

**Sydney Business Institute**

ABN 59 609 650 160    RTO Code: 45097  
Level 6, 8 Quay Street, Haymarket NSW 2000  
Phone: 02 9211 4958    Email: [info@sbi.edu.au](mailto:info@sbi.edu.au)  
Website: [www.sbi.edu.au](http://www.sbi.edu.au)



**SYDNEY  
BUSINESS  
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# **STUDENT HANDBOOK 2019**

Sydney Business Institute Pty Limited

RTO Code: 4597



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## Table of Contents

|   |           |
|---|-----------|
| <b>INTRODUCTION</b> .....   | <b>4</b>  |
| <b>WELCOME MESSAGE</b> .....  | <b>4</b>  |
| <b>CONTINUOUS IMPROVEMENT STRATEGY</b> .....                                | <b>4</b>  |
| <b>QUALIFICATIONS</b> .....   | <b>5</b>  |
| <b>EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) LEGISLATION</b> .....    | <b>5</b>  |
| <b>SBI KEY CONTACTS</b> .....   | <b>5</b>  |
| <b>DISPUTE RESOLUTION PROCEDURE</b> .....                                   | <b>6</b>  |
| <b>CODE OF PRACTICE AND STUDENT RESPONSIBILITIES</b> .....                  | <b>7</b>  |
| <b>STUDENT CODE OF CONDUCT</b> .....  | <b>7</b>  |
| <b>PRIOR TO COMMENCING YOUR COURSE AT SBI</b> .....                         | <b>9</b>  |
| ADMISSION .....   | 9         |
| COURSE ENTRY REQUIREMENTS .....   | 9         |
| STUDENT SELECTION & ENROLMENT PROCEDURE .....                               | 9         |
| UNIQUE STUDENT IDENTIFIERS (USI) .....                                      | 11        |
| LANGUAGE, LITERACY and NUMERACY (LLN) .....                                 | 13        |
| INTERNATIONAL STUDENT VISA REQUIREMENTS .....                               | 14        |
| PERSONAL CONTACT INFORMATION & CHANGE OF PERSONAL CONTACT INFORMATION ..... | 15        |
| OVERSEAS STUDENT HEALTH COVER FOR INTERNATIONAL STUDENTS .....              | 15        |
| MODES OF STUDY FOR INTERNATIONAL STUDENTS.....                              | 15        |
| SATISFACTORY PROGRESS REQUIREMENT FOR INTERNATIONAL STUDENT .....           | 16        |
| COMPLAINTS, APPEALS & GRIEVANCES .....                                      | 16        |
| <b>PAYMENT OF FEES AND REFUND POLICY</b> .....                              | <b>17</b> |
| INTERNATIONAL STUDENTS FEE SCHEDULE.....                                    | 17        |
| DOMESTIC STUDENTS FEE SCHEDULE .....  | 18        |
| PROTECTION OF STUDENT FEES PAID IN ADVANCE.....                             | 18        |
| SBI TUITION FEES REFUND POLICY (for International Students).....            | 19        |
| SBI TUITION FEES REFUND POLICY (for Domestic Students) .....                | 20        |
| THRESHOLD PREPAID FEES.....   | 21        |
| <b>COMMENCING YOUR COURSE AT SBI</b> .....                                  | <b>22</b> |
| ENROLMENT REQUIREMENTS .....  | 22        |
| CHANGING ENROLMENT DETAILS – INTERNATIONAL STUDENTS.....                    | 22        |
| ORIENTATION .....   | 22        |
| USE OF PERSONAL INFORMATION .....   | 23        |
| COURSE PROGRESS .....   | 23        |
| EXTENSION OF COE .....  | 27        |
| COURSE DELIVERY .....   | 28        |
| ASSESSMENT METHODS.....   | 29        |
| CREDIT TRANSFER / RPL .....   | 30        |
| FACILITIES .....  | 30        |
| E-LEARNING AND STUDENT MANAGEMENT FACILITIES .....                          | 30        |
| COURSE PATHWAYS .....   | 31        |
| STUDENT SUPPORT SERVICES .....  | 31        |

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|  |           |
|--|-----------|
| OPPORTUNITY FOR IMPORVEMENT.....                           | 31        |
| <b>POLICIES.....</b>                                       | <b>32</b> |
| STUDENT DEFERMENT, SUSPENSION OR CANCELLATION POLICY ..... | 32        |
| STUDENT TRANSFER BETWEEN REGISTERED PROVIDERS POLICY ..... | 37        |
| RECOGNITION OF PRIOR LEARNING (RPL) POLICY .....           | 40        |
| ASSESSMENT POLICY .....                                    | 43        |
| ASSESSMENT APPEALS POLICY .....                            | 48        |
| STUDENT ACADEMIC INTEGRITY POLICY .....                    | 49        |
| STUDENT GRIEVANCE AND MEDIATION POLICY .....               | 54        |
| STUDENT LEARNING SUPPORT POLICY.....                       | 58        |
| INFORMATION PRIVACY POLICY .....                           | 63        |
| INSTITUTE SECURITY AND SAFETY POLICY.....                  | 65        |
| NOTIFICATION OF RELOCATION OF PREMISES POLICY .....        | 67        |
| <b>OTHER USEFUL INFORMATION.....</b>                       | <b>67</b> |
| COST OF LIVING .....                                       | 67        |
| SCHOOL-AGED DEPENDENTS .....                               | 67        |
| ACCOMMODATION OPTIONS.....                                 | 68        |
| STUDENT SAFETY.....  | 68        |
| LEGAL INFORMATION AND ADVICE.....                          | 68        |
| <b>HELPFUL CONTACTS .....</b>                              | <b>69</b> |

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### INTRODUCTION

Sydney Business Institute (SBI) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The Australian Skills Quality Authority (ASQA) monitors and subjects SBI to regular external audit to verify adherence to these standards.

### WELCOME MESSAGE

Dear Student,

Thank you for choosing Sydney Business Institute (SBI), we look forward to working with you to achieve your training and career goals.

SBI is committed to providing high quality standards of vocational education and training. We aim to provide a happy, friendly and engaging learning environment, that allows you to strive and realise your potential.

At SBI we will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate quality training deliverables and student support services to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your course of study. This handbook will also give you valuable information about SBI's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to the RTO Manager. Your feedback is valuable to us and we look forward to working with you toward continuously improving the learning experience.

We sincerely hope that your time at Sydney Business Institute is a memorable and productive learning experience. If you require any assistance with understanding any of the Policies or Procedures outlined in this Student Handbook, please do not hesitate to ask for your trainer or Student Support Officer for assistance.

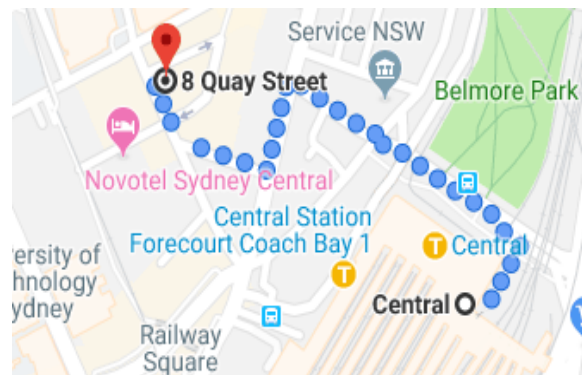
#### Contact Details

Phone: 0425 888 033  
Email: [info@sbi.edu.au](mailto:info@sbi.edu.au)  
Web: [www.sbi.edu.au](http://www.sbi.edu.au)

Address: Level 6, 8 Quay Street  
Haymarket NSW 2000

Office Hours\*: Monday to Friday, 5:30 pm – 10:15 pm  
Sunday 8:30 am – 6:30 pm

*\*Student Services Officer available on site 5:30pm – 9pm Mondays – Fridays. Students can access facility only during SBI Office Hours. Please contact 0425 888 033 for after-hours enquiries or support.*



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### CONTINUOUS IMPROVEMENT STRATEGY

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, these are namely our students, the industry we support and the community to whom we provide training.

SBI is committed to the collection of relevant information (or data), analysing that data and then applying corrective actions to improve our practices. Relevant information is collected through actively engaging with our students, before, during and after training and assessment.

### QUALIFICATIONS

SBI offers the following accredited and nationally recognised qualifications to domestic and international (note: currently awaiting CRICOS approval) students:

- BSB51918 - Diploma of Leadership & Management (AQF Level 5); and
- BSB61015 - Advanced Diploma of Leadership & Management (AQF Level 6).



SBI is responsible for compliance of training and assessment of all accredited qualifications. Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

### EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) LEGISLATION

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students. Fact sheets for students and providers are now available on the Department of Education and Training website. (<https://www.education.gov.au/qualifications-recognition-esos-framework-tuition-protection-service>).

### SBI KEY CONTACTS

SBI's Student Service Manager, Teaching Staff and Administrative Staff are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring individual training needs must contact the Head of Trainers for assistance. Students requiring special or intensive assistance must contact the Student Service Manager who may refer them to an external qualified Counsellor at the student's expense.

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### Admission & Student Service Manager

Ms. Cindy Zhang  
[info@sbi.edu.au](mailto:info@sbi.edu.au)

### Head of Trainers

Mr. Andrey Loburets  
[andrey@sbi.edu.au](mailto:andrey@sbi.edu.au)

### Compliance and Administrative Manager

Ms. Harmeen Kaur  
[harmeen@sbi.edu.au](mailto:harmeen@sbi.edu.au)

### Executive Assistant

Ms. Nadine Zellerhoff  
[nadine@sbi.edu.au](mailto:nadine@sbi.edu.au)

### Principal Executing officer

Dr Chun Jiang  
[peter@sbi.edu.au](mailto:peter@sbi.edu.au)

## DISPUTE RESOLUTION PROCEDURE

SBI has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by SBI. The independent mediator will be provided by the Ombudsman (if an International Student) or by ASQA (if a domestic student). Please refer to SBI's Grievance & Mediation Policy for more information.

## RELEVANT LEGISLATIONS

A range of legislation is applicable to all staff and students:

- The NSW Work, Health and Safety Act 2011
- Anti-Discrimination Act 1977
- Privacy and Personal Information Protection Act 1998
- Access and Equity Act
- Copyright Act 1968
- Sexual Harassment Act 1984
- Harassment Act 1997
- the ESOS Act 2000 (for overseas students) <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Act/Pages/default.aspx>
- the National Code 2018 (for overseas students) <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

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### CODE OF PRACTICE AND STUDENT RESPONSIBILITIES

SBI's Principal Executive Officer and Senior Management will ensure that SBI's operation, staff and students comply with the requirements of the Standards for Registered Training Organisations and the VET Quality Framework, which includes the following:

- the Standards for Registered Training Organisations 2015;
- the Australian Qualifications Framework;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements; and
- the Data Provision Requirements.

SBI will ensure that compliance applies across all of its operations within the registered training organisation's scope of registration, as listed on the National Register (<http://www.training.gov.au>).

### STUDENT CODE OF CONDUCT

Students are required to:

- be aware of safety, follow Work Health and Safety (WHS) and emergency procedures and to report dangerous incidents, accidents and injuries;
- have their Student ID cards while on SBI premises;
- refrain from participating in, condoning or approving conduct which is harassing, discriminatory or unfair;
- treat all other students and staff with courtesy, fairness and respect; -
- comply with laws of New South Wales and Australia including laws about crimes, harassment, discrimination and copyright;
- comply with SBI assessment procedures and refrain from plagiarism, collusion and cheating in assessment tasks;
- be punctual and regular in attendance;
- comply with student visa and ESOS Act requirements (ESOS Framework Link: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>);
- inform SBI of any changes to their personal details, emergency contact details, visa status or enrolment status
- obtain textbooks as required by the trainers;
- move quietly and briskly between classrooms, in corridors and generally on SBI premises, and when entering and leaving SBI premises, and not raise their voice or participate in any activity which may disrupt teaching in other classrooms;
- dress in an appropriate standard for a commercial office environment;

Students are not allowed to:

- smoke in the building, including the foyer and near the entrance, and in fire escapes;

- loiter anywhere within SBI premises, entrances to SBI premises or on the pedestrian thoroughfares within the vicinity of SBI premises;
- engage in dishonesty or misconduct in examinations or assessments such as plagiarism, collusion or cheating;
- swear or act in an offensive manner;
- take food or drink into the classrooms;
- litter anywhere on SBI premises;
- harass other students or staff;
- damage, steal, modify or misuse SBI property;
- be under the influence of alcohol or drugs on SBI premises;
- engage in behaviour which could offend, embarrass or threaten others;
- promote any religious or political ideology while on SBI premises;
- breach copyright laws including those relating to software;
- use SBI computers (or data/telephone points or wifi) to send, broadcast, search for or download inappropriate, offensive, defamatory or illegal material;
- be dressed inappropriately; and
- use or leave chewing gum on SBI premises.

Students must abide by the above listed rules at all times on SBI premises, in class and in accommodation arranged by SBI.

For non-compliance with the above outlined responsibilities, the following procedure for discipline will be followed:

1. The Student Service Manager will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
2. Where the issue or behaviour continues, students will be invited for a personal interview with the PEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
3. If the issue or behaviour continues, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)

After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.

Any suspension or cancellation will be undertaken in accordance with SBI's Deferral of commencement, suspension of studies, cancellation of enrolment procedure and may affect the status of a student's visa

At any stage of this procedure students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.



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### PRIOR TO COMMENCING YOUR COURSE AT SBI

#### ADMISSION

Admission to SBI is open to any person who:

- is an adult;
- can attend timetabled lessons at the SBI premises;
- meets the course entry requirements, including English Language requirements;
- pays the current course fees;
- agrees to abide by SBI's rules and procedures;
- agrees to comply with the laws of New South Wales and Australia; and
- for overseas students, meets the requirements of the Department of Home Affairs and is granted a student visa to study at SBI.

#### COURSE ENTRY REQUIREMENTS

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria. In line with the Government policy, students with intellectual and physical disabilities are encouraged to participate in training.

Applicants must be 18 years and above. Furthermore, students should have satisfactorily completed year 12 or equivalent. However, applicants who are 18 years and above who have no formal qualification and who can provide evidence of relevant and sufficient work experience including a proficiency in English equivalent to IELTS 5.5 or equivalent may also be considered. Each of the courses SBI offers further outlines specific entry requirements; please check SBI Course Flyers or the SBI Website, or contact SBI Support Officers for further information.

#### STUDENT SELECTION & ENROLMENT PROCEDURE

All prospective students are required to complete an enrolment form prior to course commencement to ascertain contact details, Unique Student Identifier, course of interest, emergency contact details, whether there is any recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

The back of the enrolment form outlines the Terms and Conditions of enrolment, including student's rights and responsibilities. Students are required to sign the back of the form to acknowledge their agreement with SBI's terms and conditions.

A copy of the Enrolment Agreement Form will be supplied to the learner, in line with the Australian Consumer Law requirements, prior to course commencement.

The SBI's Student Services Manager is responsible for ensuring each student has completed an enrolment form prior to course commencement.

Following is a list of "Terms & Conditions of Enrolment" listed on the Enrolment Agreement Form:

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- Enrolment and Selection;
- Course Fees, Payments and Refunds;
- Consumer guarantee;
- Fee Protection;
- Complaints and Appeals;
- Credit Transfer;
- Language, Literacy and Numeracy;
- Support Services;
- Legislative and Regulatory Requirements; and
- Workplace Health and Safety.

Prospective students need to attach certified evidence of qualifications, work experience (if relevant) and IELTS test results (if relevant).

The Student Service Manager then reviews the application and determines if an offer should be made on the basis of the entry requirements for the qualification. To be accepted, the applicant must at least meet the academic entry requirements and the minimum IELTS requirement (for international students). The entry requirements can be assessed using the RTO education equivalency document to align overseas qualifications. IELTS testing is not required where an applicant clearly has the required English language skills. The evidence for this would include certified evidence of completing education in an English-speaking country or at an English-speaking school or completing a Certificate IV or higher-level qualification in Australia.

Where an offer is issued to an applicant, the Student Service Manager must sign and date the appropriate section on the student agreement.

Once an offer has been approved by the Student Service Manager, an Offer Letter will be prepared and despatched to the student. The Offer Letter outlines the terms of the offer, including any initial pre-payments to be made by the applicant. Once SBI receives the fee payment and signed agreement from the applicant, a confirmation of enrolment will be issued.

For International Students, a Certificate of Enrolment (CoE) will be generated on PRISMS. If the applicant's educational qualifications do not meet SBI's admission requirements, other factors will be considered. These are:

- Mature age;
- Work experience;
- Attitude and aptitude;
- Previous academic results;
- Attendance rate at previous Institutes;
- Ability and skills to function in an academic environment; and
- Possibility to succeed in his/her academic endeavours.

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For international students, if an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant is advised to enrol in a recognised English (ESL) course for an appropriate duration until the student achieves an Intermediate Level.

Applicants who wish to study VET courses at SBI however are unable to provide documentation attesting to their English proficiency levels will be tested before they can enrol in a qualification. The following testing procedures apply:

Students have to sit for a designed English test in a recognised English Language School specifically geared to establish the following English competencies:

- Syntax and grammar,
- Reading comprehension,
- Writing descriptive/free-style essay and/or a business-oriented essay,
- Listening to spoken and academic English,
- Speaking – a brief topic-oriented discussion.

The test is marked on the principles of the IELTS band score to establish a student's competence to function in an academic environment.

Students who already have a satisfactory IELTS score and who are found to experience difficulty with the English language are counselled by SBI staff to undertake further studies or remedial studies in English (ESL) for an appropriate duration. The student is referred to an English Language School for this support program in English to be arranged.

The participants for each program offered by SBI will be selected in a manner that reflects access and equity principles.

### **International Student 's Visa refusal by the Australian Government**

Where a prospective student is refused an initial student visa by the Australian Government, a full refund of course fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to SBI. Please refer to SBI's Fees Refund Policy for more information.

### **UNIQUE STUDENT IDENTIFIES (USI)**

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, SBI must only issue a qualification or statement of attainment to a learner after:

- The learner has provided SBI with a verified USI; or
- SBI has applied for a USI on the students' behalf.

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A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

### Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at SBI, completing a diploma course; or
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation “view access” to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international student please visit [usi.gov.au](http://usi.gov.au) for more information.

As a part of the enrolment process, we have included on the Enrolment Agreement Form a section for the student to provide their USI. If you do not have a USI in place please refer to the below to find out how you can apply for a USI (a copy of the USI Fact Sheet is also accessible at SBI’s head office, please contact Student Support): <http://usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf>

Alternatively, SBI can apply for a USI on a student’s behalf by providing the following forms of ID to SBI:

- Driver’s Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students

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- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card (international students)

### Enrolment Process for USI

All prospective students are to complete an Application Form, which includes a section for the student to provide their USI. SBI will verify the USI supplied by the student.

Completed application forms are entered into the Student Management Database (Wisenet) creating a student record within the database. The student record will be retained within the Student Management System (Wisenet) with all records of attainments in an accessible format for a period of thirty (30) years. Where a qualification or statement of attainment is recorded in the USI scheme, no additional records are required to be kept, as the records required will exist within the USI scheme.

### LANGUAGE, LITERACY and NUMERACY (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment. SBI Trainers and staff can provide students with support to assist the student throughout the learning process.

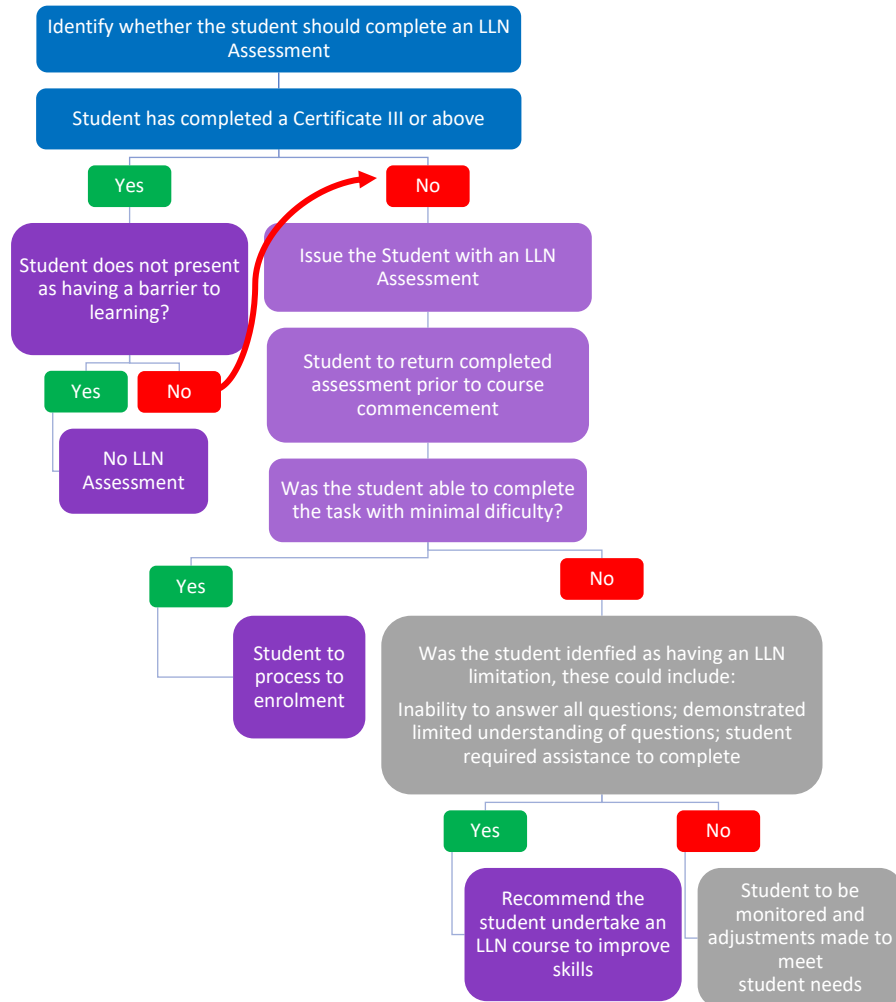
Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking training are required to undertake an LLN Assessment, unless the student currently holds a Certificate III qualification or above, or can demonstrate equivalent industry experience.

Process for LLN Assessment:

The LLN Assessment Tool may be replaced by an industry specific tool, i.e. it may be replaced by the Community Services and Health Industry Skills Council Practice Activity Quiz, if required. Below is an outline of SBI's LLN Assessment Process for further assistance:



## INTERNATIONAL STUDENT VISA REQUIREMENTS

According to the Department of Home Affairs (DHA), international students must provide evidence that satisfies the assessment factors applicable to be granted a student visa. Assessment factors include their ‘financial ability, English proficiency, likely compliance with the conditions of student visa and any other matters considered relevant to assessing their application’. Additional information on student visa issues is available on the following websites:

- DHA  
<https://www.homeaffairs.gov.au/>
- Study in Australia internet site  
[http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student\\_visa\\_sub-classes](http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visa_sub-classes)

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Phone: 02 9211 4958 Email: [info@sbi.edu.au](mailto:info@sbi.edu.au)  
Website: [www.sbi.edu.au](http://www.sbi.edu.au)



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### PERSONAL CONTACT INFORMATION & CHANGE OF PERSONAL CONTACT INFORMATION

For international students, upon arriving in Australia you are required to advise SBI of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important for international students. Under the Education Services for Overseas Students (ESOS) Act 2018 SBI is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

SBI may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. **It is your responsibility and in your own interests to ensure that you always update your address details at SBI to ensure you receives important information about your course, fees and possible breaches of your student visa.**

**In addition, international students are obligated to provide a local point of contact in the case of any emergency arising.**

For domestic students, you are also required to advise SBI of your residential address and telephone number and of any subsequent changes, including their Australian phone number (mobile and/or landline number), email address and residential address; and, students must maintain these personal details with SBI administration.

Students must advise SBI of their Australian address within seven days of arriving in Australia and within seven days of any change of address, for AVETMISS Data submission requirement. Additional information on student visa issues is available on the DHA web site at <https://www.homeaffairs.gov.au/>.

### OVERSEAS STUDENT HEALTH COVER FOR INTERNATIONAL STUDENTS

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds - before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

Find out more about purchasing OSHC at:

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

### MODES OF STUDY FOR INTERNATIONAL STUDENTS

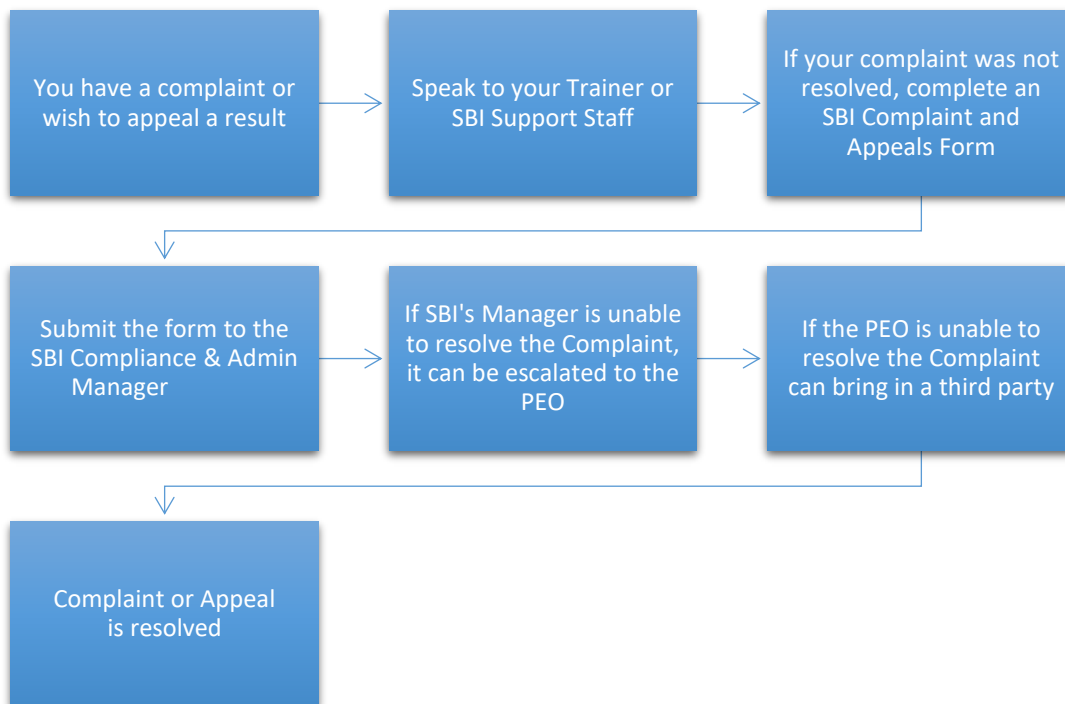
Australian law requires International students to study at a full-time study load. A full-time study load is normally a minimum of 20 hours per week for at least 36 weeks each calendar year or continuous 12-month period.

### SATISFACTORY PROGRESS REQUIREMENT FOR INTERNATIONAL STUDENT

If you are an international student and do not have satisfactory academic progress, you will be reported to DHA which will lead to cancellation of your student visa. Unsatisfactory academic progress is defined as failing more than 50% of units in any two consecutive study periods. A failure in more than 50% of units in one study period will trigger a review of academic progress by SBI and the implementation of an intervention strategy. Please refer to Satisfactory Progress Policy for International Students.

### COMPLAINTS, APPEALS & GRIEVANCES

Students have the right to submit a complaint if they wish to express discontent against another person or a complaint against SBI's processes or systems. In order to ensure that complaints are dealt with in a timely manner, please refer to SBI's Student Grievance & Mediation Policy and follow the necessary steps. To simplify the process, you can refer to the below Complaints Flowchart:





## PAYMENT OF FEES AND REFUND POLICY

Students entered into a binding contract with SBI at the time the student accepted the place offered by SBI by signing the Enrolment Form and paying the fees indicated on the Offer Letter, which were due prior to commencement of the course. The due date for subsequent payments is indicated in the Offer Letter under 'Payment Schedule'. A summary of fee payment arrangements can be noted as follows;

### INTERNATIONAL STUDENTS FEE SCHEDULE

| INTERNATIONAL STUDENTS   |                  |
|--|------------------|
| Type of Fee / Details  | Amount in \$ AUD |
| Application Fee  | 250              |
| Total tuition fee  | 6,000            |
| Grand Total  | 6,250            |
| Total first payment (please refer to the Instalment Schedule below)  | 1,500            |
| COE Amendment Fee* ( <i>*only applies if the CoE needs to be changed</i> )   | 100              |
| Late Submission Fee ( <i>only applies if a student has submitted an assessment past the submission due date.</i> )   | 50               |
| Re-Assessment Fee ( <i>only charged if the student cannot be assessed or submit assignment on scheduled due date, and he/ she does not have compelling reason with evidence (e.g., sickness) to be late assessed; and he/she did not apply for late assessment from the assessor and obtained approval before the assessment due date.</i> ) | 100              |
| RPL Assessment Fee ( <i>only applies to students who wish to have RPL assessed. Fee applies to each application of RPL</i> )   | 120              |
| Certificate Re-Issue Fee ( <i>only applies to students who wish to have their Certificate re-issued, e.g. is the certificate was lost or misplaced by the student.</i> )   | 25               |
| Postage of certificates ( <i>only applies if student wish to have their certificate posted.</i> )  | 25               |
| Photocopy / Printing Fee ( <i>per A4 page, black &amp; white only</i> )  | 0.10             |

| INSTALMENT SCHEDULE |   |                       |                  |                 |
|---------------------|---|-----------------------|------------------|-----------------|
| Study period        | Due date  | Applicati on fee (\$) | Tuition fee (\$) | Total in \$ AUD |
| 1                   | Immediately after Student Enrolment Agreement is signed | 250                   | 1,250            | 1,500           |
| 2                   | End of week 2 of Term 1                                 | -                     | 250              | 250             |
| 3                   | End of Term 1   | -                     | 1,500            | 1,500           |
| 4                   | End of Term 2   | -                     | 1,500            | 1,500           |
| 5                   | End of Term 3   | -                     | 1,500            | 1,500           |

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SYDNEY  
BUSINESS  
INSTITUTE

### DOMESTIC STUDENTS FEE SCHEDULE

| DOMESTIC STUDENTS   |   |                      |                  |                  |
|---|---|----------------------|------------------|------------------|
| Type of Fee / Details   |   |                      |                  | Amount in \$ AUD |
| Application Fee   |   |                      |                  | 200              |
| Total tuition fee   |   |                      |                  | 6,000            |
| Grand Total   |   |                      |                  | 6,200            |
| Total first payment (please refer to the Instalment Schedule below)   |   |                      |                  | 1,500            |
| Late Submission Fee ( <i>only applies if a student has submitted an assessment past the submission due date</i> ).  |   |                      |                  | 50               |
| Re-Assessment Fee ( <i>only charged if the student cannot be assessed or submit assignment on scheduled due date, and he/she does not have compelling reason with evidence (e.g., sickness) to be late assessed; and he/she did not apply for late assessment from the assessor and obtained approval before the assessment due date.</i> ) |   |                      |                  | 100              |
| RPL Assessment Fee ( <i>only applies to students who wish to have RPL assessed. Fee applies to each application of RPL</i> )  |   |                      |                  | 120              |
| Certificate Re-Issue Fee ( <i>only applies to students who wish to have their Certificate re-issued, e.g. is the certificate was lost or misplaced by the student</i> ).  |   |                      |                  | 25               |
| Postage of certificates ( <i>only applies if student wish to have their certificate posted</i> ).   |   |                      |                  | 25               |
| Photocopy / Printing Fee ( <i>per A4 page, black &amp; white only</i> )   |   |                      |                  | 0.10             |
| INSTALMENT SCHEDULE   |   |                      |                  |                  |
| Study period  | Due date  | Application fee (\$) | Tuition fee (\$) | Total in \$ AUD  |
| 1   | Immediately after Student Enrolment Agreement is signed | 200                  | 1,300            | 1,500            |
| 2   | End of week 2 of Term 1                                 | -                    | 200              | 200              |
| 3   | End of Term 1   | -                    | 1,500            | 1,500            |
| 4   | End of Term 2   | -                    | 1,500            | 1,500            |
| 5   | End of Term 3   | -                    | 1,500            | 1,500            |

### PROTECTION OF STUDENT FEES PAID IN ADVANCE

SBI fully complies with the ESOS Act 2000 and its amendments including the Tuition Protection Service (TPS).

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### **SBI TUITION FEES REFUND POLICY (for International Students)**

Under Section 47D of the ESOS Act, the written agreement with the student outlines various circumstances under which a refund can be made and the amount due.

1. In line with SBI's Learner's Fee Protection Policy, SBI will not collect more than \$1,500 prior to course commencement.
2. The Application Fee, \$250, is non-refundable.
3. There is no refund if the student defaults (all internal and external appeals processes must be exhausted and the TPS director and DHA must be informed within 5 days). A student defaults by:
  - a. Not starting on the agreed day and location (and has not previously withdrawn);
  - b. Failing to pay an amount payable to SBI; or
  - c. Breaching a condition of his/her visa.
  - d. Misbehaving (Note: the student is entitled to natural justice under subsection 47A (3)).
4. If a student's visa is refused prior to commencement (through no fault of their own) (Section 47A of the ESOS Act), then SBI will fully refund tuition fees to the student (Enrolment Fee and CoE Changing Fee are not refundable);
5. Refunds will be paid:
  - a. within 4 weeks after the day of default in the case of visa refusal (or where SBI has not entered into a written agreement with the student (Section 47E); or
  - b. Within 4 weeks from when SBI receives a written claim form from the student (Section 47D).

Refunds must be paid either to the student or the person specified in the agreement between SBI and the student.

6. In the event of a student withdrawing from a course, an application for a refund must be made in writing to SBI.
  - a. If the notice is received by SBI at least 28 days before the course starts, a refund of 75% of tuition fees will be made (after deduct the application fee of \$250).
  - b. If the notice is received by SBI prior to, but less than 28 days before the course starts, a refund of 50% of tuition fees will be made (after deduct the application fee of \$250).
  - c. If the notice is received by SBI on or after the course starts, no refund will be made. If an exceptional circumstance exists, a refund will be given on a case by case basis (after deduct the application fee of \$250).
7. In the event of SBI defaulting\*, SBI will advise the student in writing of their default and how they intend to fulfil their obligations under the ESOS Act. Within 14 days of the day of default, the:
  - a. total unexpended tuition fee may be refunded to students OR
  - b. SBI may offer an alternative (replacement) course or part of a course in accordance with subsection 46D(4). The student must advise in writing within fourteen days whether he or she accepts this arrangement.

*\* If a provider ceases to offer a course or courses before the student has finished the course, this is „provider default“ under the Education Services for Overseas Students Act 2000. The default date is the date SBI stopped providing the course. Provider defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student, and the student having not withdrawn before the default day.*

8. In circumstances where a default has occurred and SBI cannot satisfy their obligations, the TPS Director will be advised. The TPS Director will then invite relevant providers to participate in a placement round.

This Policy does not remove a student’s right to take further action under the Australian Consumer Protection laws.

### **SBI TUITION FEES REFUND POLICY (for Domestic Students)**

This Policy details the refunds payable to Domestic Students who withdraw from the course after having paid their fees to SBI. The request for refund must be made in writing to the Principal Executive Officer by using the SBI Refund Application Form.

1. In line with SBI’s Learner’s Fee Protection Policy, SBI will not collect more than \$1,500 prior to course commencement.
2. The Application Fee, \$200, is non-refundable.
3. There is no refund if the student defaults (all internal and external appeals processes must be exhausted and the TPS director and DHA must be informed within 5 days). A student defaults by:
  - a) Not starting on the agreed day and location (and has not previously withdrawn);
  - b) Failing to pay an amount payable to SBI; or
  - c) Breaching a condition of his/her visa.
  - d) Misbehaving (Note: the student is entitled to natural justice under subsection 47A (3)).
4. In the event of a student withdrawing from a course, an application for a refund must be made in writing to SBI.
  - e) If the notice is received by SBI at least 28 days before the course starts, a refund of 75% of tuition fees will be made (after deduct the application fee of \$200).
  - f) If the notice is received by SBI prior to, but less than 28 days before the course starts, a refund of 50% of tuition fees will be made (after deduct the application fee of \$200).
  - g) If the notice is received by SBI on or after the course starts, no refund will be made. If an exceptional circumstance exists, a refund will be given on a case by case basis (after deduct the application fee of \$200).
5. In the event of SBI defaulting\*, SBI will advise the student in writing of their default and how they intend to fulfil their obligations under the ESOS Act. Within 14 days of the day of default, the:
  - a) total unexpended tuition fee may be refunded to students OR

- b) SBI may offer an alternative (replacement) course or part of a course in accordance with subsection 46D(4). The student must advise in writing within fourteen days whether he or she accepts this arrangement.

*\* If a provider ceases to offer a course or courses before the student has finished the course, this is „provider default“ under the Education Services for Overseas Students Act 2000. The default date is the date SBI stopped providing the course. Provider defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student, and the student having not withdrawn before the default day.*

9. In circumstances where a default has occurred and SBI cannot satisfy their obligations, the TPS Director will be advised. The TPS Director will then invite relevant providers to participate in a placement round.

This Policy does not remove a student’s right to take further action under the Australian Consumer Protection laws.

## **THRESHOLD PREPAID FEES**

SBI requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course flyers or SBI website for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either instalment as outlined above (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered. In order to protect students who, prepay course fees in excess of \$1500, the RTO has in place the following policies:

1. If the RTO is unable to provide services for prepaid services, the RTO will place the student into an equivalent course such that:
  - a) The new location is suitable to the student
  - b) The student receives the full services for which they have prepaid at no additional cost to the student; or
2. Students will be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

The RTO will not collect more than \$1500 prior to course commencement and progress payments will not exceed \$1500 instalments throughout the course.

If course fees are more than \$1500, progress payments will not exceed \$1500 and the remaining course fees will be evenly distributed across the duration of the course delivery.

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## COMMENCING YOUR COURSE AT SBI

### ENROLMENT REQUIREMENTS

All students request to come for enrolment at the commencement date in accordance with the Letter of Offer. During the enrolment, the student must provide:

- a) a current residential address; and
- b) a mobile phone number (if any); and
- c) an email address (if any).

Under the National Code 2018 Standard 3 clause 3.3.8, Students are required to keep a copy of the written agreement as supplied by SBI, and receipts of any payments of tuition fees or non-tuition fees.

### CHANGING ENROLMENT DETAILS – INTERNATIONAL STUDENTS

Generally, a student is not permitted to defer or alter the start date or end date of a course.

For international students, SBI must inform PRISMS within 7 days of changes to enrolment details. SBI will report to DHA any reasons for the alteration to the proposed dates of a course. Once an overseas student has enrolled in a course, SBI will not allow the student to defer commencement of studies, or suspend studies, except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement. If a student defers or suspends the studies on any other grounds, SBI will report the student as not complying with visa conditions to DHA via PRISMS.

### ORIENTATION

Orientation is conducted on the first day of commencement using the Student Handbook as the main text. Its purpose is to fully inform new students of most aspects of life at SBI and to provide an introduction to studying, Sydney's costs of living, transportation, facilities, banking and accommodation, and more importantly, SBI's policies. In addition, Orientation is a great opportunity for you to meet fellow students and SBI staff, and clarify any questions you might have. Please see below a sample Orientation Program:

|               |  |
|---------------|--|
| 9.00 - 10.00  | Students Registration & Enrolment<br>(Student Service Manager & Staff)                         |
| 10.00 - 10.10 | Welcome and introduction of SBI  |
| 10.10 - 10.40 | Presentations <ul style="list-style-type: none"><li>• Introduction of Live in Sydney</li></ul> |

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- Introduction of the Programs, Diploma of Leadership & Management, Advanced Diploma of Leadership & Management
- Introduction of Student Code of Conduct and SBI Policies
- SBI's Facilities and Support Services
- Student Safety & WHS
- Questions & Answers
- Campus Tour

12:00 – 12:10

Conclusion

### USE OF PERSONAL INFORMATION

SBI collected Personal Information through the Enrolment Form in order to meet SBI's obligations under the ESOS Act and the National Code 2018, and the AVETMISS Data submission requirement, to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by SBI and may request corrections to information that is incorrect or out of date. Apply in writing to the Student Services manager if you wish to view your own records. SBI protects student's information privacy. For more information please refer to SBI's Information Privacy Policy.

### COURSE PROGRESS

Course progress is regularly monitored and assessed both throughout the study period [midterm] and at the end of each study period. Any student who achieves competency in 50% or more of the units/subjects studied in the current term of a course is identified as progressing satisfactorily. Students are required to successfully achieve competency in the various assessment tasks which may include demonstration/ observation checklist, reports, meeting minutes, case projects and classroom presentations. Assessment tasks and dates are set out in the student learning management system (Moodle) and are distributed/ provided access at the commencement of their course. SBI implements the DEEWR and DHA approved course progress policy and procedures for its vocational education and training courses.

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## DHA COURSE PROGRESS PROCEDURE FOR INTERNATIONAL STUDENTS

### **Standard 8 Monitoring course progress and completion within the expected duration of study**

Standard 8 of the National Code 2018 requires SBI to monitor the academic progress of each student to ensure that the student is in a position to complete the program within the expected duration, as specified in the student's Confirmation of Enrolment (CoE). Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. In the case for monitoring academic progress, for example, SBI will review the results of all international students at the end of each term. At the same time, SBI will also check the student's progress towards completion of the program within the specified duration and proactively identifying, counsel and notifying students who are at risk of failing to meet course progress requirements.

This Standard requires SBI notifying the Department of Education and Training through PRISMS if, after an intervention strategy has been implemented, the student still does not maintain satisfactory progress in their program and after the appeals process is finalised.

If course progress is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. SBI will support students where to achieve in meeting each of the Unit of Competencies required performance criteria standards. At the end of each term (9-week period), the results for each student are assessed against monitoring of course progress policy within five (5) working days or as soon as practicable.

### **Satisfactory course progress**

Any student who achieves competency in 50% or more of the units/subjects studied a current term of study is identified as progressing satisfactorily. Students will be required to re-enrol in the units/subjects failed/not yet competent and undertake when next offered.

### **Unsatisfactory course progress**

Unsatisfactory progress means that at a minimum where student has failed or is not deemed competent in 50% or more of units of competency attempted in a study period (9-week period) of a course. Students must ensure that there is a minimum of fifty percent (50%) academic course progress in any given study period as mandated by DHA Course Progress Policy.

### **Monitoring course progress**

The Student Services Office will review all student's course progress and record all results in the Assessment Score Sheet. The monitoring of course progress occurs by the following process:

- **First course progress review (after first four [4] weeks of the 1st term that student has enrolled)**
  - Any student identified as being at risk of not achieving satisfactory course progress will be issued a 'First (1st) Reminder Warning letter' within ten (10) working days or as soon as practicable after being identified at risk of failing. The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention



strategies (students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress during the first four (4) weeks of the term period).

- **Second course progress review (one week prior to the 2nd term that student has enrolled)** - Any student identified as being at risk of not achieving satisfactory course progress (for example due to lack of attendance or other), is issued a 'Second (2nd) Reminder Warning letter' within an additional ten (10) working days or as soon as practicable after being identified at risk of failing. The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention strategies (students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress during the previous term).
- Third course progress review (one week prior to the 3rd term that student has enrolled), the results for each student are assessed against the monitoring course progress policy within twenty (20) working days or as soon as practicable. Any student who has not yet achieved competency or pass grade in 50% of the courses studied in the current term is identified and actions taken in accordance with this policy will be issued a '**Final Warning / Intention To Report (ITR) letter**' which will notify to DHA through PRISMS (as well as to the student's agent) and cancellation of his or her visa depending on the outcome of any appeals process (for international students).
- If the disciplinary review process fails and the student continues to fall below 50% of SBI's required level of academic progress at the end in the Second (2nd) Reminder Warning period, the student will be issued with an Intention to Cancel Enrolment (domestic student) or Intention to Report Letter (international student). Students who receive this letter are required to attend a meeting with management. This will be the final meeting to discuss the students' options and management will provide evidence that, despite the course of action taken, the issue persists. If the student fails to attend the meeting may result in management cancelling the student's enrolment or Certificate of Enrolment and contacting the DHA through PRISMS. An unsatisfactory outcome of the meeting may also result in the cancellation of the enrolment or cancellation of CoE which could lead to the cancellation of the student's visa. Students may have a support person with them at the counselling session.

Documents outlining the reason and action taken will be recorded and filed.

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All students have the right to appeal and to access SBI's complaints and appeals process within 20 working days (National Code 2018 Standard 10).

*Note: Students who make erratic progress and do not participate regularly in class may be identified as being non-bona-fide students and will have their enrolment cancelled.*

If the international student is dissatisfied with SBI's complaints and appeals process, the student may appeal the decision to the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

If the student's appeal is successful, and SBI made an error in calculation and the student actually made satisfactory course progress (i.e. completed more than 50% of the course requirements for the 2 study periods), or that there are compelling or compassionate reasons for the lack of progress, then the student will not be reported. (Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies; or
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, or the student has withdrawn from the process, or the process is completed and SBI's decision has been upheld, SBI will notify the DHA via PRISMS as soon as practicable of the student not achieving satisfactory course progress.

### **Actions students can take if they are told that their enrolment may be suspended, cancelled or deferred**

1. All students have the right to appeal and to access SBI's complaints and appeals process within 20 working days.
2. A student may appeal to SBI's Principal on the grounds of:
  - SBI's failure to record or calculate the student outcomes accurately;

- Compassionate or compelling circumstances; or
- SBI's failure to implement the Intervention Strategy and other policies according to its documented policies and procedures that have been made available to the student.

## **EXTENSION OF COE**

The Education Services for Overseas Students Act 2000 (ESOS Act) Part 3 Division 1 Section 19, requires State approved international education providers to supply the Department of Education and Training (DET) with details of all international students accepted by the provider.

This legislative obligation is met by SBI issuing a Confirmation of Enrolment (CoE) through the DET PRISMS database to all accepted international students. This CoE is used for students to apply for an Australian student visa. The College is obliged to inform DET, via the PRISMS database, of any of the following changes to reported student information within 14 days of the occurrence of such change:

- the identity or duration of an accepted student's program;
- any student who does not begin the program;
- any student who terminates his or her study (whether student or SBI initiated) prior to the student's program being completed;
- any other prescribed matter relating to accepted students, for example, students taking approved leave of absence.

If international student visa holders do not complete within the expected CoE duration, the College may extend the length of a student's study and CoE only in the following limited circumstances as defined by the National Code 2018 Standard 8:

- there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence; or
- the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

If SBI extends the duration of the student's enrolment, student services will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

International students are advised of the legislative requirements and conditions of program extension in publications provided at the stage of offer, orientation, and during their enrolment in a program.

## **Grounds for provision of extension of Coe**

International students who meet the following provisions will be provided with a CoE to submit to the Department of Home Affairs (DHA) for their student visa extension application. The decision to approve a student visa application is the sole decision of DHA in assessing applicants for admission to be genuine

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Phone: 02 9211 4958 Email: [info@sbi.edu.au](mailto:info@sbi.edu.au)  
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students (GS), to meet Genuine Temporary Entrant (GTE) criteria and to have the financial capacity to fund their studies and stay in Australia. SBI Student Services Office will assess a student's application for a new CoE against DHA's GTE requirement in addition to the following provisions.

- Compassionate and compelling circumstances (serious illness, pregnancy, political upheaval or natural disaster in the home country, traumatic accident occurrence, etc.)
- Academic progression (engaged in a formal intervention strategy due to being identified as at risk of not meeting satisfactory progress or not achieved grades enabling progression at the standard rate)
- Additional courses (enrolled incorrectly, etc.)
- Leave of absence

### Successful Appeal

In the case of a successful appeal there are a range of possible outcomes:

- If there is a finding that SBI failed to record or calculate the student outcomes accurately and the student is, in fact, making satisfactory progress there is no need to activate the intervention strategy or make a report to DHA;
- If a student is found to be not making satisfactory course progress due to compassionate or compelling reasons, SBI will provide support through its intervention strategy and will not make a report to DHA.

At this stage the Intervention Strategy will be used to provide support as outlined previously.

### Unsuccessful Appeal, or Withdrawal From or Non Use of Appeals Process

SBI's Student Services department will notify the DHA through the PRISMS system as soon as practicable of the student not achieving satisfactory course progress if:

- The student didn't exercise their choice to access the complaints and appeals process within the 20-day period
- The student withdrew from the appeals process
- The process is completed and the result finds in favour of SBI's decision to report the student.

### COURSE DELIVERY

SBI conducts delivery of training through the following modes:

- Classroom based face to face delivery – All training will have 75% nominal hours to be delivered through face to face mode in a classroom, including the use of simulated work environments where required;

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- Online learning – Students will also have 25% nominal hours to be supervised through SBI’s online learning system (i.e., Moodle) to discuss the knowledge and skills learnt from face-to-face classroom delivery to improve their learning outcomes.

During class time, students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations. To promote effective learning and interaction between trainer/assessor and students in the classrooms, SBI’s class size will not exceed 35 students. Classes will be held at the Quay Street Campus and the timetable may be subject to a weeknight schedule or weekend schedule.

### Simulated Work Environment

The simulated work environment will be achieved by:

The student will be completing or dealing with a task, activity or problem in an off-the-job situation that replicates the workplace context. Simulations vary from recreating realistic workplace situations, through the creation of role-plays based on workplace scenarios to the reconstruction of a business situation on a spreadsheet. In developing simulations, the emphasis is not so much on reproducing the external circumstance but on creating situations in which candidates are able to demonstrate:

- Technical skills;
- Underpinning knowledge;
- Generic skills such as decision making and problem solving; and
- Workplace practices such as effective communication.

### ASSESSMENT METHODS

**Observation/Practical Skills** – A range of observation techniques have been included in the assessment tools to help identify the students’ ability to demonstrate their competence against the performance criteria and assessment conditions. The assessor utilises the Observation Checklist to identify observable skills either during a practical assessment or the student demonstrates the skills on the job.

**Oral Questioning** – The student will be assessed using Oral Questioning based on their understanding of the competency being assessed. This can be undertaken during an observation/demonstration or through an interview method, where students discuss their competence with the Assessor.

**Written** – A written assessment tool is provided to the student to gather evidence using a range of methods, these could include short answer questions, long answer questions, scenario-based questions, or multiple choice.

**Case Studies** – This method is used to provide the learner with the opportunity to apply their required knowledge within a given context, providing the student with a task whereby they can apply their skills to a real-life example.

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**Portfolio of Evidence** – The student is required to collect a Portfolio of Evidence to demonstrate their competency against the relevant units, these could include: copies of Position Description and Resume, Workplace documents, forms, reports, minutes and third-party feedback from employers, clients and supervisors. This method is also used within the RPL Kit to recognise prior learning.

**Simulated** - This method allows the student to demonstrate their skill and attitude in their current work environment or a mirrored simulated environment. The evidence gathered from this approach is to assist the assessor by observing their conceptual, interpersonal and technical ability.

### CREDIT TRANSFER / RPL

All students are eligible to apply for Recognition of Prior Learning and are advised of this on the back of the Enrolment Form and on the Course Flyer. Please refer to the Recognition of Prior Learning (RPL) Policy for more information.

### FACILITIES

SBI's Campus is located in Sydney's CBD with convenient access to trains, buses, accommodation & food options. SBI's facilities and resources available to students are:

- Four fully equipped classrooms on campus;
- One fully equipped Computer Lab with 24 computers and printer connection;
- One Library with more than 1000 updated textbooks in business disciplines, e.g., Management, Marketing, Accounting, etc;
- E-library and Research Database (ProQuest) are accessible on campus;
- Free internet access on campus; and
- 24/7 access of eLearning system, i.e., Moodle.

Furthermore, the campus offers informal breakout areas, a kitchen facility, CCTV monitoring, lift access and Student Support Services during SBI Business Hours. Students will be given a minimum of 3 weeks' notice if the training facility is relocated.

### E-LEARNING AND STUDENT MANAGEMENT FACILITIES

- SBI has an online learning system – Moodle. This system is proven to be one of the best e-learning systems for students. Students can access all learning materials, submit assignment, webchat with peers and lecturers 24/7. All SBI students can access Moodle system and at any time anywhere;
- SBI also has Wisenet Student Management System. SBI students can check their academic progress and results, and update their personal information through Wisenet at any time and anywhere.

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### COURSE PATHWAYS

For graduates who have completed VET courses from SBI, they may seek credits to the relevant degree programs in Australian Universities.

### STUDENT SUPPORT SERVICES

SBI caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage. SBI is committed to providing students requiring additional support, advice or assistance while training. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with an SBI manager to discuss support services.

Additional support services include but are not limited to:

- Learning Support
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Additional tutorials to assist with learning
- Assistance in using technology
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of an SBI manager at the first available opportunity. Support Services at SBI are monitored and improved through Opportunity for Improvement and the Quality and Compliance Meetings. Please also refer to the Student Support Policy for further information.

### OPPORTUNITY FOR IMPROVEMENT

A key process for managing continuous improvement throughout SBI is through identifying “Opportunities for Improvement”, these can be improvements to Training and Assessment, Student Services or Management Systems. Examples of when ‘Opportunities for Improvement’ may be identified include:

All staff and students are encouraged to complete an Opportunity for Improvement Form if they identify a system, process or procedure requiring implementation or improvement. The form is available from SBI’s reception.

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## POLICIES

### STUDENT DEFERMENT, SUSPENSION OR CANCELLATION POLICY

#### International Students [National Code 2018 Standard 9]

##### 1. Purpose

This policy provides guidelines for suspending, deferring or cancelling student enrolment with SBI.

##### 2. Scope

This policy applies to all international students of SBI.

##### 3. Definitions

Deferral: postponement of commencement of a course by prospective students who have been offered a place in courses offered by SBI and have not yet commenced studies.

Suspension: temporary postponement of enrolment during a course. Cancellation: cessation of enrolment in a course (course withdrawal).

##### 4. Principles

4.1. Student initiated deferral, suspension or cancellation: Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- a) unavailability of a course
- b) visa delay
- c) compassionate and compelling circumstances - These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
  - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
  - Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

*NOTE: Supporting documents must be provided upon application, e.g., medical certificates, police reports etc., and kept on the student's file.)*

4.2. Deferral prior to commencement: Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Student Administration office. When the deferral is processed the student will receive a revised CoE if required.



- 4.3. Suspension of enrolment: Students wishing to suspend their enrolment must complete a “Student Request to Deferral, Suspension or Cancellation Form” with all supporting documentation attached. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is Six (6) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request within 10 working days.
- 4.4. Cancellation of enrolment: Students wishing to cancel their enrolment must complete a “Student Request to Deferral, Suspension or Cancellation Form” with all supporting documentation attached. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code 2018.
- 4.5. Deferral, Suspension or Cancellation of an enrolment may affect student’s visa. All students should contact their nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information.
- 4.6. Any deferral, suspension or cancellation will be reported on PRISMS and the assessment of the application supporting documentation recorded in the student file.
- 4.7. SBI initiated deferral, suspension or cancellation:
  - a) SBI may defer commencement of a course when a course is not offered.
  - b) SBI may suspend a student enrolment for:
    - (1) misconduct – where behaviour of a student:
      - ✓ has been in serious breach of a college rule;
      - ✓ is in breach of enrolment conditions; or
      - ✓ is considered to provide a threat to other students or staff.
    - (2) SBI may cancel a student enrolment for:
      - a serious breach of a college rule;
      - breach of enrolment conditions;
      - where a student is considered to provide a threat to other students or staff;
      - serious misconduct;
      - failing to meet the requirements of the Course Progress Policy;
      - non –payment of tuition fees; or
      - failure to re-enrol.
- 4.8. Where suspension or cancellation is initiated by SBI, students will receive a notice of Intent to defer, suspend or cancel enrolment. This notice will clearly identify that a student will be given 20 working days to access SBI’s internal appeals process. When the appeals process is initiated, SBI will maintain the student's enrolment until the internal appeals process is complete. SBI reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

- 4.9. The suspension or cancellation will be notified to DEEWR via PRISMS on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld. A description of the ESOS framework made available electronically by DEEWR.

## 5. Procedures

### 5.1. Submit an application to the Administration Office:

Students wishing to make application to defer, suspend or withdraw by cancelling their enrolment should by complete the appropriate form and attach the documentary evidence as outlined in the Deferral, Suspension or Cancellation of Enrolment Policy. The respective application form and attachments should be submitted to the Administration Office.

### 5.2. Review and consideration of the completed application against assessment criteria

#### a. Confirm application for completeness:

The respective application form as submitted is checked for completeness by the Administration Office. All applications are required to be completed, signed and it is the responsibility of the student to attach the appropriate documentary evidence in support of their application which may include, but not be limited to:

- Medical certificate from a registered medical practitioner
- Statement of support from a counsellor or psychologist
- Certified personal statement of exceptional hardship
- Activation orders for compulsory overseas military service

All attachments should be copies of originals as certified by a Justice of the Peace (and translated into English if necessary). Where original documentation is presented with the application, the Administration Office will take copies of the documentation and witness them as being true copies of originals presented. The original documentation will be returned to the student (or applicant). Application forms will not be accepted without the appropriate supporting documentation.

#### b. Assessment of the Completed Application:

After the check for completeness, the Administration Office undertakes a review of the Completed Application against the assessment criteria as outlined in the Deferment, Suspension or Cancellation of Enrolment Policy and makes a decision to grant or deny the application for course credit. The Administration Office may choose to refer the application to the Compliance & Admin Manager where they require faculty input to make the appropriate decision.

### 5.3. Advise assessment decision in writing

The Administration Office will advise the student (or applicant) in writing of SBI's decision to grant or deny the request to defer, suspend or cancel enrolment within ten working days of the receipt of the completed application. A longer time may be required during peak admission and enrolment times but will not exceed fifteen working days.

Where an application is successful, SBI will send the student the respective Approval Letter notifying the decision, and that the deferment, suspension or cancellation of their enrolment may affect an international student's visa and they should seek further information from the DHA before accepting the decision. The student must sign and return a copy of this letter authorising the change to their enrolment and any subsequent conditions on their return to study if applicable before the student management system is updated accordingly.

Where an application is denied, the student will be notified in writing of the reasons for refusal and their right to appeal within twenty working days. A student's enrolment will be maintained for the duration of the internal appeals process.

Where the appellant is an international student, SBI will not report any changes to the Department of Education via PRISMS during this time.

#### 5.4. Respond to the notification of decision

##### a) The student accepts the decision:

If the student (or applicant) accepts the college decision outlined in their notification letter following their application to voluntarily defer, suspend or cancel their enrolment, they must formally accept the decision and acknowledge their understanding of any implications, by signing and returning a copy of the letter to the Administration Office. For any student activated requests to defer, suspend or cancel their enrolment, no changes will be made without receipt of the student's acknowledgement in writing.

On receipt of the signed acknowledgement, the Administration Office will update the student management system and, if necessary, report the change to the Department of Education via PRISMS within five working days in accordance with Standard 9 of the National Code 2018.

##### b) The student appeals the decision

Students who make an appeal the decision outlined in their notification letter to defer, suspend or cancel their enrolment must do so within twenty working days from the deemed receipt of the notification letter. The appeal must be submitted in writing using the „Application for an Appeal or Grievance“ form which can be downloaded from the SBI website. Students should refer to the Student Grievance and Mediation Policy on how to lodge an appeal.

Where the student elects to appeal, their enrolment and access to the services will be maintained for the duration of the appeals process. Where the appellant is an international student, SBI will not report any changes in PRISMS during this time. However, if the appeal is unsuccessful, enrolment will be cancelled and access to all services withdrawn at the end of the appeal process. SBI will then report the changes to enrolment for international students to the Department of Education via PRISMS within five working days of end of the appeal process in accordance with Standard 10 of the National Code 2018. If successful in appeal, Clause 10.4 in the procedure to this policy will be implemented.

c) The student elects not to appeal the decision

Students who elect not to appeal the college decision outlined in their notification letter to defer, suspend or cancel their enrolment, will have their enrolment changed accordingly and access to all services withdrawn at the conclusion of the twenty working day appeal period. SBI will report the change to an international student's enrolment to the Department of Education via PRISMS within five working days of the end of the appeal period in accordance with Standard 9 of the National Code 2018.

5.5. Enrolment is updated in the Student Management System

a) Where the student voluntarily defers, suspends or cancels their enrolment

Where the student voluntarily applied to defer, suspend or cancel their enrolment, on receipt of the signed acknowledgement letter accepting the change to their enrolment, the Administration Office will update the student management system to adjust enrolment accordingly and withdraw the student from all services including access to the following:

- Campus access;
- Wisenet access;
- Moodle e-learning account;
- Library and library services; and
- Other SBI hardware and software including WiFi access.

No changes will be made to enrolment without receipt of the student's acknowledgement in writing by the Administration Office. Until this time, the student is remains enrolled in their course of study and bound by SBI policies, the VET Quality Framework, the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018 which governs their enrolment at SBI and visa to study and reside in Australia.

Within five working days of receipt of the signed letter, the Administration Office will report the change for an international student's enrolment to the Department of Education via PRISMS in accordance with Standard 9 of the National Code 2018.

b) Where SBI activates the suspension or cancellation of enrolment

Where SBI activates the suspension or cancellation of enrolment for misconduct, at the end of the twenty-day appeal period or the appeal process as applicable, the Administration Office will update the student management system to adjust enrolment accordingly and withdraw the student from all services including access to the following:

- Campus access;
- Wisenet access;
- Moodle e-learning account;
- Library and library services; and
- Other SBI hardware and software including WiFi access.

Within five working days of the appropriate appeal period as outlined above, the Administration Office will report the change to an international student's enrolment to the Department of Education via PRISMS in accordance with Standard 9 of the National Code 2018.

5.6. Re-enrolment for deferred or suspended students

Students who deferred or suspended their enrolment for a leave of absence will be sent a letter outlining the process for re-enrolment and any imposed conditions for their return to study at SBI at the agreed commencement date (following deferment) or return date (following a leave of absence or SBI activated suspension). Students will be asked to contact SBI to begin the re-enrolment at least twenty days prior to the agreed commencement date or return date.

International students will be required to provide a copy of their new student visa before re-enrolment will be completed.

## STUDENT TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

In accordance with Standard 9, National Code 2018, SBI ensures students must remain with their registered providers for the first six months of study. Students of SBI are not allowed to transfer to another registered provider within this six (6) month period. After six months of study at SBI, students may transfer to another institute or registered provider without a letter of release. Similarly, SBI does not enrol a student who wishes to transfer from another registered provider prior to completing six months of his or her first course of study; however, under the following contexts students can enrol at SBI:

- a) If the primary registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered;
- b) If the primary registered provider has provided a letter of release;
- c) If the primary registered provider has had a sanction imposed on its registration by the Australian government or state or territory government which prevents the student from continuing his or her course;
- d) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Circumstances in which SBI will grant approval for a transfer prior to completing the first six months of study include: A student must satisfy SBI management in their request for a transfer that they have a genuine case to support. The reasons may include:

- a) SBI is unable to continue to provide the course;
- b) The student has successfully withdrawn from the course;
- c) Student demonstrates s/he is experiencing threats to physical or mental health or safety by remaining at SBI and demonstrates clearly how this will be alleviated through a transfer;
- d) Course of study is not consistent with documented course requested for on their application;

- e) A letter from another registered provider confirming that a valid enrolment offer has been made is supplied to SBI, and SBI forms the view that the student is genuinely intending to study with that provider – e.g. has paid a deposit.

SBI deems the following circumstances reasonable grounds to decline a student request for transfer prior to completing the first six months of the course of study:

- a) The transfer may jeopardise the student's progression through a course;
- b) Student has a change of mind;
- c) Student has not passed internal or external assessments in the first 8 months of a course;
- d) Student expresses difficulty with course material but has not availed themselves of student support services;
- e) Student is observed with an unsatisfactory progress whereby that at a minimum a student has failed or is not deemed competent in 50% or more of units/courses/attempted in a term (9-week period) of a course;
- f) Student is experiencing Homestay or other accommodation problems;
- g) Student is experiencing course schedule conflict with personal, work, or other non-study commitments;
- h) Student is experiencing adjustment difficulties moving to Australia;
- i) SBI forms the view that the student is trying to avoid being reported to DHA for failure to meet the provider's academic progress requirements;
- j) SBI believes that the course detailed in the letter of offer for the other provider will not provide adequate preparation for further study.

A transfer will always be refused unless:

- a) A student has a valid enrolment offer from the receiving provider, and;
- b) SBI believes that students have a right to access resources to enhance and facilitate their study. Students have the responsibility to access and avail themselves of those resources available through the student support services, or to seek assistance from the Counsellor – e.g. resolving Homestay disputes, or receive a referral to professional support services.
- c) If transfer is refused, the student has 20 working days to appeal the decision, however, if there is no appeal nor is it upheld, SBI would finalise the student's refusal status in PRISMS.

Procedures for Assessing Applications for Transfer out of SBI:

1. Students wishing to apply for a release letter must complete the Request to Cancel Enrolment Form available from Student Services Officer.
2. A letter of release, if granted, is issued at no cost to the student.
3. Student Services Officer passes the application to the Student Services Manager.
4. The Student Services Manager reviews this application and gets back to the student within five working days.
5. The Student Services Manager approves the release letter under the following circumstances:
  - a. If SBI is unable to continue to provide the designated courses;

- b. If the student can demonstrate they are experiencing a threat to physical or mental health or safety by remaining at SBI and can demonstrate clearly how this will be alleviated through a transfer;
6. If the current course of study is clearly not consistent with the requested documented course on their application.
7. The Student Services Manager disapproves the application under the following circumstances:
  - a. If the student fees are in arrears;
  - b. If the student's situation does not comply with any of the situations which may lead to a letter of release being granted;
  - c. If the proposed transfer would jeopardise the student's progression through a course;
  - d. If the student has unsatisfactory attendance and has been or is about to be reported to DHA;
  - e. If the student cannot bring a letter from another registered provider confirming that a valid enrolment offer has been made.
8. The Student Services Manager informs the student in writing with the response and retains one copy in the student's administration folder. If SBI decides not to grant a letter of release, SBI will, within 15 working days of receipt of the written request for a letter of release, provide the overseas student with written reasons for refusing the request and will inform the student of his or her right to appeal SBI's decision in accordance with SBI's appeals policy.
9. If a letter of release is granted, advice must be provided to the student of the need to contact DHA to seek advice on whether a new student visa is required.
10. All transfer request records will be kept by SBI for a period of 2 years.

#### Procedure for Assessing Applications for Transfers into SBI

1. SBI receives an application from an on-shore student currently studying at another RTO.
2. The Student Service Manager uses PRISMS to decide if the student has completed 6 months of their course.
3. The Student Service Manager reviews this application and gets back to the student within five working days.
4. If eligible to transfer, application proceeds.
5. If ineligible to transfer, student must provide a letter of release from previous institution. Student may be provided a "conditional" offer -- i.e. an offer of a place is contingent on their obtaining a letter of release.
6. If the letter of release is provided and student has no outstanding fees or other outstanding matters of concern with their previous institution, the application proceeds.
7. If the letter of release is not provided, the application process is halted. Student is informed that they are unable to transfer at this time. Student may re-apply when the 6-month period has expired. Student is also to be informed of their right to appeal the decision.
8. If the students are eligible to enrol at SBI, the SBI Admissions Officer issues a Letter of Offer and if accepted, issues the CoE.

9. If these students want to apply for RPL, the Admissions Officer checks if RPL is relevant. If so, SBI's RPL Procedures will be followed as per the RPL policy.
10. All transfer request records will be kept by SBI for a period of 2 years.

*Note: If the original RTO or course ceases to be registered, or under sanctions so that the student to continue with the course, no letter of release is required.*

## **RECOGNITION OF PRIOR LEARNING (RPL) POLICY (National Code 2018 Standard 2)**

### **1. Purpose**

This procedure explains the process of applying for and granting Recognition of Prior Learning (RPL) and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

### **2. Definitions**

Recognition of Prior Learning is the formal acknowledgement of current skills, knowledge and attitudes held as a result of education and training, work experience and/or life experience. It is essentially an assessment only pathway in the VET system.

### **3. Responsibility**

The Compliance & Admin Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### **4. Requirements**

Recognition of Prior Learning must be structured to minimize the cost and time to applicants whilst retaining the integrity required by the AQTF to recognize competencies in accordance with the requirements of Training Packages or Curriculum documents.

The provider must ensure that any applicant for Recognition of Prior Learning is provided with

- Information about the competencies and performance criteria relevant to their Recognition of Prior Learning application
- Adequate information and support to enable them to gather reliable evidence of competency
- Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
- Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.

A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.



It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes.

Students who are eligible for credit transfer must not be required to undertake a RPL process. Refer to the credit transfer procedure.

Students undertaking training are able to apply to for:

- Recognition of Prior Learning (RPL);
- Recognition of Qualifications issued by other RTO's (Credit Transfer and National Recognition).

These exemptions may be granted when all the stated learning outcomes and performance criteria of the training courses have been shown to be met. This policy is designed to guide applicants through the various steps that are involved in the process.

RPL can be applied for at the beginning of a course. Students cannot apply for RPL at the end of their course. To prepare for RPL, the student should indicate his/her decision to apply for recognition as soon as possible at enrolment or after the induction and orientation program.

## **5. Evidence for RPL**

Students can obtain a copy of the RPL Procedure and Application Form from SBI's Reception or Website, and then decide which unit(s) they want to apply RPL for. Students must provide evidence of previous and current formal education and training in that unit. Evidence includes:

- Copies of certificates, qualifications achieved from other tertiary courses;
- Statements outlining courses and or study that were undertaken and the learning outcomes/competencies achieved;
- Copies of any statements, references or articles about employment or community involvement; or
- Relevant samples of work.

Overseas qualifications may be assessed if:

- Original documents from the overseas institution are produced;
- Documents give a full course outline showing competencies achieved learning outcomes/course structure; and
- Documents are accompanied by an authorized English translation if necessary.

Life experience

Where a student claims to have the required competencies gained on-the-job, or in any other way, a qualified staff member arranges and assessment of the student by any means deemed suitable in the Training Package.

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**Students should be aware that any credit awarded will reduce the length of the course and their visa. RPL applications will be reported to the Immigration Department.**

## 6. Procedures

### a) Initial Support and Counselling

Initial support and counselling is provided to candidates to ensure realistic expectations about RPL to identify relevant courses and to provide information about learning outcomes and assessment benchmarks for consideration by candidates. Support and counselling is conducted:

- In a comfortable environment (The student interview room/ staff office).
- With individual interviews or group sessions as appropriate.
- With the opportunity for candidates to clarify their objectives and express their fears.
- With guidance and support if required from a skilled member of the staff with sound knowledge of the courses.

### b) Application

Candidates must document their claim for competency in sufficient detail to enable the assessor to decide on assessment needed. This consists of the RPL request form and accompanying documentation as outlined above. The Principal will assist candidates to identify the best means to prove their claim to select and organise acceptable evidence and to complete and submit the application. Candidates will be provided with:

- Application forms in plain English;
- Performance criteria for competency learning outcomes;
- Guidelines as to possible sources of evidence;
- Self-assessment opportunities based on learning outcomes;
- Opportunities for further support and application assistance from a trained member of staff;
- The opportunity for refresher learning prior to assessment; and
- The opportunity to negotiate the form of assessment.

### c) Processing Fee and Time Frame

An Assessment Fee of AUD\$120 will apply to each and every application of RPL. This fee is non-refundable regardless of the outcome of the RPL application. The processing will be normally taken two weeks.

### d) Assessment

The Principal reviews the evidence to determine whether the candidate can demonstrate the claimed competencies. During assessment the Principal is required:

- To be fair and reasonable during assessment.
- To be familiar with field, with relevant industry standards and with assessment methods and procedures appropriate for RPL.
- To make proper assessment decisions based on explicit evidence of competency.
- To expedite assessment and to avoid unnecessary delay.

- To use cost and time effective methods appropriate to the assessment rigor necessary and level of risk.
  - To consider the authenticity validity relevance to the learning outcomes currency and variety of evidence.
  - To systematically review the evidence provided in the application form and through interview, workplace assessment and/or performance test.
- e) Post—Assessment Guidance
- Post-assessment guidance assists the candidate and the organisation to obtain feedback and evaluation concerning the RPL process. The Principal:
- Provides clear prompt and constructive feedback and reviews the results with candidates
  - Advises candidates concerning their learning/development plan
  - Informs unsuccessful candidates about appeals provisions
  - Obtains feedback from the candidate on the RPL process.
- If the evidence provided by a student is not adequate to match his/her academic transcript or work experience, then the student may be granted permission by the Principal Executive Officer to go for an express class upon recommendation by the Senior Trainer. If this happens, then the student is required to complete all the relevant Assessments (Assessment 1, 2 and 3) for each relevant unit of competency either by attending the classes or on his/her own time or both to address any specific problems completing all the relevant assessments.
- f) Certification
- If the RPL assessment successfully demonstrates competency, the Principal recommends appropriate certification. The Principal records the assessment outcomes in the RPL Register and the student's file.

Where RPL is granted, SBI will notify DHA and provide, where possible, meaningful learning activities for the student for the resulting change of the course duration ensuring a full-time 20 hour per week load (*15 hours face to face and 5 hours online*). The resulting change of course duration will be reported to DHA via PRISMS.

## ASSESSMENT POLICY

### What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

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ABN 59 609 650 160 RTO Code: 45097  
Level 6, 8 Quay Street, Haymarket NSW 2000  
Phone: 02 9211 4958 Email: [info@sbi.edu.au](mailto:info@sbi.edu.au)  
Website: [www.sbi.edu.au](http://www.sbi.edu.au)



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### Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards. Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

### Underlying principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply:

#### Validity

The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

#### Authenticity

The evidence collected is authentic - that is, it is actually derived from valid sources and is directly attributable to the individual.

#### Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

- The following are important to ensure that assessment produces consistent outcomes:
- Clear, unambiguous, well-documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

#### Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

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### Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

### Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

### Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be capable of taking a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria - both performance (skill) and underpinning knowledge & understanding.

### Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs. To achieve these principles, the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;

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- The chosen processes and materials within the system of assessment do not disadvantage candidates;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

### Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate training and assessment qualification or equivalent.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;
- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

It is crucial that assessors always understand and practise fair, objective, unbiased and flexible assessment processes.

### Forms of evidence

In general, basic forms of skills evidence include:

Direct performance evidence - current or from an acceptable past period - from:

- extracted examples within the workplace;
- natural observation in the workplace; and
- simulations, including competency and skills tests, projects, assignments

Supplementary evidence, from:

- oral and written questioning;
- personal reports; and
- Witness testimony.

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Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work;
- Natural observation;
- Skill tests, simulations and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Evidence from prior achievement and activity.

### **Submission of assessment evidence**

Assessment tasks required to be submitted electronically via SBI's Moodle (learning management system) to the specific unit of competency's submission links and candidates need to ensure that they meet the stipulated deadlines indicated for each assessment submission. This is to facilitate the candidate's ability to complete the assessments more effectively with appropriate planning between managing work and studies in a proactive manner.

### **Late Assessment Fee**

The late assessment fee is only charged if the student cannot be assessed on scheduled due date or cannot submit assignment on the due date, and he/she does not have compelling reason with evidence (e.g., sickness) to be late assessed; and he/she did not apply for late assessment from the assessor and obtained approval before the assessment due date. The late assessment will result in a Late assessment Fee of AUD\$50/- per assessment.

### **Re-Assessment Fee**

If a student has submitted an assessment, but failed to achieve the competency requirements for this assessment, the student has the opportunity to be re-assessed. The re-assessment will incur a Re-Assessment Fee of AUD\$100/- per assessment, which is caused by additional assessment work and the guidance to student to be re-assessed.

### **Reasonable consideration for illness, injury or accidents**

Reasonable consideration is an appeal process that affords equal opportunity to candidates who have experienced circumstances that adversely impact their ability to adequately complete an assessment task in a unit of study. Where candidates are unable to complete their assessment/ s due to illness, injury or accidents and reasonable consideration has been granted (upon the approval by student services department), they will be required to make up all the missed time/ late assessment submissions.

### **Candidates with special needs**

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

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An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

### Feedback

Where students are assessed as not competent, they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

### Assessment Appeal

Students who are dissatisfied with their assessment outcome may apply for assessment appeal by contacting the Head of Trainers. If after appeal, the student is assessed with Competent, no any fee will be charged and the student's academic record will be updated. If after appeal, the student is still assessed with Not Yet Competent, he/she can apply for re- assessment. Then re-assessment fee of \$100/- per assessment will be applied.

## ASSESSMENT APPEALS POLICY

### 1. Purpose

The purpose of this policy is to outline the procedure for which assessment appeals can be made and the grounds in which an appeal will be accepted.

### 2. Scope

All students at SBI.

### 3. Definitions

Assessment appeal means that if a student is dissatisfied with a result, they may challenge it. Grounds for appeal means the reasons why an appeal can be challenged.

### 4. Principles

4.1. Where a student is dissatisfied with the assessment of an assignment and/or an examination result the student must approach the Compliance & Admin Manager in the first instance to discuss and/or request review of that assessment. (If the Manager is to be challenged, the appeal can be lodged with the Principal Office). It is the normal expectation that such review would resolve most appeals against assessment within a particular unit. The student must complete the appropriate assessment grade appeal form (the form is available at the SBI Reception, website or through Student Support).

4.2. SBI will not accept petitions or group complaints. All complaints must be made individually.



- 4.3. Once SBI's Compliance & Admin Manager receives a completed Assessment Appeal Form, he/she will organize a meeting with the Trainer to reassess the student's work. If after reassessment the evidence supports the student's appeal, an amendment of student's academic result will be made. If the reassessment determines that the original assessment is appropriate, no amendment will be made. No matter what the outcome is, the student will receive a statement from the Compliance & Admin Manager about the outcome of the appeal.
- 4.4. If the student remains dissatisfied with the decision made by the Compliance & Admin Manager, the student may appeal in writing to the PEO. Further Appeals can be made to SBI's Independent Arbiter who will in considering such an appeal & form the Appeal Panel. The Independent Arbiter will report the decision of Appeal Panel to the student in writing with a copy for the student file.
- 4.5. Appeals against assessment results must be made within two weeks of receipt of the assessment result, subject to otherwise stated appeal deadlines.
- 4.6. Grounds for Appeal may include the following:
  - The learning outcomes were not clearly defined in the unit material.
  - Assessment tasks were not clearly defined in the unit material.
  - Assessment procedure outlined in the unit material not followed.
  - A piece of work handed in on time had not been marked.
  - Perceived bias by attending Academic staff against the student that may have affected the grade or mark awarded to the student. (This allegation must be supported in writing with specifics).
  - Alleged wrongful advice from teaching staff (e.g., the content of the assessment or approval of an extension for an assignment).
  - Inappropriate application of marking criteria.
- 4.7. Appeal Application must be lodged with the Administration Office within 10 working days of the dates of notification of assessment. The appeal must set out the grounds for the appeal.
- 4.8. Appeal Feedback  
The student appellant will be notified of the outcome of the appeal by the Compliance & Admin Manager within 10 working days of the date of lodgement of the appeal. The decision of the Appeal Panel will be final.

## **STUDENT ACADEMIC INTEGRITY POLICY**

### **1. Purpose**

Academic integrity, honesty, and a respect for knowledge, truth and ethical practices are fundamental to the business of SBI. These principles are at the core of all academic endeavour in teaching, learning and research. Dishonest practices contravene academic values, compromise and devalue the quality of learning. This policy is intended to reinforce the importance of integrity and honesty in an academic environment.

## 2. Scope

This policy applies to all students of SBI.

## 3. Definitions

- 3.1. Academic plagiarism is a form of academic misconduct that involves making a false representation to gain an unjust advantage. It can include:
- Falsification of data;
  - Using a substitute person to undertake, in full or part, an examination or other assessment item;
  - Reusing one's own work, or part thereof, that has been submitted previously and counted towards another course without permission from the relevant course coordinator;
  - Making contact or colluding with another person, contrary to instructions, during an examination or other assessment item;
  - Bringing material or device(s) into an examination or other assessment item other than such as may be specified for that assessment item;
  - Making use of computer software or other material and device(s) during an examination or other assessment item other than such as may be specified for that assessment item; and
  - Contract cheating or having another writer compete for tender to produce an essay or assignment and then submitting the work as one's own.
- 3.2. Plagiarism is the presentation of the thoughts or works of another as one's own. Without limiting the generality of this definition, it may include:
- Copying or paraphrasing material from any source without due acknowledgment;
  - Using another person's ideas without due acknowledgment;
  - Collusion or working with others without permission, and presenting the resulting work as though it was completed independently.
- 3.3. Academic misconduct includes but is not limited to conduct that involves plagiarism and any other dishonest conduct by a student to gain academic or general advantage; or conduct that otherwise contravenes the provisions of SBI's academic rules, policies, procedures and/or guidelines. Dishonesty in the preparation or presentation of any assessable work is regarded as student academic misconduct. Academic misconduct includes, but is not limited to:
- Cheating: behaving deceitfully or dishonestly in examinations, in the preparation of assessable items and during in-class tests;
  - Fabrication: intentional and unauthorised falsification or invention of any information or citation in an academic exercise;
  - (Intentionally or recklessly facilitating academic dishonesty by other students;
  - Providing an assessment item, or providing access to an assessment item to others, either directly or indirectly, in circumstances where it is reasonably foreseeable that that it will be used dishonestly.
  - Deceitful behaviour by which it is sought to gain some unfair or dishonest advantage either for yourself or for another person;

- f) Misleading ascription of authorship (including claiming authorship of parts of a group assignment prepared by other students;
- g) Misrepresentation: misrepresenting data or information incorrectly, improperly or falsely;
- h) Behaving in any way that limits the academic opportunities of other students by improperly impeding their work or their access to educational resources;
- i) Re-using one's own work without appropriate acknowledgement;
- j) Using unauthorised equipment or material in an assessment item; and
- k) Using another person to undertake an examination or assessment item in your name.

#### **4. Principles**

##### 4.1. Roles & Responsibilities

4.1.1. All staff and students must ensure that they understand and comply with legal restrictions and obligations (e.g. copyright) relating to Academic Integrity.

4.1.2. SBI has a responsibility to:

- a) Promote the values of Academic Integrity; and
- b) Provide students and staff with resources to ensure that students are supported to develop the skills required to uphold the values of Academic Integrity in all academic endeavours.

4.1.3. The academic management team has a responsibility to provide staff with, knowledge, skills and resources that will assist them in supporting academic integrity through teaching and research, and in supporting students to acquire and demonstrate the values of academic integrity.

4.1.4. Unit Coordinators have a responsibility to design assessment tasks and study load in such a way as to support academic integrity and minimise opportunities for plagiarism and other forms of academic misconduct.

4.1.5. Academic staff have a responsibility to:

- a) Inform all students of acknowledgement practice methods that are appropriate for their fields of study and provide clear examples of what is acceptable;
- b) Clearly explain academic expectations and what constitutes plagiarism or other forms of academic misconduct to students;
- c) Set appropriate conditions for group work and make clear the distinction between group work and individual work;
- d) Cultivate with students a climate of respect for authorship and for acknowledging the source of ideas; (e). Actively seek to detect plagiarism; and
- e) Identify and act whenever plagiarism or other forms of academic misconduct is suspected.

4.1.6. Students have a responsibility to:

- a) Submit only work which properly acknowledges the ideas, designs, words or works of others and which is otherwise their own original work;

- b) Avoid lending or otherwise providing original work to others for any reason other than where work is provided to another student in the course of collaboration in connection with group work assessment, and subject to any requirements imposed on students in connection with such collaboration;
- c) Have a clear understanding of the conditions of assessment, including assessment task requirements, appropriate source acknowledgement practice, and marking criteria;
- d) Provide, when requested to do so (and where the item of work has been prepared using electronic means), an electronic copy of any work to academic staff involved in marking the work;
- e) Be clear about the acknowledgement practice methods that are appropriate for their field of study;
- f) Be aware of the collective responsibility of proper source acknowledgement within group assignments, and be able to support their claims of authorship in a group assignment; and
- g) Encourage other students to uphold the values of academic integrity and discourage other students from plagiarising or carrying out other forms of academic misconduct.

4.1.7. The Compliance & Admin Manager has a responsibility to carry out investigations of student academic misconduct in accordance with the policy and report to the PEO.

#### 4.2. Prevention and Detection of Plagiarism and Other Forms of Academic Misconduct

SBI will take steps to detect plagiarism and other forms of academic misconduct. These may include manual searches of resources, as well as the use of electronic text matching software (e.g. Turnitin) to compare work submitted for assessment against electronic text on the publicly accessible internet, in published works, on commercial databases, and in student assignments previously submitted.

#### 4.3. Actions and Penalties

4.3.1. If an allegation of student academic misconduct is made, the Compliance & Admin Manager will investigate the matter by:

- a) Advising the student in writing of the referral;
- b) Issuing the student with a notice to show cause in relation to the allegation with advice that failure to respond within 10 days may result in confirmation of the allegation and imposition of a penalty;
- c) Examining the material with reference to the academic integrity policy;
- d) Using any electronic text-matching software (i.e., Turnitin) or other methods of detecting dishonesty made available by SBI; and
- e) Considering any evidence or representations deemed necessary to undertake an assessment of the matter.

4.3.2. If any form of student misconduct is found to have occurred, a range of actions may be taken or penalties imposed.

- a) Remedial action such as counselling or training on proper academic conventions and techniques and/or

- b) allowing the student to re-attempt the assessment item without loss of marks;
- c) Allowing the student to re-attempt the assessment item with a capped mark;
- d) Allowing the student to complete a new piece of work with a capped mark;
- e) Excluding any parts resulting from dishonest practices and referring the assessment item for a remark appropriate to the work completed;
- f) Awarding no marks for the assessment item;
- g) award a fail grade in a course or courses;
- h) impose a suspension, with or without conditions, for a specified period of time;
- i) impose an exclusion, with or without conditions, for a specified period of time, at the end of which the student will be required to apply for re-admission to SBI; and/or
- j) expel the student from SBI.

4.3.3. Students under investigation for student academic misconduct will not be eligible to graduate until the matter is resolved.

#### 4.4. Recording Outcomes

4.4.1. Once a determination has been made on a misconduct matter, the Compliance & Admin Manager will document the decision and relevant conditions in imposing any penalty.

4.4.2. The student will be informed in writing of the determination.

4.4.3. The student registration and enrolment staff will be informed for the purposes of appropriately recording the misconduct on the student's academic record and/or amending the student's enrolment.

#### 4.5. Appeal Process

4.5.1. An appeal against a determination in a student misconduct matter can be lodged by the student if there is:

- a) evidence of a breach of this policy or general principles of procedural fairness; and/or
- b) the suggestion that the determination was affected by a conflict of interest or personal bias; and/or
- c) new information that could not reasonably have been provided prior to the hearing and it is probable that this information would have affected the determination.

4.5.2. An appeal on the grounds of penalty alone will not be considered.

4.5.3. An appeal against a determination made by the Compliance & Admin Manager may be made in writing to the Principal within 20 days of notice of the determination and the grounds for appeal must be clearly set out.

4.5.4. Upon receipt of the appeal the Principal shall undertake a preliminary review to determine the validity of the appeal. Once determined, and within 10 days of receiving the appeal, the Principal may:

- a) dismiss the appeal if not valid; or
- b) make a determination in relation to the appeal;

- 4.5.5. The appeal determination made by the Principal is final and there is no further avenue of appeal within SBI. However, the student has the right to further appeal outside SBI to the NSW Ombudsman.
- 4.5.6. In making a determination in relation to the appeal, the original determination may be confirmed, varied or set aside.
- 4.5.7. The student will be informed in writing of the appeal determination outlining reasons for the decision.
- 4.5.8. Relevant staff within SBI will be informed of the appeal determination and appropriate records will be maintained.

## **STUDENT GRIEVANCE AND MEDIATION POLICY (National Code 2018 Standard 10)**

### **1. Purpose**

- 1.1. Students or persons seeking to enrol in a course of study with SBI are entitled to access the grievance procedure as set out by SBI, regardless of the location of the campus at which the grievance has arisen, the student's place of residence, or the mode in which they study.
- 1.2. SBI recognizes the rights of students or those seeking to enrol in a course of study at SBI to have unhindered access to mediation. This means they have the right to report problems, concerns or grievances regarding any aspect of their education or other activities, which are within the control of SBI and its management staff.
- 1.3. SBI recognises mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in this Grievance Mediation Policy and Procedures.

### **2. Scope**

SBI has individual academic, administrative and supervisory avenues for mediation. Should other avenues come into conflict with the Student Grievance Mediation Policy, this policy overrides all other avenues for meditation. This policy also applies to any complaints about third party (e.g., education agents) providing services on the RTO's behalf.

### **3. Definitions**

A grievance is a complaint or conflict which arises out of an act, decision or omission which the grievant considers being unjust, wrongful or discriminatory and which is within the control of SBI.

Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to develop options, consider alternatives, and reaches a consensual settlement that will accommodate their needs.

Academic grievance may include issues relating to:

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- Selection and admission
- Content and delivery of units in your course
- Recognition of prior learning (RPL)
- Advanced standing
- Assessments (for example assignments, tests, examinations)
- Special consideration
- Plagiarism.

Non-academic grievance may include issues relating to:

- Fee payment
- Suspension or cancellation of candidature
- Withdrawal without penalty
- Misconduct (other than plagiarism)
- Critical incidents
- Harassment and discrimination
- Health and well being
- Facilities
- Third party (e.g., education agents) complaints

#### 4. Bullying or Harassment

SBI will not tolerate inappropriate behaviour of any kind. Any student who lodges a complaint or grievance will not be subject to discrimination or victimisation. Any respondent to a complaint or grievance will not be subject to discrimination or victimisation.

#### 5. Procedures

5.1. Grievance Mediation. SBI will ensure the following when dealing with complaints, grievances and appeals:

- a) Each complaint, grievance, appeal and its outcome is recorded in writing;
- b) Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance;
- c) Each party may be accompanied and assisted by a support person at any relevant meetings
- d) Each appeal is heard by an independent person or panel; and
- e) Each appellant;
- f) has an opportunity to formally present his or her case; and
- g) is given a written statement of the appeal outcomes, including a full explanation for the decision.

5.2. SBI will publish grievance policies and procedures in prominent public spaces on campus, as well as on the website. The policies will be presented at orientation for both staff and students. The Compliance & Admin Manager is the person who is responsible for the training of academic staff in the application of the policy. The Compliance & Admin Manager is also responsible for advising the students of the policy during the orientation process. SBI is dedicated to the fair hearing and

resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances and appeals.

- 5.3. SBI makes a clear statement to students that no matter of the outcome of the grievance application, the students who lodge the grievance application will not receive any reprisal, prejudice, bias, or anything alike from the teachers, students, or SBI in future.

## **6. Grievance Procedures**

If a problem, complaint or grievance is being experienced with a staff member or a student, the following procedure should be used:

### **6.1. Informal stage:**

- a) Identify and discuss the complaint or grievance with the other party.
- b) Discuss the best outcome to the complaint or grievance.
- c) Agree to act to resolve the complaint or grievance.

### **6.2. Stage One**

If after talking to the person the complaint or grievance remains unresolved you will need to lodge a formal complaint in writing. Academic grievances will be mediated by Compliance & Admin Manager and non-academic grievances will be mediated by the Student Service Manager. If the grievance involves the Compliance & Admin Manager or Student Service Manager, the mediation will be conducted by the Principal Executive Officer (PEO).

The process will commence within 10 working days of lodgement of complaint. Students will have the opportunity to formally present your case. Both parties to the complaint or grievance may bring a support person who is a third party to all of these meetings.

SBI will provide both parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within ten working days of the commencement of the process.

### **6.3. Stage Two**

If you are dissatisfied with the decision and you may appeal to the PEO within 10 working days of receipt of the decisions. The PEO has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.

### **6.4. Stage Three**

If you are dissatisfied with the outcome of the mediation you may appeal the decision by requesting an external independent arbiter. You must access the external independent arbiter within 30 days of receipt of the decision. SBI will cover the cost of the external independent arbiter.

Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.

Please access the below organisations:



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ABN 59 609 650 160 RTO Code: 45097  
Level 6, 8 Quay Street, Haymarket NSW 2000  
Phone: 02 9211 4958 Email: [info@sbi.edu.au](mailto:info@sbi.edu.au)  
Website: [www.sbi.edu.au](http://www.sbi.edu.au)



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### **Australian Skills Quality Authority (ASQA)**

Ph: 1300 701 801  
Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)  
Web site: <https://www.asqa.gov.au/>

### **NSW Office of Fair Trading**

1 Fitzwilliam Street,  
Parramatta NSW 2150 Australia Tel: 61 2 9895 0111, 13 32 20  
Fax: 61 2 9895 0222  
Web site: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

### **Overseas Student Ombudsman (OSO)**

GPO Box 442 Canberra, ACT 2601  
Ph: 1300 362 072 or 02 6276 0111 Fax; 02 6276 0123  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Web site: [www.oso.gov.au](http://www.oso.gov.au)

## **7. Complaints Substantiation**

SBI has a clear policy on handling complaints from students, staff and stakeholders. Once a formal complaint is made all steps to resolve the matter must be documented as follows:

- a) Receive the complaint in writing with details of the complaint, date and signature of the complainant.
- b) The written complaint will be forwarded to the Compliance & Admin Manager for academic grievances or the Student Service Manager for non-academic grievances.
- c) The Compliance & Admin Manager or Student Service Manager will handle the complaint without prejudice and document all actions taken to investigate and resolve the complaint.
- d) The Compliance & Admin Manager or Student Service Manager will inform the PEO of the complaint in writing.

If not resolved, a thorough investigation should be carried out and documented.

If SBI needs to rectify its own policy and procedures, SBI must act immediately and document any changes to policies and procedures. This will be dealt with by the appropriate committee on a case by case basis and any changes will be implemented as soon as practicable.

Serious attempts should be made to resolve a complaint in a manner acceptable to all parties in order to reach a mutually satisfactory resolution. Details of the process and resolution must be documented and copies given to all parties involved. A complete file of the complaint will be kept confidentially and the steps taken to resolve the matter must be retained by SBI for a minimum of five years after action completed and then destroyed.

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## STUDENT LEARNING SUPPORT POLICY

### 1. Purpose

The purpose of this policy is to provide a supportive teaching and learning environment that is responsive to individual student needs.

### 2. Scope

This policy is intended to provide staff and students with information regarding the facilities and resources that are available to students to support them with the academic and English language demands of their courses. The policy also outlines the expectations and responsibilities of staff to identify students with learning support needs and to direct them to or provide them with appropriate resources.

### 3. Principles

#### 3.1. Orientation of students

All students are required to attend the Orientation Program prior to commencement of classes. The Head of Trainers and Student Services Manager are responsible for the delivery of the Orientation program to all students. The Orientation program encompasses a range of educational, student learning support, course planning, independent living and social information sessions including:

- Registration, ID and campus tour
- Living and studying in Australia
- Library orientation
- Learning Management System and IT systems introduction
- Course planning
- Individual course advice and enrolment check
- Academic expectations including plagiarism
- Student Support Services information

Orientation sessions are supported through appropriate resources posted on the website and the Student Learning System (Moodle System) and Student Management System (Wisenet). The Student Services Manager or delegated member of staff is responsible for checking student attendance at Orientation and following up with students who do not attend or who arrive late. The Orientation and follow up procedures are designed to ensure that all students are appropriately inducted into their course.

#### **Equity and diversity**

Participation, progress, and completion by identified student subgroups are monitored and the findings are used to inform admission policies and improvement of teaching, learning and support strategies for those subgroups.

#### **Wellbeing**

All students are advised of the actions they can take, the staff they may contact and the support services that are accessible if their personal circumstances are having an adverse effect on their education.

**Access to appropriate support services**

Students are provided with information on, and access to, learning support services that are consistent with the requirements of their course of study, their mode of study and the learning needs of student cohorts.

Teaching and learning activities are arranged to foster progressive and coherent achievement of expected learning outcomes throughout each course of study.

**3.2. Identification of Individual Student Needs**

The PEO delegates to the Head of Trainers and teaching staff to develop and implement clearly defined strategic plans and processes (early assessment tasks including a first assessment task no later than week four to assist the identification of at risk students), using a range of evidence-based procedures that enable the early identification of students who may be at risk in academic progress.

Students at risk and requiring learning support will be identified through the following:

- By poor attendance (attendance rolls are taken at each class) or poor assessment outcomes (assignment submissions are monitored). Students who fail to attend class regularly and/or who fail to submit one or more assessments are contacted by the Head Trainer;
- Monitoring of students by trainers and student services staff;
- During initial discussions with academic staff during Orientation;
- Self-referral by a student;
- When a trainer has identified that a learner is experiencing difficulty (this may be by observation in class or upon analysis of assessment items submitted early in the term);
- When a learner seeks assistance from the Student Services Manager, Head of Trainers or some other member of staff;
- During an interview with a student; and
- As part of an intervention strategy agreed between the learner and the Head of Trainers.

The Head of Trainers will consult with each student identified as having learning support needs. Learning support needs of students may arise from issues associated with:

- English language
- literacy
- numeracy
- study techniques
- time management
- organisational skills
- working with others
- I.T.
- the requirements of the course

- equity and diversity factors

An individual learning support program is prepared in consultation with the student utilising advisory services and resources outlined in Section 3.3 of this policy. In addition, please refer to Appendix 1 for a list of potential needs identified during a consultation, and how SBI will meet the identified needs.

### 3.3. Ongoing Student Learning Support

Programs commence during Orientation to assist students with the transition to a tertiary level study regime. The programs include workshops, individual interviews with students and informal support provided by lecturers/tutors. The support programs utilise a wide range of resources available on Moodle system and in the library. Individual assistance is available from specialist support staff.

Ongoing provision of learning support procedures will include:

- 3.3.1. Confirmation that teaching staff provide the necessary teaching and learning adjustments and manage allocated resources to address the diverse needs of all students at risk;
- 3.3.2. Confirmation that teaching and relevant support staff engage in professional learning so that they are able to identify and address the specific needs of their students;
- 3.3.3. Encouragement of teachers to consult with relevant institute-based and external stakeholders when planning for students at risk;
- 3.3.4. English Language and Academic Assistance. English language and academic advice workshops and resources include such topics as essay writing, report writing, APA referencing, avoiding plagiarism, making oral presentations, and examination tips;
- 3.3.5. Library information sessions are held during Orientation. Additional workshops are scheduled throughout the year to assist students to most effectively utilise the range of library resources, including the available electronic databases. These workshops are designed to improve information literacy skills of students. Library staff is available throughout library opening hours to give individual assistance and advice to students;
- 3.3.6. Information technology staff is available to help students with the technology available to them and with connectivity issues related to their course;
- 3.3.7. Academic Advice. The Head of Trainers will provide academic advice to students, such as time management, exam preparation, essay and report writing, referencing, avoiding plagiarism, library research, and stress management. The Course Coordinator will also provide individual counselling with students by referral from staff or self-referral by students. Appointments can be made in person, by email or at the campus reception desk. Times available for appointments are advertised and sent in electronic form to each student.
- 3.3.8. Documentation of students seeking support. Records are maintained when students are referred for additional academic or English language support. The Head of Trainers and also keeps records of students seeking assistance.



3.3.9.Trainer’s Consultation

In-class consultation: Individual student consultations with the subject lecturer, tutor or other appropriate academic are an integral part of the learning experience for each subject. The normal weekly teaching pattern provides face-to- face lectures and a structured tutorial. Further diagnostic tutorials are scheduled to allow students the opportunity to clarify points of confusion, discuss aspects of the subject in more detail and obtain feedback on their assignments, both in draft form and on completed work.

Electronic consultation: Each unit is enhanced by an individual web-based support site through Moodle System. The Moodle System provides students with access to subject resources and also includes a „forum“ and group email facilities that allow for the posing of questions by students and lecturers and response by both students and lecturers. Such community-based facilities are moderated and controlled by the unit coordinator. All students enrolled in a unit have access to the unit web page.

3.3.10. The learning environment and associated learning activities support academic interactions among students outside of formal teaching.

**Appendix 1 – List of identified needs and possible processes to address those needs**

| Needs identified  | Meeting the needs of our students   |
|---|---|
| Low Language, Literacy and Numeracy skills              | LLN assessments will be conducted for all students who do not currently hold a Certificate IV qualification or above  |
| English as a second language                            | LLN assessments will be conducted for all students. Students will also be monitored by the Trainers to ensure that they understand the course content and are meeting the assessment requirements.  |
| Flexibility of training                                 | In order to meet the needs of students, training may be adjusted to meet the specific needs; this would include delivery and assessment of training.  |
| Students may have physical or mental disabilities       | For physical disabilities, where the disability will not affect their training, SBI will make adjustments to the physical environment.<br><br>For mental disabilities, an assessment of the student’s skills will be assessed for their suitability to this course<br><br>Trainers may use adaptive technology or specific equipment to assist learning |
| Students may not have access to materials and equipment | SBI will assist the student with gaining access to all materials they will require to successfully complete the course.   |



|   |   |
|---|---|
| <p>The students' knowledge and understanding of subject may be limited</p>                | <p>Our trainers will assist the students to develop skills and knowledge in this course, if a trainer identifies that a student is struggling, they will refer the student to SBI Management who will undertake further assessment and identify a suitable pathway for the student.</p>   |
| <p>Students may require validation of current competencies</p>                            | <p>Trainers will assess the students' current competencies to ascertain whether they would be eligible for recognition or further training and assessing will be required.</p>  |
| <p>Considering cultural beliefs, traditional practises/religion observances</p>           | <p>Cultural beliefs and traditional practices will be considered during training, this may include allowing students to leave the classroom for prayer breaks.</p>  |
| <p>Students may be suffering from external factors where they may require assistance.</p> | <p>It is the responsibility of all staff to identify the students' needs throughout the course of their enrolment, as the Trainer will have the majority of the contact with the client, it is their responsibility to monitor student progress and notify SBI Management of any needs that they have identified.</p> <p>Students will be referred to additional support services where required (i.e. hardship services like Lifeline or Support Services for addictions like drugs and alcohol)</p>   |
| <p><b>Reasonable Adjustments</b></p>  | <p>In order to meet learners' needs, SBI will make Reasonable Adjustments, these <b>may</b> include:</p> <ul style="list-style-type: none"> <li>• <b>Modification of educational premises</b>, e.g. Ramps, disability toilets and classes held in rooms accessible to persons with disabilities</li> <li>• <b>Modifying or providing equipment</b>, e.g. lowering benches, enlarging computer screens, providing chairs with support</li> <li>• <b>Changing assessment methods</b>, e.g. Oral exam instead of written or allowing additional time for a scribe to write an exam for person with a disability</li> <li>• <b>Changing course delivery</b>, e.g. Providing student notes or research materials in different formats or by accessing a Sign Language Interpreter</li> <li>• <b>Seek advice from disability organisation's</b> that represent or provide services to people with a disability if necessary</li> <li>• Students may <b>negotiate assessment methods</b> to allow individual circumstances to be taken into consideration.</li> <li>• Assessment tasks can be <b>adapted to suit work place</b></li> </ul> |

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## INFORMATION PRIVACY POLICY

### 1. Purpose

SBI believes that the responsible handling of personal information is a key aspect of good democratic governance, and is strongly committed to protecting every individual's right to privacy. Accordingly, SBI is committed to full compliance with its obligations under the Privacy and Personal Information Protection Act 1998 (PPIP Act) and the Health Records and Information Privacy Act 2002 (HRIP Act). The Information Privacy Policy applies to all students, employees, and contractors of SBI.

### 2. Definition

The following definitions apply for the purpose of this policy:

- Personal Information: Personal information means information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion, other than certain health or generally available information.
- Sensitive Information: Sensitive information includes information or an opinion about an individual's racial or ethnic origin, political opinions, trade union membership, philosophical or religious beliefs, sexual preferences, membership of groups or criminal record.

### 3. Responsibilities

- 3.1. SBI will collect certain information about you, such as your name, address, and contact details when you register with us. We may also collect this and other specific types of personal information necessary for the particular product or service you request from us. Where practicable, the purpose for which we are collecting that personal information will be made clear at the time of collection, as will the details of any law which requires us to collect particular information.
- 3.2. the case of staff recruitment, SBI will collect personal information about applicant from third parties, such as the referees, as part of our assessment of the suitability for a position. In providing contact details for the referees, the applicant is considered to have given his/her consent to us for collecting that information.
- 3.3. Information provided by international students may be made available to Commonwealth and State agencies and the Fund manager of ESOS Assurance funds, pursuant to obligations under the ESOS Act 2000 and the National Code 2018.
- 3.4. SBI may use your personal information for the purposes disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking their consent, unless authorised or required by law. Generally, we will only use or disclose the personal information as follows:
  - to provide the products, services or information requested from SBI, including providing you with
  - products such as video workshops or training or providing you or others with services such as auditing and/or compliance programs for financial advisers;
  - to register you for events, promotions or competitions;

- by disclosing it to third parties where we have been retained by those third parties to assist them with recruitment of appropriately qualified personnel;
- to assist us to make our websites, services and products more informative to you;
- for direct marketing of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further marketing communications.

3.5. You can access your personal information held by SBI. We will provide you with access unless we are legally authorised to refuse your request. We reserve the right to charge a reasonable fee for providing such information. If you wish to change any personal information, which is incomplete, inaccurate, or out of date, please contact us. After receiving notice from you, we will take reasonable steps to correct such information. If you wish to have your personal information removed from our records, please let us know and we will delete that information wherever practicable.

3.6. While personal information is usually handled by SBI staff, SBI may contract some of its functions to third parties. This may require the contractor to collect, use or disclose certain personal. SBI requires all of its major service delivery contractors to comply with the Act in all respects.

#### **4. Internet Security**

4.1. SBI will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

#### **5. Privacy Infringement Complaint**

5.1. Personal information security breaches can be caused by a variety of factors, affect different types of personal information and give rise to a range of actual or potential harm to individuals, agencies and organisations. Consequently, there is no single way of responding to a personal information security breach. Each breach will need to be dealt with on a case-by-case basis. All complaints and alleged breaches will be investigated by an independent privacy officer and the complainant will be advised of the outcome.

5.2. Individuals may make a complaint if they believe SBI has mishandled their personal information. The following must be reported to the Principal:

- concerns that the personal information contained in a record of a client, stakeholder's may have been mishandled
- any complaints/allegations about a breach of privacy
- all privacy-related matters referred from the Privacy Commissioner within the Office of the Australian Information Commissioner.

#### **6. Legislation and Resources**

- The Privacy Act 1988
- NSW Information and Privacy Commissioner  
([http://www.ipc.nsw.gov.au/privacy/ipc\\_index.html](http://www.ipc.nsw.gov.au/privacy/ipc_index.html))



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## **INSTITUTE SECURITY AND SAFETY POLICY**

### **1. Purpose**

SBI places high priority on the staff and student security and safety and therefore does its utmost to enhance its support services for staff and students in order that they achieve better living experiences while working or studying at SBI. Our goal is to provide an environment which ensures that staff and student welfare is not compromised in any way.

### **2. Scope**

This policy applies to all staff and students at SBI.

### **3. Principles**

3.1. SBI's Management Team will monitor and ensure that staff and student security and safety measures are enforced.

3.2. There are no classes at the premise after 2200 hours on any working day. The security system of the premise will be working during such period of time.

3.3. The premise is next to all modes of public transport: train, trams and buses. Therefore, it is considered as low risk and safe for public access. Although SBI is well located and easily accessible by public transport, staff and students are advised to take all practicable steps to ensure their own safety at all times.

#### **3.4. Occupational Health and Safety**

3.4.1. SBI aims to provide all staff and student with a safe and healthy place in which to work and study. To achieve this, we make every effort in the areas of accident prevention, hazard control and health preservation and promotion, to ensure compliance with the Occupational Health & Safety Act 2000 and Work Health and Safety Act 2011.

3.4.2. SBI will set up a program of activities and procedures which will be continually reviewed and effectively carried out. This program relates to all aspects of occupational health and safety including:

- OH&S training and education;
- review of work design, workplace design and standard work methods;
- changes to work methods and practice, including those associated with technological change;
- safety rules, including penalties;
- emergency procedures and drills;
- provision of OH&S equipment, services and facilities;
- workplace inspections and evaluations;
- reporting and recording of incidents, accidents, injuries and illnesses; and
- provision of information to staff and students.

3.4.3. While SBI will ensure that its premises meet the Australian Occupational Health and Safety guidelines, staff and students must take all practicable steps to ensure their own safety while at our premises

3.4.4. Accidents, incidents or hazards occurring within the premises must be reported to the SBI management team. Any accident/Injury/Incident report must also be submitted.

3.5. Emergencies and Evacuation

SBI will conduct frequent fire drills. Nevertheless, all staff and students located at the premises must take note of the following:

- In the event where the premises need to be evacuated, staff and students who are not in class sessions must follow the instructions from Safety Wardens or authorized personnel.
- In the event of an emergency where the staff and students are in class, they must follow the procedures as instructed by the Safety Wardens.
- Staff and students refusing to abide by SBI's emergencies and evacuation procedures will be regarded as misbehaviour and subjected to disciplinary action in accordance with SBI's Code of Conduct Policy.

3.6. SBI will meet its obligations under relevant legislation, in particular, the Occupational Health and Safety (First Aid) Regulations. We have qualified First Aid officers and facilities in place for the urgent treatment of any illnesses and injuries in the workplace.

3.7. SBI is smoke free at all times. This includes meeting rooms, and applies to visitors as well. There are no designated smoking areas within SBI. There is no provision for smoking breaks during working hours, you can organise breaks as long as your work is still being delivered on time.

3.8. SBI does not permit using alcohol in the workplace. The use of alcohol is highly detrimental to your safety and productivity.

3.9. Illicit drugs are not permitted in the workplace.

3.10. Management Responsibilities

The SBI Management Team is responsible to:

- Identify hazards, assess risk and implement control strategies to minimise risk of injury to people and property;
- Ensure the relevant acts and regulations that apply to working conditions and the work environment are observed and enforced;
- Encourage consultation in addressing safety issues;
- Develop and implement safe systems of work;
- Provide adequate safety information, training and supervision.

## Sydney Business Institute

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## NOTIFICATION OF RELOCATION OF PREMISES POLICY

### 1. Purpose

The purpose of this procedure is to ensure that SBI must have adequate premises, including ownership or tenancy arrangements for the premises, as are needed to deliver the registered course to the students enrolled with the registered provider

SBI must notify the designated authority (ASQA) and get the permission before relocation. The students who have enrolled with SBI of any intention to relocate the premises (including the head office and campus locations) at least 20 working days before the relocation.

### 2. Procedures

- a) Principal Executive Officer will conduct meeting with all staffs within the RTO to notify the intention of relocation for any of the training premises and provide details of the new training premises.
- b) Principal Executive Officer will inform relevant Government department and State and Territory registering authority such as ASQA and DHA of reallocation of training premises by writing and if require also provide details of new training premises (floor plan, lease agreement, etc).
- c) Once receive the confirmation from ASQA, Student Service Manager will post new training premises address and details map on websites, newsletters and by writing to students.

## OTHER USEFUL INFORMATION

### COST OF LIVING

The Australian Government estimates that the average living costs for an international student is at least A\$19,830. This pays for food, accommodation, telephone, gas, electricity, transport and entertainment. Your living costs could be higher or lower than this, depending on where you study and your lifestyle. For example, Sydney is generally more expensive than other cities or towns in New South Wales.

### SCHOOL-AGED DEPENDENTS

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, Institute or university that they enrol in whilst in Australia.

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### ACCOMMODATION OPTIONS

Several options are available for students, including rental accommodation, shared accommodation and homestay. Most international students prefer to share rental accommodation to reduce costs. SBI staff can assist students to find accommodation. Although accommodation is usually readily available, the beginning of each semester is a very busy time and accommodation may take a little longer to find during these periods. Homestay with an Australian family who provide accommodation and meals is a good option for international students. Students need to make a request for this service at least two weeks in advance and conditions and charges apply.

### STUDENT SAFETY

Violence, harassment of any kind and bullying are human rights issues that profoundly affect the lives of many people in Australia. We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect wellbeing and quality of life; SBI has a ZERO Tolerance Policy on any form of violence, harassment or bullying. SBI wants all staff & students to feel safe at all times, in real life as well as in the cyberspace. Please be respectful toward fellow students and staff to help create a safe environment.

In the event of an incident taking place on SBI premises, please report the situation to SBI staff immediately.

### LEGAL INFORMATION AND ADVICE

LawAccess NSW is a free government telephone service that provides legal assistance for people who have a legal problem in NSW. They can provide you with information about your legal problem and contact details for services that might be able to assist you.

If you are calling from outside Australia you can contact LawAccess NSW by calling +61 2 8833 3190 between 9am and 5pm, Monday to Friday, Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT). Legal Aid NSW has a number of specialist services that provide help over the phone.

- Youth Hotline 1800 10 18 10
- Child Support Service 02 9633 9916 (Sydney) or 1800 451 784 (regional)
- Mental Health Advocacy Service 02 9747 6155
- Veteran's Advocacy Service 02 9219 5148
- Prisoners Legal Service 02 8688 3888

For any further legal information and advice, please see website: [www.lawaccess.nsw.gov.au/](http://www.lawaccess.nsw.gov.au/) or calling 1300 888 529

Furthermore, the Redfern Legal Service for NSW will provide legal services to International students: <https://rlc.org.au/our-services/international-students>

## HELPFUL CONTACTS

| Organisation                              | Address  | Phone No.    |
|---|--|--------------|
| POLICE FIRE AMBULANCE                     |  | 000          |
| Police                                    | Level 3, SPC, 151-241 Goulburn Street  | 9265 4144    |
| Fire Station                              | 113 George St, Redfern 2016  | 9698 1161    |
| Hospital                                  | St Vincents, 390 Victoria St, Darlinghurst                                   | 8382 1111    |
| DeTGAt Sydney Dental Hospital             | 2 Chalmers St, Surry Hills   | 9293 3333    |
| Poisons Information Centre                |  | 13 1126      |
| Problem                                   | Website  | Phone No.    |
| Accommodation-- Emergency for women       | Women's refuge referral service  | 9560 1605    |
| Alcoholism                                | <a href="http://www.aa.org.au">www.aa.org.au</a>                             | 9387 7788    |
| Alcoholics Anonymous (24 hours)           |  | 9799 1199    |
| Anxiety (including phobias & Obsessive-   | <a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a> | 9879 5351    |
| Anxiety                                   | <a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>         | 9740 9539    |
| Asthma                                    | <a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>             | 1800 645 130 |
| Consumer credit and debt                  | <a href="http://www.cclnsw.org.au/">www.cclnsw.org.au/</a>                   | 1800 808 488 |
| Counselling                               | Lifeline   | 131 114      |
| Counselling                               | Salvo Care Line  | 9331 6000    |
| Counselling                               | Salvo Suicide Prevention/ Crisis Line  | 9331 2000    |
| Crime stoppers (report crime anonymously) |  | 1800 333 000 |
| Crisis counselling (Wesley Mission)       | <a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>         | 9951 5522    |
|   |  | 13 11 14     |
| Counselling (St Vincent de Paul)          |  | 9698 1529    |
| Counselling---victims of crime            | 24-hour information, support and referrals                                   | 9374 30000   |
| Depression                                | <a href="http://www.depressiondoctor.com/">www.depressiondoctor.com/</a>     |              |
| Depression (National Initiative)          | <a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>    | 1300 22 4636 |
| Disabilities                              | <a href="http://www.ideas.org.au/">www.ideas.org.au/</a>                     | 1800 029 904 |
| Domestic violence                         |  | 8745 6999    |
| Domestic violence                         |  | 1800 656 463 |
| Drug addiction: Narcotics Anonymous       | <a href="http://www.na.org.au">www.na.org.au</a>                             | 1300 652 820 |
| Drug addiction (Christian help)           | <a href="http://www.naranon.com.au/">www.naranon.com.au/</a>                 | 9418 8728    |
| Drugs and mental health                   | <a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>     | 9358 6577    |

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SYDNEY  
**BUSINESS  
 INSTITUTE**

|  |  |  |
|--|--|--|
| Drug Rehabilitation Counselling              |  | 9332 8777  |
| Families & friends with mental illness       | <a href="http://www.arafmi.org/">www.arafmi.org/</a>                               | 9805 1883  |
| Eating disorders                             | <a href="http://www.edf.org.au/">www.edf.org.au/</a>                               | 9412 4499  |
| Eczema                                       | <a href="http://www.eczema.org.au/">www.eczema.org.au/</a>                         | 1300 300 182   |
| Emergency services (police, fire, ambulance) |  | 000  |
| Epilepsy                                     | <a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>                     | 9856 7090  |
| Family planning information                  | <a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>                   | 1300 658 886   |
| Gambling Counselling (Wesley)                | <a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>             | 9951 5566  |
| G-Line (gambling)                            |  | 1800 633 635   |
| Gay & lesbian counselling line               | <a href="http://www.glccs.org.au/">www.glccs.org.au/</a>                           | 8564 9596  |
| Grief support                                |  | 9489 6644  |
| Grief support                                | <a href="http://www.solace.org.au/">www.solace.org.au/</a>                         | 9519 2820  |
| Grief support                                | Bereavement Care Centre  | 1300 654 556   |
| Grief support                                | NALAG (National Association of Loss & Grief) Psychologists                         | Julie Dunsmore<br>9926 6926<br>Geoffrey Glassock 9712 5144 |
| Hepatitis C                                  | <a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>                 | 9332 1599  |
| HIV/AIDS                                     | <a href="http://www.sesiahs.health.nsw.gov.au/">www.sesiahs.health.nsw.gov.au/</a> | 9332 9700  |
| Telephone Interpreter Service                |  | 131 450  |
| Legal information and advice                 | <a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>           | 1300 888 529   |
| Mental health advice                         | <a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>             | 9816 5688  |
| Poison Information Centre                    |  | 131 126  |
| Police Assistance Line (non-emergency)       |  | 131 444  |
| Pregnancy counselling                        | <a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>     | 1300 737 732   |
| Rape Crisis Centre                           | <a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>           | 1800 424 017   |
| Rape   | Eastern and Central Sexual Assault   | 9515 3680  |
| Rape, crisis                                 | Crisis Service-ask for afterhours crisis   | 9515 6111  |
| Relationship counselling                     | <a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>               | 9745 5544  |
| Schizophrenia                                | <a href="http://www.sfnsw.org.au/">www.sfnsw.org.au/</a>                           | 9879 2600  |
| Serious illness (sufferers & families)       | <a href="http://www.can-survive.org/">www.can-survive.org/</a>                     | 1300 364 673   |
| Smoking - Quitline                           |  | 13 18 48   |
| Suicide Prevention                           | <a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>   | 1300 360 980   |
| Tenant's Rights                              | <a href="http://www.tenants.org.au">www.tenants.org.au</a>                         | 1800 251 101   |