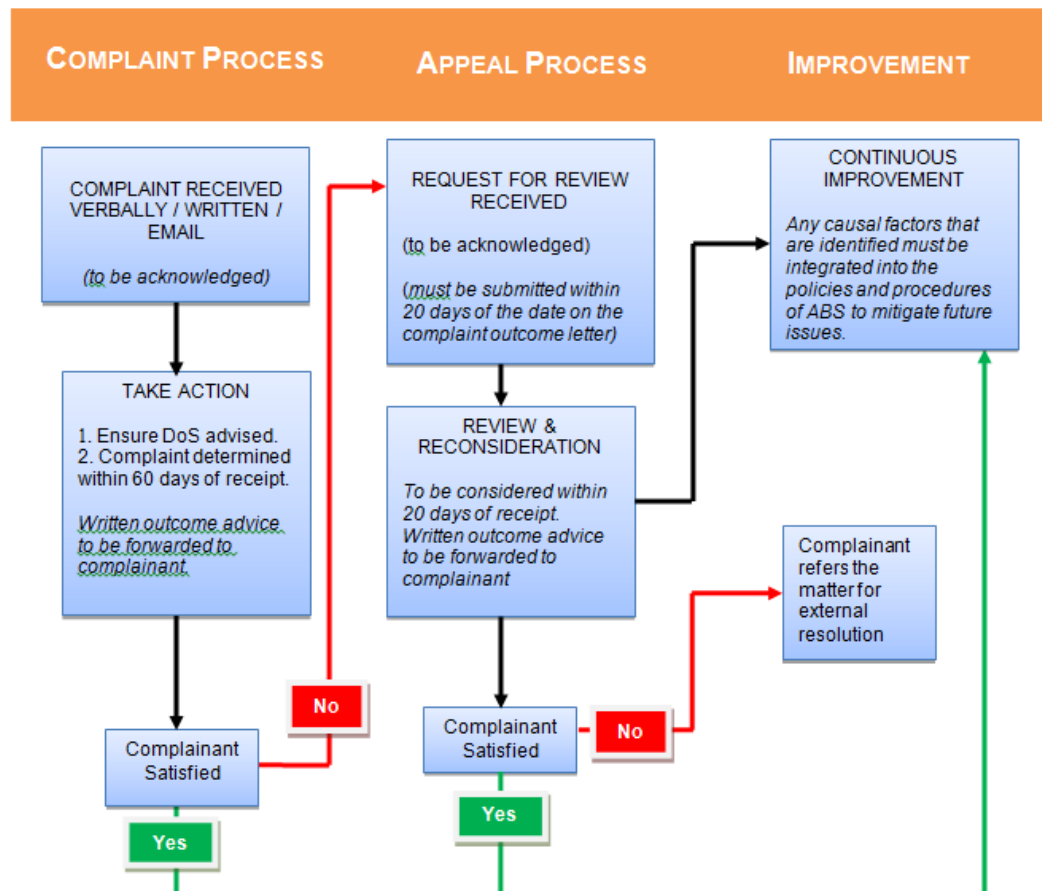
- ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- be publicly available;
- set out the procedure for making a complaint or requesting an appeal;
- ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Appeals Can relate to:

- Training and Assessment decisions;
- Enrolment decisions;
- Administration decisions.

Complaint Can relate to:

- Training and Assessment services;
- Provision of Enrolment services;
- Administration services to students and/or stakeholders.



ABS Policy Document

212 Learner support

1. Policy Statement

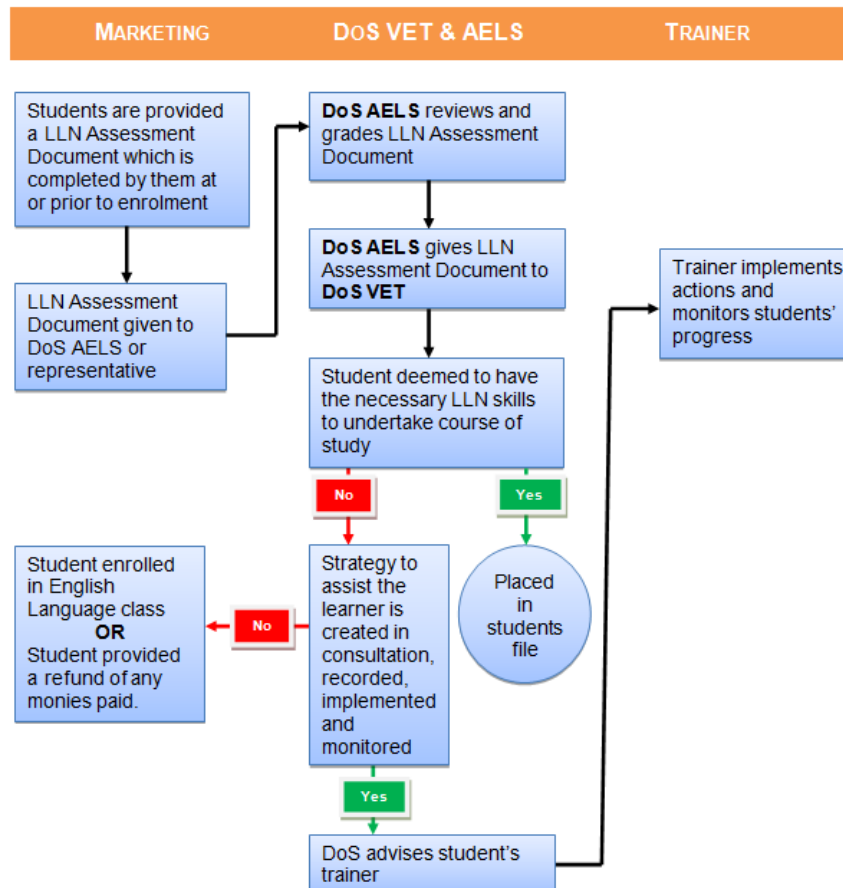
ABS determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

To achieve this, ABS will:

- identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest);
- provide access to that support throughout their training.

This may include providing:

- Language, Literacy and Numeracy (LLN) support including:
 - Learning
 - Reading
 - Writing
 - Oral Communication
 - Numeracy.
- additional tutorials;
- other mechanisms, such as assistance in using technology for online delivery components.



ABS Policy Document

242 Recognition of Prior Learning (RPL)

1. Policy Statement

ABS recognizes relevant AQF qualifications and statements of attainment issued by other Registered Training Organizations. Applicants will be granted RPL for any units of competency in ABS courses which have been completed at another RTO and documented on a qualification or statement of attainment.

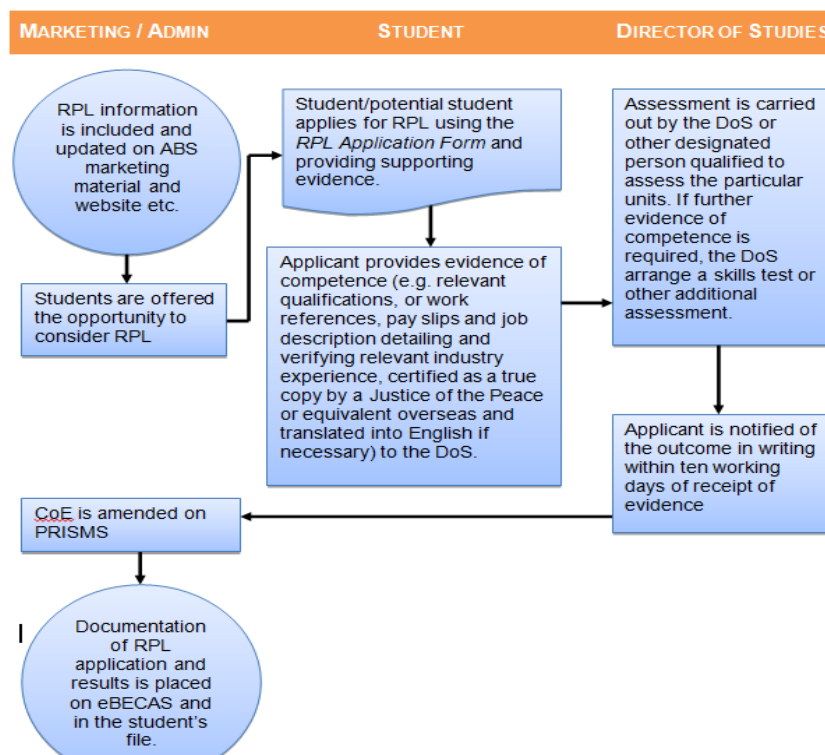
ABS recognises that students bring to their learning a wide variety of experiences. All students are advised of the availability of RPL through pre-course information flyers, the Student Handbook (accessible from the website), and the induction program. In addition, agents and marketing personnel are required to tell all prospective applicants about their right to access RPL. The Application Form asks applicants if they would like to apply for RPL.

ABS further informs all prospective students that:

- If they are granted RPL, the length of the course will be shortened and DIBP notified. The effect of this is that the duration of their student visa will be shortened;
- They are still required to attend 20 hours a week.

The procedure and evidence requirements are explained to any student who requests RPL. This is usually done by the DoS in person on appointment or by email or over the telephone. An *RPL Application Form*, which gives further information about evidence requirements, is also provided to the student. In the same way, applicants are supported through the evidence-gathering process, and every effort is made to minimise the time and cost to applicants during the evidence-gathering phase of the application.

If a student on a student visa is granted RPL and the length of the course or visa is shortened, they are still required to attend full-time and abide by the ABS *Attendance Policy*. If this means that they finish the course early they must either enrol in another CRICOS-registered course or leave Australia in accordance with their visa conditions. If the RPL is granted **before** the visa is granted, the College will record the net course duration as reduced by RPL. If the RPL is granted **after** the visa grant, the College will report the course duration change to DIAC via the PRISMS system.



Assignments

Students who present assignments by the due date will receive feedback on their work in a timely manner for them to benefit in preparing for the next assessment task. Feedback to students will be objective and focused on assisting them to understand how they can improve the quality of their work, and delivered as soon as possible after the assessment.

Students will be given a second opportunity to complete an assessment to demonstrate competence, and will be given an opportunity to re-sit an examination/test when NYS. If students do not pass their second attempt at a re-assessment or examination re-sit then a 'NYC' will be recorded and the student will have to re-enrol in the unit and pay the appropriate tuition fee.

Students are responsible for submitting assignments and assessments by the due date. Requests for extensions must be made in writing to the course coordinator for consideration. Only exceptional circumstances will qualify for granting an extension past the due assessment submission date. Students can access the complaints and appeals policy if they are unhappy with a result or feedback received.

Examinations

Students will receive timely and detailed information about the assessment criteria to be met in examinations/tests and the grading categories. Students are responsible for attending examinations/tests. If a student does not attend and does not present a valid medical certificate, they will be recorded as 'NYC'.

- **Entering and leaving time**
Students are not permitted to enter the examination room more than fifteen minutes after the commencement of the session, or as decided by the teacher. Students are not permitted to leave the examination room until half an hour after the start of the session or during the last 15 minutes of the session, or as decided by the teacher.
- **Identification cards**
Students must bring their student card or passport for photographic identification with them to all examinations and must show it to the teacher if requested.
- **Reading time**
Reading time may be permitted prior to each examination at the discretion of the teacher concerned. This usually commences at the examination start time as indicated by the teacher concerned, and is in addition to the time allowed for the examination. No writing including marking, scratching with pen, pencil, finger, thumbnail, spit, rings, bangles or any other material is permitted during this time. Folding or creasing of an exam paper to mark answers or the use of any other equipment i.e. calculators etc, to calculate or document anything is also not permitted during this time unless you are notified that you are able to use this item in the exam.
- **Writing time**
All writing, including the entry of names or other information on the examination paper, examination answers booklets or the numbering of questions must be completed during the examination time, but only after the completion of reading time as indicated by the teacher in charge.
- **Closed book**
Closed book examinations do not permit the use of any written materials or other aids (including calculators). Students will be advised in advance of this category of examination.
- **Unauthorised material**
Students must not take into the examination room any books, writing paper, notes, manuscripts, electronic media (including electronic dictionaries), pagers, any form of stored or recorded information, or any other material except with the permission of the teacher.
- **Use of dictionaries**
A student may bring a bilingual dictionary into an examination. For the purposes of this provision, not annotated means the dictionary must not be marked with handwriting, other than personal identification, or with printed material(s) attached to or interleaved with the original. Highlighting and/or underlining will not be regarded as annotation under this provision.
- **Electronic devices**

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It is the responsibility of the teacher to inform students of approved electronic devices. Except in open book examinations calculators with alphanumeric/advanced text storage capability will not be permitted. Unless specifically permitted, no other form of electronic calculation or storage device, or device capable of allowing communication within or beyond the examination room, will be permitted in an examination.

- **Mobile phones**
Mobile phones are not permitted in the exam venue unless they are switched off and placed underneath the student's desk. Teachers will advise students of this procedure before commencement of each examination. If a mobile phone is found switched on in a student's possession after this, it will be deemed as unauthorised material. This may result in the matter being referred to the Director of Studies/ Course Coordinator and/or Principal for further action. Teachers will advise the student that the phone will be held as unauthorised material and returned to the student at the end of that examination.
- **Examination answer booklets**
Examination answer booklets may be provided in some examinations and must be submitted intact. No part of an examination booklet may be defaced, removed or destroyed.
- **Behaviour during an examination**
Students must not communicate in any way with any other person other than the teacher during an examination. Any other communication will be deemed as unacceptable behaviour and reported to the Director of Studies or Principal.
- **Cheating**
A student is deemed to be cheating if he or she seeks to obtain an unfair advantage in an examination or in other written or practical work that is required to be submitted or completed for assessment.

For each unit of competence students will receive a final Grade of either:

C	Competent
NC	Not competent
NA	Not assessed
CT	Credit transfer
RPL	Recognition of Prior learning
W	Withdrawn

Student Academic Results

- At the end of your course you will receive a Statement of Results showing all competencies gained and a Certificate or a Diploma.
- Copies of these can be viewed at Reception.
- At any time you can request to see your results and you can obtain a Statement of Attainment listing the units covered and your results.
- If you discontinue your course before completion for any reason, you are entitled to a Statement of Attainment that lists the units completed.

Counselling and extra support

ABS is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer counselling and extra support to students who demonstrate their commitment to studies.

Illness

If you miss classes because of illness, you must provide a Medical Certificate from a registered Medical Practitioner. The certificate must state the reason for your absence and the dates when you were deemed unfit for class. The documents must also clearly state the Medical Practitioner's contact details and Provider Number.

Please bring the Medical Certificate to Reception on the first day of your return to class. Reception staff will copy and file the certificate and return the original to you. You should keep the original in case you need to show it to the Department of Immigration and Border Protection.

Deferral, suspension or cancellation of enrolment

In certain circumstances, students are able to defer, suspend or cancel their enrolment in certain circumstances.

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Students who apply for deferral, suspension or cancellation of enrolment, or students whose enrolment ABS has decided to suspend or cancel, will be informed in writing that the deferral, suspension or cancellation of enrolment must be reported to Department of Education and may affect the status of their student visa.

Student requests for deferral or temporary suspension of studies

The deferral or temporary suspension of studies can only be granted due to compassionate or compelling circumstances which could include (but are not limited to):

1. serious illness or injury, where a medical certificate states that the student was unable to attend classes
2. bereavement of close family members
3. major political upheaval or natural disaster in the student's home country requiring emergency travel and this has impacted on the student's studies
4. a traumatic experience (which could include involvement in or witnessing of serious accident or being the victim of a serious crime) and this has impacted on the student (these cases should be supported by police or psychologists reports).
5. Where ABS is unable to offer a pre-requisite unit.
6. Inability to begin studying on the course commencement date due to delay in receiving a visa.

Note that the above examples of compassionate or compelling circumstances are examples only and ABS will always use professional judgement to assess each case on its individual merits.

As indicated in the procedures below, documentary evidence must be provided to support reasons for deferral or suspension of the student's enrolment.

The Australian Business School will cancel a student's enrolment if the student makes an application for withdrawal from their course. Requests for a *Letter of Release* students who wish to transfer to another provider will be processed according to the *Student Transfer Policy*.

Suspension or cancellation by The Australian Business School

The Australian Business School may suspend or cancel a student's enrolment on one or more of the following grounds:

- Misbehaviour/misconduct by the student as defined under the headings "Academic Misconduct" and "General Misconduct" in this Student Handbook.
- Non-commencement of studies where the student does not commence studies in a program when they are due to commence and they have not notified The Australian Business School in writing;
- Where the student requested deferment, but there were no compassionate or compelling reasons for granting a deferment.

When a student who has not completed his or her program does not return to studies after a break and has not notified The Australian Business School of any reason. In this case, by not re-enrolling the student is considered to have advised The Australian Business School that they will not be continuing their studies.

The Australian Business School may also decide to suspend or cancel a student's enrolment as a response to serious misbehaviour or non-payment of fees by a student.

Students have the right to appeal against a decision by ABS to defer, suspend or cancel their enrolment, and ABS will not notify DIBP of a change to the enrolment status until the internal *Complaints and Appeals Policy* process is completed.

If the Australian Business School intends to suspend or cancel the student's enrolment other than at the student's request, the student will be informed that they have 20 days to access the ABS's *Complaints and Appeals Policy*. If the appeal is not upheld or the student withdraws from the Appeals Process, then the ABS will proceed with the suspension or cancellation of the enrolment on PRISMS. The suspension or cancellation of the student's enrolment cannot take effect until the Appeals Process is completed, unless there are extenuating circumstances relating to the student's welfare. Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following. The student:

1. Is missing;
2. Has medical concerns, severe depression or psychological issues which lead ABS to fear for the student's wellbeing;

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3. Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
4. Is at risk of committing a criminal offence.

Any claim of extenuating circumstances by ABS will be supported by appropriate documented evidence.

Deferral or suspension of enrolment will usually not be granted retrospectively (after the event). However, there may be unusual circumstances in which a deferment or suspension is granted retrospectively. For example, if a student had a car accident on holiday overseas and does not turn up at the beginning of the semester, a retrospective deferment may be justified if a student was unable to contact ABS following the accident. Similarly, if a student was required to return home at short notice for urgent medical attention (before requesting a suspension of studies), ABS can grant a suspension of studies retrospectively, that is, when the student returns to study and requests this suspension.

Students who take unauthorised leave will be marked absent. If their attendance falls below the ABS's requirements, they will be reported to The Department of Education via PRISMS for breach of student visa requirements in relation to Standard 11 of the National Code and as per ABS's Attendance Policy.

Application by student for approved leave

1. Student completes *Application for Leave Form*, attaches documentary evidence of compassionate or compelling circumstances and copies of ticket or itinerary if leaving Australia, and submits to Reception;
2. Principal Executive Officer checks form and interviews student regarding need for leave and implications for course enrolment and visa;
3. Principal Executive Officer makes decision on application and refers student to Student Welfare Counsellor if necessary;
4. If leave is approved, Admission/Marketing Manager suspends enrolment on PRISMS, noting reasons for deferral/suspension;
5. On their return, the student is counselled by the Principal Executive Officer or Course Coordinator on options for making up units missed during leave. If necessary, the student's enrolment will be extended to allow them to complete their course.

Privacy Policy

The Australian Business School is committed to protecting your right to privacy. ABS will only collect personal information from you if it is necessary for the function or activity of the organization, and will only use such information for the primary purpose for which it was provided. ABS will not use this information for any other purpose without your consent. The information will be kept confidential, but may be given to different units within ABS for processing and use, under duty of confidentiality to ABS. ABS does not collect sensitive information about individuals.

ABS will take reasonable steps to protect all personal information from misuse, loss, unauthorised access, modification or disclosure. Where necessary, ABS will set up appropriate computer hardware and software systems for protection of data. ABS will also take reasonable steps to destroy or de-identify personal information which is no longer needed.

Information about you will not be given to third parties outside ABS unless otherwise stated or with your permission. ABS will forward information provided by students to government departments and agencies, and ABS's OSTAS provider, if required to do so under Australian law. This is made clear to students on or before enrolment.

ABS will endeavour to ensure that the personal information it holds is accurate, complete and up-to-date. Students may request access to and correction of their personal data held by ABS.

ABS will transfer personal information to a person or organization outside Australia only in limited circumstances, such as where it is reasonable to believe that the recipient of the information is governed by comparative privacy laws, or that the individual whose personal information is being transferred consents to its transfer. ABS may wish to use information provided by students in order to market particular products or services. ABS will only market products or services to people who have agreed that such information may be sent to them.

Important: Students should promptly advise ABS of any change in their contact details.

Harassment and/or Racism and Bullying

Harassment is any form of behaviour that is unwelcome, uninvited and unwarranted. Harassment may include:

- deliberate physical contact displaying sexually graphic or offensive materials;
- victimisation, bullying or destruction of personal belongings;
- intimidation, abuse or indecent exposure;
- persistent staring or rude gestures obscene or threatening phone calls and letters.

Racism may involve prejudice, the holding of negative attitudes about others due to their race, descent or national origin. It may involve discrimination, the negative differential treatment of individuals or groups on the same basis. Students who feel that they are being harassed or are the victims of any sort of racism should first contact the Student Contact Officer. The Student Contact Officer will then decide how to deal with the matter. This may involve face-to-face meetings with claimant and respondent to assist conciliation. If this solution is inappropriate, students should contact the Principal.

If the complaint is serious enough, the Principal may establish a formal inquiry and/or refer it to external authorities. Following the report produced by such an inquiry, the Principal may decide that the code of conduct has been grossly breached and recommend that a student's enrolment be terminated.

Workplace Health and Safety (WHS) Policy

ABS is committed to taking reasonable care of the Health and Safety of its students and staff, and will comply with Workplace Health and Safety Legislation and Regulations.

The Australian Business School maintains safety by:

- Providing and maintaining equipment and systems of work that are safe and without risk to the health of everyone.
- Making arrangement for ensuring the safe use, transport and storing of equipment.
- Providing information, instruction, training and supervision necessary to ensure health and safety of students and staff.

Students should dress appropriately for class. For safety reasons thongs are not acceptable footwear. Students are encouraged to report to management or their teacher any issues concerning Workplace Health and Safety that they observe on campus. On the doors to the fire stairs there is a plan of the Australian Business School premises showing the fire exits and the location of the fire extinguishers. The fire exit plan will be displayed in all rooms of ABS. Fire-fighting equipment is maintained on the ABS premises and shown to all students during the induction.

First Aid

A regularly maintained first aid kit is kept in the Administration office. Any incidents or accidents should be reported to the Principal Executive Officer and will be recorded on an Accident Report Form and filed in the Accident File.

Computer Screen Policy

Students and staff must not work on screen-based equipment for more than five hours in a seven and a half-hour day. Students and staff are required to take a minimum break from keyboard duties after working continuously for 50 minutes. Because of the presence of the magnetic field above the terminal you are advised not to sit closer than half a metre from the screen.

Code of Practice

As a Registered Training Organisation, The Australian Business School operates within the National Vet Regulator Act 2011, <http://www.comlaw.gov.au/Details/C2011A00012> and its amendments, and complies with all relevant Commonwealth and State legislation and regulatory requirements. ABS will observe legislation governing:

- workplace health and safety
- workplace harassment, victimisation and bullying
- anti-discrimination, including equal opportunity and racial vilification
- disability discrimination
- privacy
- vocational education and training.

ABS's Code of Practice also includes the following Commitments and Undertakings:

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- ABS is committed to providing quality training with a focus on industry needs.
- ABS values feedback from students, staff and employers as a basis for continuous improvement.
- Courses are designed and, wherever possible, facilities set up to enhance flexibility of delivery to maximise the opportunity for access and participation by disadvantaged students.
- ABS maintains a policy and procedure for handling student complaints.
- Where necessary, ABS will make suitable arrangements for those students who require literacy and/or numeracy support programs or reasonable adjustment to assessment.
- ABS will recognise the qualifications issued by other Registered Training Organisations.
- ABS will maintain a documented process for the recognition of prior learning (RPL) and ensure that RPL is offered to all students on enrolment.
- Course information will ensure that all fees and charges are advised before enrolment, that course content and assess procedures are explained and that vocational outcomes are outlined.
- ABS has in place appropriate systems to ensure sound financial and administrative practices, and safeguards student fees until the course is held.
- ABS has a refund policy that is fair and equitable.
- Student records are managed securely and confidentially and are available for student access on request.
- ABS's training courses are marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or course.
- ABS issues Qualifications or Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competency, in accordance with Australian Qualifications Framework guidelines. We only issue Qualifications and Statements of Attainment for courses within our scope of registration.
- ABS will honour all guarantees outlined in this Code of Practice, and understands that if it does not meet the obligations of this Code or relevant regulatory requirements, it may have its registration as a Registered Training Organisation withdrawn.
- ABS will take every opportunity to ensure that this Code of Practice is disseminated, understood and valued by all ABS staff and students.
- All ABS staff are bound by this Code of Practice and committed to its implementation.

Important Legislation Which Affects ABS

Training organisations have an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

Training organisations must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training at:

<http://www.comlaw.gov.au/Details/C2011A00012>

In relation to overseas students, ABS will comply with the requirements of the:

- Education Services for Overseas Students Act 2000
- ESOS Regulations 2001 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007)

The object of these regulations is to:

- Protect and enhance Australia's reputation as a study destination providing high quality education and training;
- Provide nationally consistent registration of providers and courses offered to overseas students;
- Protect the interests of those people coming to Australia on student visas by providing tuition and financial assurance;
- Ensure the integrity of the industry through visa-related reporting requirements.

ATTACHMENTS

- a) Application for Leave
- b) Complaint Form

Example Form - Application for Leave



Application for Leave

Deferment of Studies

Applicant Details

Title Mr <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> or Dr <input type="checkbox"/>	Student Number	0	0	0	0				
Family Name									
Given Name									
Mailing Address									
		Postcode							
Telephone Number									
Email Address									

Course Code	
Course Name	

Requested Date of Deferment from Course

Date From:	/	/	Date To	/	/
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Grounds for Deferment / Leave

- Medical Grounds Exceptional Circumstances

To assist the Australian Business School process your request, we need as much information as needs as possible to determine our response. If the matter is pertaining to personal loss then the request would be met by the Australian Business School

Supporting Documentation

- Medical Certificate Supporting Documentation Copy of Departure Ticket

Even though The Australian Business School may approve your application for a Deferment of Studies, DIBP may not accept the reasons provided and may proceed to cancel your visa and impose a three year ban on re-application for student visa. Information concerning the suspension will be conveyed to DIBP who are likely to make enquiries concerning the reasons for deferment and are able to check movement records to determine whether the student has left Australia. It is strongly advised that you contact the Australian Embassy in your home country to check the status of your student visa before attempting to travel back to Australia.

Applicants Signature:	Date	
Australian Business School Approval:	Date	

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Information collected by the Australian Business School is protected by the Privacy Amendment (Private Sector) Act 2000 (Cth). Information collected by this form is for the purpose of obtaining details to assist us in providing goods and services and will not be disclosed to a third party, except where prior written permission is obtained from the individual who supplied the information and to whom the information refers.
Please contact the ABS if you wish to access or correct personal information collected by us or if you have any queries in regard to our information handling procedures.

Action Taken / By who / When

Resolution

Name / Position	Signature	Date

Administration use only

Received Complaint from Student					Date
Student advised in writing of receipt	Yes <input type="checkbox"/>	No <input type="checkbox"/>			Date
Director of Studies / CEO advised	Yes <input type="checkbox"/>	No <input type="checkbox"/>			Date
Matter resolved	Yes <input type="checkbox"/>	No <input type="checkbox"/>			Date
Student Notified by e-mail of result	Yes <input type="checkbox"/>	No <input type="checkbox"/>			Date