AUSTRALIAN ACADEMY
OF BUSINESS & TECHNOLOGY

RTO ID: 45457 CRICOS Code: 03734D

International Student Handbook

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Introduction

Australian Academy of Business and Technology is a Registered Training Organisation (RTO), (ID: 45457), which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects the Academy to regular external audit to verify adherence to these standards.

Australian Academy of Business and Technology is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS Number 03734D). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Australian Academy of Business and Technology is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

This handbook

This information booklet is designed to provide you with information about the services provided by Australian Academy of Business and Technology and its approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Australian Academy of Business and Technology. This information is contained in the Course Brochure supplied separately

Australian Academy of Business and Technology offers 4 courses to international students:

BSB40215 *Certificate IV in Business*
(CRICOS Course Code: 099177A) 52 weeks including 12 weeks Breaks/Holidays
BSB41015 *Certificate IV in Human Resources*
(CRICOS Course Code: 099178M) 52 weeks including 12 weeks breaks/Holidays
BSB50215 *Diploma of Business*
(CRICOS Course Code: 099179K) 52 weeks including 12 weeks breaks/Holidays
BSB50618 *Diploma of Human Resources Management*
(CRICOS Course Code: 099963G) 52 weeks including 12 weeks breaks/Holidays

NATIONALLY RECOGNISED TRAINING

Vision

Our desire is to help you achieve the job you dreamed of by providing an outstanding educational experience. Australian Academy of Business and Technology gives an opportunity to all people to learn regardless of religion, culture, race or gender. Australian Academy of Business and

Technology promotes an international curriculum and support for student diversity including teaching for both international students and national students

Mission

At Australian Academy of Business and Technology, we are committed to enabling our students to develop industry best practice skills and knowledge. An important enabling factor for our organisation in this pursuit is the provision of high-quality training and assessment programs designed to meet the needs of our students and industry.

National compliance requirements dictate that we apply a systematic approach to the delivery of training and assessment services. Each of our training programs is designed to complement a student's existing skills and experience and provide diverse learning opportunities that meet the needs of the individual. At Australian Academy of Business and Technology, we are committed to providing opportunities for students to pursue continuing professional development that is industry relevant, of high quality, and leads to nationally recognised qualifications and outcomes.

Objectives

In recognition of this mission, our objectives are:

People. We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.

Safety and equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

Integrity and ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

Quality committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

Student centred. We thrive on providing training and assessment that is student centred and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

Industry engagement. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Values

Australian Academy of Business and Technology provides a platform for education based on shared values and equity towards all.

Welcoming: We seek to provide an environment which is welcoming to all students

Assessments: Students are provided opportunities to be re-tested, so they achieve competency.

In other words, we do not believe in failure. Students are assessed as “competent” or “not competent”. Each student is a ‘work in progress” and the word “fail” is not in our vocabulary.

Relationship: Effectiveness in employment comes from strong relationships. We aim to develop strong relationships and lasting friendships among students, between students and staff and with the community around us.

Relevance: The Academy seeks to be relevant to our society. It has a contemporary focus and seeks to include a range of cultural expressions.

Excellence: The Academy aims for excellence.

Creativity: The Academy aims to reflect and nurture the creativity of students.

Academy Ethos

Australian Academy of Business and Technology is committed to delivering quality vocational education and training programs aimed at equipping people to effectively contribute to contemporary business society.

Australian Academy of Business and Technology’s programs strive for:

- academic excellence by developing intellectual discipline and expertise for attaining and developing knowledge and skills, as well as providing a basis for furthereducation
- vocational competency by providing practical skills and methods that relate to workplace skills

Organisational Arrangements

The Chief Executive Officer (CEO) of Australian Academy of Business and Technology acts as the administrative head of the Academy.

The Training/ RTO Manager co-ordinates training to students and supervises the training team. He is responsible for ensuring the quality of the learning experience for students and maintaining compliance with the Standards for Registered Training Organisations, 2015 and the National Code.

The Office Manager is responsible for financial management and ensuring the smooth functioning of reception, telephone and email enquiries and registrar duties.

The Student Welfare /Service Officer undertakes administrative duties, including data entry of student results and deals with student enquiries. She also provides welfare assistance to students as required.

Student Relations

Student Service Charter

Australian Academy of Business and Technology's Student Service Charter commits us to:

- being friendly, helpful and respectful
- identifying ourselves when we speak to students
- listening carefully to what the students say to us
- providing efficient and prompt service
- providing accurate and consistent information in a way that is easily understood by students
- explaining step by step what students need to know and do to enable them to pursue their career pathways
- provide information or referrals to students on other services appropriate to theirneeds
- make it easier for students to access services
- maintaining appropriate confidentiality
- assistance to fix mistakes, where possible.

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by Australian Academy of Business and Technology must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Australian Academy of Business and Technology recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

What is competency based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different

ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

On completing the training program with the Academy, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Australian Academy of Business and Technology will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

- Country Education Profiles—an online recognition tool providing guidance on the comparability of overseas qualifications to qualifications on the AQF,
- lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas post-secondary qualifications for individuals for general purposes.

For more information visit **https://www.studyinaustralia.gov.au/**

Registration and Orientation

Registration and orientation is the essential first step for Australian Academy of Business and Technology's students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at Australian Academy of Business and Technology students attend a registration and orientation session that runs for 4 hours and covers the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Academic and general administrative matters
- Students rights and responsibilities
- Australian Academy of Business and Technology policies & requirements for satisfactory progress
- Unique Student Identifier (USI)
- Student visa conditions overview
- Grievance procedures
- Maintaining current contact information

- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

Education Services for Overseas Students Framework

Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.
https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatory information.aspx

Tuition Fee Protection

Australian Academy of Business and Technology is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home affairs (DHA) through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of

enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify Department of Home Affairs of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Student rights

The ESOS framework protects student rights, including:
The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent

The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO

The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.

The right to know:

- How to use the provider's student support services.
- Who the contact officer is for overseas students.
- How to apply for course credit.
- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The provider's requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider (AABT)'s attendance policy.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act

Student Support Services & Resources

There is a full summary of student support services on the College website; 'Student Support Services'; http://www.aabt.edu.au/

For more information, refer to the RTO Policies and Procedures; 'AABT International Student Policies and Procedures", available on www.aabt.edu.au

Australian Academy of Business and Technology is committed to the provision of support for all of its students regardless of their existing level of experience, skill or language, literacy and numeracy (LLN) ability.

To ensure we meet the specific needs of our students, the Academy will:

- determine the support needs of individual students during the enrolment process including LLN ability.
- ensure trainers are fully informed of student support needs prior to commencement of training
- provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The Academy will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and

YouTube clips

Language, Literacy and Numeracy assessment (LLN)

The RTO requires all students after enrolment to undertake a language, literacy and numeracy (LLN) test to determine if a learner requires any additional support for the course. This is in not an entry requirement but is designed to determine if the student has any specific LLN development needs in the context of VET training and has a different purpose to the English entry requirements which are assessed prior to offering a student a place in a course. The results of the LLN test are provided to the trainer who can further advise the student if they require additional LLN support. In some cases the RTO recognises that a student may require more development of their LLN and if this is the case the student would be referred to an approved ELICOS provider.

The Academy will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the Academy

The Academy will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the Academy. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in the Academy's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Welfare /Service Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Welfare /Service Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Welfare /Service Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance

- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Welfare /Service Officer can also refer the student to a trainer or the Training/ RTO Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Welfare /Service Officer and to provide an outline of the nature of their problems. The Academy, through the Student Welfare /Service Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Welfare /Service Officer. A listing of resources is also in this Student Handbook.

International students will be required to attend an induction at the commencement of their studies at the Academy. These inductions give an overview of the Academy policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

The Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively. Further details can be accessed at www.usi.gov.au

Conditions of your visa

All international students applying to enter a training program being offered by Australian Academy of Business and Technology must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements
- Be a genuine temporary entrant
- Meet English language test score requirements
- Demonstrate financial capacity
- Hold Overseas Student Health Cover (OSHC)
- Meet the health requirements
- Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department

of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Australian Academy of Business and Technology as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa 500 requirements page.
https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Permission to work arrangements

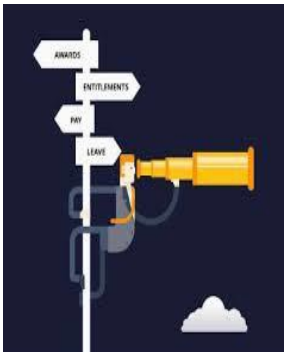
If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs:
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About

Fair Work Ombudsman

The Fair Work Ombudsman (FWO) is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.



The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

Complaints

Those in the national workplace relations system can make a complaint to FWO regarding under-payment of wages, conditions (such as annual leave), workplace rights & discrimination in the

workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace compliant and to decide if relevant parties have complied with Commonwealth workplace laws.

Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of the RTO closing down, Australian Academy of Business and Technology will advise the learner as soon as practicable. This includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

Course Information:

English Language Entry Requirements:

IELTS score 5.5 minimum (no lower than 5.0 in each band); or
Cambridge First Certificate of English – Grade C (162-168) ; or
TOEFL Paper based (PBT) score of 525; or
TOEFL Internet based (iBT) score 70; or
TOEIC (list/Read-620; Speak/Writ-260); or
Pearson Test of English Academic (PTE) Score 42
OR

Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate III or higher level qualification, from the Australian Qualification Framework

OR

For assessment levels 1 and 2 country students' only, Successful completion of AABT Language and Numeracy Test conducted on AABT (for onshore international students only)

Any AQF qualification at the Certificate III level or above in any discipline area delivered and assessed in English only will be deemed as meeting both the academic and English language

entry requirements.

Academic Requirements

Certificate IV level

Prospective AABT international students are required to demonstrate their capacity to complete the course successfully.
International students applying for Certificate IV level either off-shore or on-shore will need satisfactory completion of the equivalent of Australian Year 12 or Certificate III or higher qualification.

Diploma Level

Prospective AABT international students are required to demonstrate their capacity to complete the course successfully.
International students applying for Certificate IV level either off-shore or on-shore will need satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher qualification.

Computer Literacy requirements
Students are required to have basic computer skills including operating MS-word and doing research on internet since course will require student to make reports in MS word, Excel, power point presentation

Minimum Age Requirement

AABT will only enrol students who are over 18 years of age at commencement of their course

BSB40215 Certificate IV in Business

CRICOS Course code	**Duration**
099177A	52 weeks including 12 weeks of Break/Holidays
Location	**Delivery Mode**
VIC-Level 3 382 Lonsdale Street Melbourne	**Blended** 15 Hours per week Face to Face and 5 Hours per week integrated online learning **Note:** From September 2020 due to Covid-19 this course will be delivered as 20 hours online through the virtual classroom environment.

In order to achieve qualification BSB40215 Certificate IV in Business student must complete following 10 unit of competencies which includes 1 core unit and 9 elective units.

Unit Code	**Unit Name**	**Core/Elective**
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Core
BSBRSK401	Identify risk and apply risk management processes	Elective
BSBSUS401	Implement and monitor environmentally sustainable work practices	Elective
BSBWRT401	Write complex documents	Elective
BSBREL401	Establish networks	Elective
BSBCUS401	Coordinate implementation of customer service strategies	Elective
BSBINN301	Promote innovation in a team environment	Elective
BSBLED401	Develop teams and individuals	Elective
BSBADM405	Organise meetings	Elective
BSBFIA412	Report on financial activity	Elective

BSB41015 Certificate IV in Human Resources

CRICOS Course code	**Duration**
099178M	52 weeks including 12 weeks of Break/Holidays
Location	**Delivery Mode**
VIC-Level 3 382 Lonsdale Street Melbourne	**Blended** 15 Hours per week Face to Face and 5 Hours per week integrated online learning **Note:** From September 2020 due to Covid-19 this course will be delivered as 20 hours online through the virtual classroom environment.

In order to achieve qualification BSB41015 Certificate IV in Human Resources student must complete following 10 unit of competencies which includes 6 core units and 4 elective units.

Unit Code	**Unit Name**	**Core/Elective**
BSBHRM403	Support performance-management processes	Core
BSBHRM404	Review human resources functions	Core
BSBHRM405	Support the recruitment, selection and induction of staff	Core
BSBLDR402	Lead effective workplace relationships	Core
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Core
BSBWRK411	Support employee and industrial relations procedures	Core
BSBADM405	Organise meetings	Elective
BSBEMS403	Develop and provide employment management services to candidates	Elective
BSBEMS404	Manage the recruitment process for client organisations	Elective
BSBFIA302	Process payroll	Elective

BSB50215Diploma of Business

CRICOS Course code	**Duration**
099179K	52 weeks including 12 weeks of Break/Holidays
Location	**Delivery Mode**
VIC-Level 3 382 Lonsdale Street Melbourne	**Blended** 15 Hours per week Face to Face and 5 Hours per week integrated online learning **Note:** From September 2020 due to Covid-19 this course will be delivered as 20 hours online through the virtual classroom environment.

In order to achieve qualification BSB50215 Diploma of Business student must complete following 8 unit of competencies which are all elective units.

Unit Code	**Unit Name**	**Core/Elective**
BSBADM502	Manage meetings	Elective
BSBADM504	Plan and implement administrative systems	Elective
BSBADM506	Manage business documentation design and development	Elective
BSBINN502	Build and sustain an innovative work environment	Elective
BSBPMG522	Undertake project work	Elective
BSBRSK501	Manage risk	Elective
BSBMGT502	Manage people performance	Elective
BSBCUS501	Manage quality customer service	Elective

BSB50618Diploma of Human Resources Management

CRICOS Course code	**Duration**
099963G	52 weeks including 12 weeks of Break/Holidays
Location	**Delivery Mode**
VIC-Level 3 382 Lonsdale Street Melbourne	**Blended** 15 Hours per week Face to Face and 5 Hours per week integrated online learning **Note:** From September 2020 due to Covid-19 this course will be delivered as 20 hours online through the virtual classroom environment.

In order to achieve qualification BSB50618 Diploma of Human Resources Management student must complete following 9 unit of competencies which includes 6 core units and 3 elective units.

Unit Code	**Unit Name**	**Core/Elective**
BSBHRM501	Manage human resource services	Core
BSBHRM506	Manage recruitment selection and induction processes	Core
BSBHRM512	Develop and manage performance -management processes	Core
BSBHRM513	Manage workforce planning	Core
BSBWRK520	Manage employee relations	Core
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative instrument requirements	Core
BSBDIV501	Manage diversity in the workplace	Elective
BSBFIM501	Manage budgets and financial plans	Elective
BSBFIM502	Manage payroll	Elective

Course Delivery and Assessment

Delivery of Courses

Students are required to undertake 20 hours study per week during terms comprising both theory and practical work.

Courses are structured to ensure the delivery and assessment process is both rigorous and relevant. Students are provided with textbooks and workbooks and access to a library.

Course Progress Policy

Australian Academy of Business and Technology implements Course Progress Policy and Procedures. These are contained in the policy document available on the website; 'AABT Course Progress and Attendance Policy and Procedure'; http://www.aabt.edu.au/.

The AABT Course Progress and Attendance Policy and Procedure outlines the conditions and intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements.

Students must read this policy in full as it forms the basis of monitoring academic progress at Australian Academy of Business and Technology.

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification. A student who is identified as falling behind in successful assignment completion will be regarded as 'at risk' and will be managed via a range of intervention strategies. Being at risk means that the student may not have achieved competency in 50% or more of their units in one study period. A study period is defined as a term of 10 weeks.

An intervention strategy is an individual student plan developed by the Training/ RTO Manager aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. Australian Academy of Business and Technology will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Australian Academy of Business and Technology will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Refer to; 'Course Progress Policy and Procedures' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au. There is also a copy of the 'AABT Course Progress and Attendance Policy and Procedure' on the website.

Attendance Requirements

Students are required to attend class 20 hours per week during term time, including all online course requirements. Attendance is compulsory and is a requirement of your student visa. Your attendance will be recorded. From July 2021 AABT will be using an attendance tracking app; '***myattendancetracker'***. Your trainer will provide more information about how this works.

To gain the most benefit from the AABT learning experience and to be able to complete your assessments you need to come to class and actively participate in the learning activities and complete your self-study exercises. Joining in with your classmates makes the learning more enjoyable. Requirements for achieving satisfactory attendance which at a minimum is 80% scheduled course contact hours.

It is AABT's experience that failing to maintain academic progress nearly always involves students who have a poor attendance record.

Refer to; the 'Monitoring Attendance Policy' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au. There is also a copy of the 'AABT Course Progress and Attendance Policy and Procedure' on the website.

Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Written Exercises

Written exercises may be open or closed book activities which may involve multiple choice questions, short answer questions, case studies and reports.

Case Study/Written Report

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described and which demonstrates appropriate levels of research and understanding.

Presentations /Role Plays

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students MUST submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

Missed Assessment

In cases where a student has not submitted an assessment, the Training / RTO Manager and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Training/ RTO Manager will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Australian Academy of Business and Technology grievance and appeals process if they are not satisfied with the outcome.

Recognition of Prior Learning (RPL)

Australian Academy of Business and Technology has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Australian Academy of Business and Technology ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

The Australian Academy of Business and Technology provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with

the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

National recognition (Credit Transfer)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by the Academy. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of Attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by the authorised person.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in the Academy's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Australian Academy of Business and Technology provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications and a copy is to be kept on the students file.

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory.

A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. Full details of the Appeals process are contained in in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures", available on www.aabt.edu.au

Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required. After that they may be charged a re-sit fee for the relevant unit of competency.

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task, you will be provided with 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3rd. attempt, you will be required to undertake a Re-assessment. Reassessments are organized by Student Services – there is no cost for this service. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the Academy's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy.

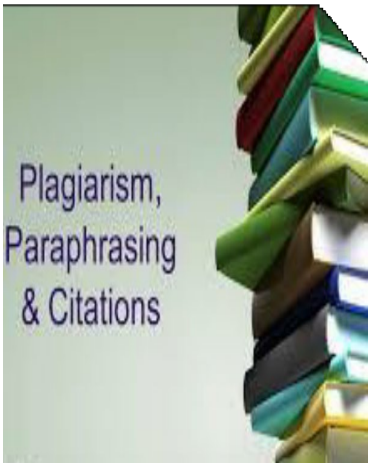
Refer to; the RTO Policies and Procedures; 'AABT International Student Policies and Procedures", available on www.aabt.edu.au

The cost of reassessment for a unit of competency after the 3rd attempt is $150. The timing of the reassessment is subject to trainer and timetable availability. The cost to repeat an entire unit of competency is $300.

For more information, refer to 'AABT 2021 Schedule of Fees and Charges", available on www.aabt.edu.au

Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/book/ internet etc. and year and place of publishing) or may be included in brackets in the text.



Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Refer to; the Behaviour Misconduct Policy outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Policy Guidelines

Deferring or Suspending a Course

Under the requirements of the ESOS Act and National Code of Practice for Providers of Education to Overseas Students 2018 (National Code), international students enrolled at Australian Academy of Business and Technology are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- exceptional compassionate circumstances beyond the control of the student
- student misconduct or misbehaviour.

Deferment, suspension and cancellation may affect a student's visa and Australian Academy of Business and Technology must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, Australian Academy of Business and Technology must report the student to Department of Education/Department of Home Affairs via Provider Registration and International Student Management System (PRISMS), as not complying with visa conditions. Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act).

Refer to; the Deferral, Suspension and Cancellation Policy outlined in the RTO Policies and

Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Australian Academy of Business and Technology will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by the RTO including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the Academy's complaints and appeals process within 20 working days if they want a review of the decision

Applications for transfer from Australian Academy of Business and Technology will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Training/ RTO Manager to discuss the transfer request
- The Training/ RTO Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Training/ RTO Manager during the interview either accepting or rejecting the transfer and termination letter request.

In cases where other evidence needs to be provided and considered, all requirements will be noted in RTO Data with required future actions.

In all cases, students who have not had their termination request approved may access Australian

Academy of Business and Technology's grievance and appeals process within 20 days

Evidence will be retained on the student file.

Extension of Student Study

Australian Academy of Business and Technology will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students Confirmation of Enrolment (CoE) as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate (in English) states that the student was unable to attend classes or
- where Australian Academy of Business and Technology has not been able to offer a pre-requisite unit of competency) or
- Australian Academy of Business and Technology implementing its intervention strategy for students at risk of not meeting satisfactory course progress

Australian Academy of Business and Technology approved deferment or suspension of studies granted under Standard 9 of the National Code.

Where there is a variation in a student's enrolment load, which affects the student's expected duration of study in accordance with the National Code, Australian Academy of Business and Technology records this variation and the reasons on the student file and database. Australian Academy of Business and Technology will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Australian Academy of Business and Technology specified in the student CoE will not exceed the CRICOS registered course duration.

Refer to; 'Completion within Expected Duration' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Reduction of Student Study Time

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Australian Academy of Business and Technology will notify this early course completion to Department of Education via PRISMS. Australian Academy of Business and Technology reports early course completion on PRISMS.
Refer to; 'Completion within Expected Duration' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Termination

Students wishing to terminate their course earlier than the course completion date must complete an Academy termination form stating the reason with attached evidence and attend an interview with the Training/ RTO Manager. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

If a student requests termination of a principal course of study within the first six months, the student must apply for a release, which will only be granted in accord with the conditions in the National Code. If a student fails to inform Australian Academy of Business and Technology that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Privacy and Disclosure of Information

Information from the student

- Students have access to all information kept on their file based upon a written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed. Information about a student from a third party
- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.
- A copy of information shared with a third party will be kept on the student's file.

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by staff members and students at Australian Academy of Business and Technology and operate in accord with Australian Privacy Principals.

Privacy Notice

Why we collect your personal information
As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information
We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information
We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information
The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.
The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.
The NCVER does not intend to disclose your personal information to any overseas recipients.
For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.
If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.
DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys
You may receive a student survey which may be run by a government department or an NCVER

employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information
At any time, you may contact Australian Academy of Business and Technology to:
request access to your personal information

- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact us at;
Phone: +61 430 961 443
Email: admissions@aabt.edu.au

Complaints and Appeals

What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Australian Academy of Business and Technology in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the students dealings with the Academy, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Complaint and appeals handling

Australian Academy of Business and Technology undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Australian Academy of Business and Technology including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Australian Academy of Business and Technology shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Australian Academy of Business and Technology representative is to disclose information to any person without the permission of Australian Academy of Business and Technology Chief Executive Officer (CEO). A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.

Australian Academy of Business and Technology considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Australian Academy of Business

and Technology's internal structures.

- If complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at http://www.oso.gov.au/making-a-complaint phone:1300 362072
- In addition the Resolution Institute, the national association of dispute resolvers, is an appropriate third party. Head Office details as follows:
  - Address: Level 1, 13 Bridge Street Sydney NSW
    Phone: (+61 2) 9251 3366
  - Free call: 1800 651 650
  - Email: infoaus@resolution.institute
  - Website: https://www.resolution.institute
- You can make a complaint in your language. Call the Translating and Interpreting Service (TIS) in Australia on 131 450
- Staff are to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

Refer to; the Complaints and Appeals policies outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Critical Incidents

Australian Academy of Business and Technology is committed to maintaining a safe and supportive environment for staff and students. the Critical Incident policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at the College. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;

- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at the Academy; and
- Information which has the potential to negatively affect the reputation of Australian Academy of Business and Technology in the media and/or wider community.

Australian Academy of Business and Technology has a detailed policy and procedure to appropriately address any incident with assigned tasks and responsibilities, which depending on the nature of the critical incident, may involve organising debriefing, counselling and follow-up.

Refer to; 'Critical Incidents Policy' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any Australian Academy of Business and Technology campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class MUST stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

The Academy agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are

present and no one left on campus

- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

Legislative and Regulatory Responsibilities

Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

Please also see the information in this Student Handbook on Australian Academy of Business and Technology's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that Australian Academy of Business and Technology does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the Fees and Refund Policy.

Refer to; 'Fees and Refund Policy' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Responsibilities

Australian Academy of Business and Technology is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Australian Academy of Business and Technology has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Australian Academy of Business and Technology has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.vic.gov.au/ (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

a. both of the following apply:

(i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;

(ii) the individual would reasonably expect the organisation to use or disclose the

information for the secondary purpose; or

b. the individual has consented to the use or disclosure.

VET Data Use

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

As a student you may receive a survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. You have the right to opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than,

in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the
2. administration of Commonwealth laws and programs; and
3. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
4. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
5. to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for
- businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: Click Here

General Administrative Matters

Library

Australian Academy of Business and Technology has all its students enrol online with the State Library of Victoria so that they can access a full research library, including a range of data bases to support their learning.

Your State Library membership allows you to access eresources and databases from home. You need to be a Victorian resident with a current membership. Library cards are free of charge.

With a Library card you can:

- use most of the Library's collections
- access eresources in the Library

- use most of the eresources including ebooks from anywhere
- request books from other libraries
- print and photocopy
- use library computers
- book a study room.

Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider
- If the student has nominated an authorised agent, Australian Academy of Business and Technology will honour that agent until the completion of the enrolled course
- Students must pay the first tuition instalment prior to commencement and any enrolment fee applicable and any applicable enrolment/ application fees
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option Australian Academy of Business and Technology will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term
- Note that there is a late fee of $100 (total) for latepayments per invoice
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- College may require students to pay up to 50% of the student's total fee for a course before the student begins the course unless the course duration is 25 weeks or less.

Student's enrolment can be cancelled due to unsatisfactory academic progress, non- attendance, academic misconduct or non-academic misconduct.

Terms and Conditions

After the applicant is offered a place in a course and signs Australian Academy of Business and Technology Letter of Offer & International Student Acceptance Agreement a binding contract is made between the student and Australian Academy of Business and Technology. The contract is governed by the laws of the Commonwealth of Australia and the State of Victoria.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to Australian Academy of Business and Technology. Students have the option to pay all fees upfront.

Provision has been made to protect payments received in advance by students as stated under

the conditions of Tuition Protection Service. All course fees are deposited into Australian Academy of Business and Technology's Student Fees Account. When the student commences their course, Australian Academy of Business and Technology will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in an Australian Academy of Business and Technology course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise Australian Academy of Business and Technology reserves the right to defer the students start date until the next available course intake.

Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Australian Academy of Business and Technology Reception or from www.aabt.edu.au. The form must be signed by the student and the cancellation fee will be calculated as shown in the table below.

Refer to; 'Fees and Refund Policy' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

NOTIFICATION PERIOD	CANCELLATION FEE/ REFUND
Visa refused prior to the course start date	Total amount of the pre-paid fees the AABT received for the course in respect of the student less the following amount: the lesser of: (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) the sum of $500 whichever is lesser. -100% refund of Material - enrolment fee is not refundable
Withdrawal notified in writing and received by Australian Academy of Business and Technology 28 days or more prior to semester commencement	80% refund of tuition fees paid application fee not refundable
Withdrawal notified in writing and received by Australian Academy of Business and Technology less within 28 days prior to semester commencement and before the commencement date	50% refund of tuition fees paid application fee not refundable
Withdrawals notified in writing and received by Australian Academy of Business and Technology	No refund of current term tuition fees.

on the commencement date or after the semester commences	
Visa refused due to submission of fraudulent documents by or on behalf of the student	No Refund
Withdraws from the course without notification or breaches their Visa conditions	No refund
Visa Extension is refused after commencement of studies due to not meeting visa requirement	Refund of unused portion of tuition fees for future terms
The course is not provided fully to the student because the College has a sanction imposed by a government	Refund of unused portion of tuition fees for future terms. No refund of material and enrolment fees

In the case where a student enrols through a registered Australian Academy of Business and Technology agent a refund will be paid to this agent.

If a student visa application is refused prior to the course start date by the Australian Government, a refund of course fees, less enrolment, will be made and visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4).
The calculation under subsection 47E (4) is as follows: The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount the lesser of:
(a) 5% of the total amount of pre-paid fees That the provider received in respect of the student for the course before the default day; or
(b) the sum of $500. Whichever is lesser
Students must provide the Institute with substantiated evidence of their student visa refusal.
An international student currently in Australia has their student visa extension application refused by Department of Home Affairs after the commencement of their studies no refund will be paid for ongoing study period at the time of decision however student will be paid refund of unused tuition fee for future terms.
No refunds will be granted where, an international student currently in Australia has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions.

If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.

Australian Academy of Business and Technology refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

Australian Academy of Business and Technology reserves the right to cancel a course if intake

numbers are insufficient. In the unlikely event that Australian Academy of Business and Technology is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Australian Academy of Business and Technology.

In the unlikely event that Australian Academy of Business and Technology is unable to provide a refund or place to a student in an alternative course, (provider default) Australian Academy of Business and Technology will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

Australian Academy of Business and Technology reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable they have the right to access Australian Academy of Business and Technology's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Australian Academy of Business and Technology reserves the right to deny a student access to Australian Academy of Business and Technology's premises and to withdraw its other services if their conduct disrupts the normal operation of the Academy. Australian Academy of Business and Technology's grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Australian Academy of Business and Technology will be made within four weeks of receiving Australian Academy of Business and Technology Student Request for a Refund Form.

Refer to; 'Fees and Refund Policy' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

This agreement, and availability of complaints and appeals processes, does not remove the students right to take action under the Australian Consumer Protection laws.

Overseas Students Ombudsman:
GPO Box 442, Canberra ACT 2601, Australia
Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)
Email: ombudsman@ombudsman.gov.au Web: www.oso.gov.au

Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

Change of Address or Contact Details

Students must notify Australian Academy of Business and Technology of changes to their contact details within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where Australian Academy of Business and Technology issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to Academy communication and is reported on PRISMS.

Student Request Forms

Students may request information from reception. The appropriate forms and required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and/or www.aabt.edu.au. and must be completed with supporting documentation attached to set an appointment with the Principal

Depending upon the degree of urgency the leave application will be processed as follows:

Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for attendance monitoring and course progress will be initiated as per Policy for Course Progress.

Refer to; 'Course Progress Policy and Procedures' and the 'Monitoring Attendance Policy' outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au. There is also a copy of the 'AABT Course Progress and Attendance Policy and Procedure' on the website.

Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
    - Involvement in, or witnessing of a serious accident; or
    - Witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is one term (10 weeks not including holidays).

Refer to; the Deferral, Suspension and Cancellation Policy outlined in the RTO Policies and Procedures; 'AABT International Student Policies and Procedures'; www.aabt.edu.au

Sick leave

Students who are absent due to medical reasons MUST provide a medical certificate (in English) from a registered doctor. Where illness is for an extended period of time the student must notify Australian Academy of Business and Technology as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Australian Academy of Business and Technology records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary in the Learner Management System (LMS).

Students must keep the original medical certificate(s) to provide to Department of Home Affairs if required. Australian Academy of Business and Technology maintains copies of medical certificates in the student file.

Holidays

Australian Academy of Business and Technology has timetabled in suitable holidays for students undertaking vocational courses, so students are not permitted to have additional holidays. Australian Academy of Business and Technology closes on all official Federal and State Public Holidays.

Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry their student card at all times when on Australian Academy of Business and Technology campus.

Australian Academy of Business and Technology's student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees available on the website.

Students Rights and Responsibilities

Australian Academy of Business and Technology staff and students participate equally in ensuring that Australian Academy of Business and Technology provides a safe and effective learning environment and where student's rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

- Orientation and induction
- Student Handbook contents
- Policy access through Australian Academy of Business and Technology website
- Direct written communication
- Special notices
- Posters
- Flyers etc.

Australian Academy of Business and Technology Campus Guidelines

Australian Academy of Business and Technology students must adhere to the following:

- Behave and speak to everyone at Australian Academy of Business and Technology in a polite and friendly manner
- Respect all nationalities, religions, genders, etc.
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published grievance and appeals processes to solve problems
- Contribute to the positive learning environment
- Treat equipment and facilities with respect
- Maintain good hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus - outside the campus smoke only in designated areas
- Access Australian Academy of Business and Technology grievance and appeals process

with a positive attitude

Australian Academy of Business and Technology will contact relevant government authorities if a student brings any of the following to Australian Academy of Business and Technology campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to Australian Academy of Business and Technology campus will be reported to authorities, immediately terminated for disciplinary reasons and reported on PRISMS with the intention that Australian Immigration will cancel the student visa.

Australian Academy of Business and Technology Classroom Guidelines

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and co-operation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Ask for assistance if needed
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

Student Feedback

Students will complete the following at the end of each term:

- Learner Engagement Questionnaire - Quality Indicator
- Australian Academy of Business and Technology Student Feedback

Students are requested to answer these feedback forms honestly to assist Australian Academy of Business and Technology to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Australian Academy of Business and Technology, this information can be provided directly to the trainer or Principal at any time.

Health

Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in

Australia as a student. Health cover cards and membership numbers are sent to Australian Academy of Business and Technology from the OSHC providers and students can collect them from Reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider (Medibank or BUPA) office.

Students must make an appointment with the Student Welfare /Service Officer if there are any problems with OSHC.

Life in Australia

Study in Australia **https://www.studyinaustralia.gov.au/**

This is the official Australian Government website for international students. You can search for courses, institutions and scholarships, read about studying and living in Australia, watch stories from other students, and learn about Australian education.

Cost of Living

As of October 2019 the 12-month living costs are;

- For students or guardians - AUD$21,041
- For partners coming with you - AUD$7,362
- For a child coming with you - AUD$3,152

For a full summary of costs for 2021 please refer to;
https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in but expect fees of around A$7800 to A$30000 per year, per child.

Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in Victorian government, independent and private schools every year. Victorian government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The Victorian government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: Public Schools: education.vic.gov.au/ public-schools/going-to-a-public-school/our-schools-at-a-glance (paste the web address in the browser)

International Student Program:
https://www.education.vic.gov.au/school/teachers/management/Pages/internationalstudents.aspx
Further information about living in Australia is available at the Department of Home Affairs: https://archive.homeaffairs.gov.au/trav/life

The Department also published The *Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at:

https://archive.homeaffairs.gov.au/trav/life/aust/life-in-australia-book

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

Working

On a student visa students are permitted to work up to 40 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application:
Go to www.ato.gov.au and apply on line
Go to 'For Individuals' and click 'Apply for a Tax File Number'
Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)' Go to 'Apply for Tax File Number'
Scroll to the bottom of the page and click 'next' Follow the instructions until you are finished
Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 747 Collins St, Docklands VIC 3008.

NB: International students will need a passport number and an Australian address.

Your safety

Australian Academy of Business and Technology has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Melbourne is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances

such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

On campus

Building Alarms OR other Emergencies In the Event of Fire – dial "000"

Alert other occupants and evacuate. Do not use the elevator, use the stairs A First Aid kit is located at reception

In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the Academy. Be careful of your personal belongings. Do not leave them unattended. Notify your homestay family if you are not coming home or staying out late. Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

Beach Safety

More than 50 people drown in Australia each year. Beaches can be very dangerous – you need to take care

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to Australian Academy of Business and Technology, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

Dentists

Reception can provide a list of nearby dentists in an emergency situation.

Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

Transport

For full information on getting around in Melbourne, visit;
http://www.melbourneaustralia.org/getting-around-melbourne

Trams:

The city and inner suburbs are best viewed by tram, a unique Melbourne way to travel. Melbourne's city centre is built in a grid, which the trams cover extremely well. They will take you directly to the Queen Victoria Market, Fitzroy Gardens, Bridge Rd and Major sporting arenas to name a few. A great way to orientate yourself around Melbourne is to hop on one of the City Circle trams. They loop the city centre every 12 mins. in both directions. The entire circuit takes approx. 48 mins. These trams are restored old trams and are painted maroon with gold trim. It is a little hard to hear sometimes but listen carefully for the historical commentary as you travel. Best of all, these trams are free and take you close to many of Melbourne's tourist spots, i.e. Queen Victoria Market, Melbourne Gaol, Docklands.

Trains:

Melbourne's train system is also very convenient and uses a myki card on all public transport. All Metro Trains use the same Myki card as the trams and buses. The train network is extensive and includes lengthy suburban routes and a city loop. You can see the timetable here; https://www.metrotrains.com.au/timetables/?line=Alamein&dir=1&ts=1626252419398
Find out more about the Myki train card; https://www.ptv.vic.gov.au/tickets/fares/metropolitan-fares/

Buses:

The bus network generally fills in the gaps left between the tram and train services. Buses are a little more difficult but are easy when you use the online trip itinerary. They also use the same Myki card as trams and trains. There is also a Melbourne City Tourist Shuttle which operates every 30 mins. From 9:30am to 4:30pm excluding Christmas Day. On Labour Day and Anzac Day, the service does not start until 1 pm. The route takes in 13 stops which are hop on, hop off.

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Victorian Legal Aid helps people with their legal problems. Call on 1300 792 387 or visit 570 Bourke St, Melbourne VIC 3000. Victoria has a free legal advice support service for international students: https://www.studymelbourne.vic.gov.au/help-and-support/the-law-and-my-rights/legal-advice **Phone**: 1800 056 449 (free call from landline phones) **Email**: info@studymelbourne.vic.gov.au **Visit the office**: 17 Hardware Lane, Melbourne, Victoria, 3000 Factsheets and resources are available to help you with your problem Get advice from a lawyer Free face-to-face advice provided on most legal issues Help at court Lawyers are available to assist you at many courts and tribunals across Victoria.	1300 792 387

Lifeline Crisis Support Free 24-hour help	13 11 14
Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
The Royal Melbourne Hospital 1300 792 387 Melbourne VIC	(03) 8387 2000
QV Medical Centre Level 7/1 Elizabeth St, Melbourne VIC 3000	(03) 9662 2256
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	13 14 50

Consulates: To find a country's consulate address and details:
Internet:http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in- australia.aspx
Yellow Pages under 'Consulates and Legations'

What to do in Melbourne

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what's happening in and around Melbourne refer to the following:
https://whatson.melbourne.vic.gov.au/

Melbourne Newspapers
Herald Sun
The Age
Free publications
Only Melbourne - Music, concerts etc.
Sightseeing
The Victorian government has a website containing a list of sites to visit;
https://whatson.melbourne.vic.gov.au/placestogo/attractions/pages/attractions.aspx

Australian Academy of Business and Technology Services and Facilities

Reception

At reception students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect Australian Academy of Business and Technology student card
- Request information

Social Activities

Australian Academy of Business and Technology organises regular social activities:

- Full day excursions
- Weekend trips out of Melbourne
- Sport activities

Student Engagement Area

Australian Academy of Business and Technology student room includes:

- Computers
- Library resources
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access

- Breakout areas and kitchen

Student Counselling

Students can access the following support:

- Educational counselling about their educational progress and future career plans
- Personal or cultural matters
- Students go to reception and make an appointment to meet with Australian Academy of Business and Technology student support staff that will provide them with support and/or referral if required.
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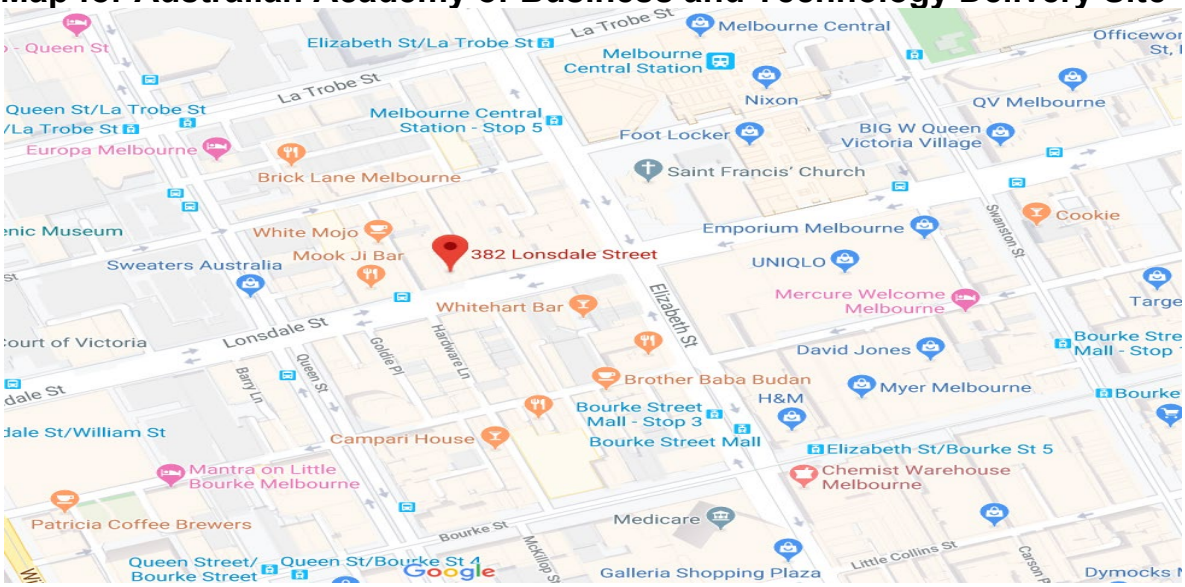
Map for Australian Academy of Business and Technology Delivery Site



COVID 19

Recent Changes and Developments: Updated July 2021

As we all are aware, COVID-19 is causing disruptions to educational institutions in Australia and around the world. AABT is no exception. We want to assure that we are paying close attention to the situation. Our staff members are meeting regularly to monitor events and coordinate support for students. We are keeping the situation daily and we are adjusting our planning and actions, as necessary. As COVID-19 cases expand globally and AABT is taking the necessary steps to protect the health and safety of our student, staff and community.

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Looking ahead, AABT will follow advice from the regulatory bodies for our industry, such as ASQA and the Department of Education, for regular updates, please follow this link: https://www.dese.gov.au/news/coronavirus-covid-19?cv. We are also closely monitoring advice given by medical authorities on how we should conduct our operations to manage the impact of the virus. This includes planning for a range of scenarios in which our priority is the health and wellbeing of our students and staff. Depending on how the situation develops, we will adjust our course delivery and schedules so that students can continue their learning.
For now, it is important to note that classes, assessments and course activity are continuing as normal. We will update you immediately if this changes.
Students are required attend classes so that they can achieve the best outcomes, particularly for compulsory attendance, which is still a requirement.

Student Support - COVID 19

AABT is monitoring the COVID-19 situation daily and is here to support students with their needs. We have made the following changes to our on-campus services to support the health and safety of our students and staff.

- The campus is no longer offering face-to-face classes, so students are not required to come to campus.
- Online learning is currently the delivery mode.
- Student Welfare /Service Officer will continue to operate on campus with communication limited to emails and phone calls only.
- Trainers will continue to teach classes remotely through the online learning platform only and there will be no face to face meetings.
- All assessment will be conducted online using the LMS and the virtual classroom.
- If you would like to contact your trainer, they will be responding via email or through the LMS and during your online sessions only.
- If you are feeling anxious or distressed about the current situation, you can contact us by emailing at admission@aabt.edu.au or phone +61 (0) 390 786 670

We will continue to update students and staff on developments, as well as AABT's response to the rapidly evolving situation, as these become available. AABT will communicate all update through email, phone and the AABT website (COVID-19 Information).

AABT Online Only Delivery

In response to growing global concerns about the COVID-19 pandemic, after careful consideration, AABT has decided to move to online-only training and assessment (temporarily) to continue to keep our students engaged with their studies.

While there have been no confirmed cases of COVID-19 connected to AABT, the decision to move to online only learning where possible is a precautionary measure to limit contact during this phase of the pandemic and minimise the risk to our staff and student community.

The Planned Training Sessions for online-only delivery of learning and teaching for lectures and tutorials have been scheduled since 09/09/2020 to allow our students and trainers to prepare for a transition to complete online- only training and/or assessment. These decisions have also been taken to minimise the impact of current situation and to help students stay on track with their studies.

AABT will remain open for students for enquiry, unless the government advises otherwise.

Online–only Delivery commencement September 2020 onwards: Students will not be required to come for face-to-face classes, until further notice.

Sessions for theory component will continue via online only classes.

Alternative plans for units that have face-to-face requirements e.g. practicals, workshops etc. and that are difficult to replicate in the online environment are being reviewed.

Timetables: Until further notice, all on-campus lectures and classes will be delivered online from and online lectures and classes will occur at the same time as timetabled.

Student may access the information regarding their timetables by requesting student support. For any changes to student timetables, Student will be informed through their email and through the LMS.

Attendance:

- Attendance will be monitored based on your online presence on the virtual delivery platform at the commencement and completion of each virtual session, including breaks. Students are expected to attend the online-only delivery sessions in just the same way, as the normal face-to-face classes. All our students will need to take part in their respective online class assessment to avoid reassessment or repeat unit fees.
- Your attendance will be recorded. From July 2021 AABT will be using an attendance tracking app; 'myattendancetracker'. Your trainer will provide more information about how this works.
- All students who are in Australia are required to attend classes as per their scheduled timetable:
- If a student is feeling sick and not able to attend classes, the student is required to provide a medical certificate to admission@AABT.edu.au
- If a student is currently undergoing self-isolation, without written medical advice, please note that you will be marked as absent.

Re-assessment

- Re-assessment will be considered on a case by case basis.
- We encourage all staff and students to follow basic hygiene standards when at campus or in public, such as covering mouth while coughing/sneezing, washing hands regularly, avoiding handshakes, etc. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

Contact us for more information:

For further queries, please do not hesitate to contact us or email at admission@aabt.edu.au or

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Learning and Assessment Delivery Arrangements COVID 19

- Virtual delivery will also have access to activities which reflect to simulated business environment through case studies and sample template, AABT will ensure that its activities fully replicates the resources, environment and any time and productivity pressures that exist in the actual workplace and its trainers and assessors must make sure that the simulated environment gives the learner the opportunity to meet the following critical criteria:

1. Quality – The work is of the standard required for entry into the industry.
2. Productivity – The work is performed within a timeframe appropriate for entry to the industry.
3. Safety – The work is performed in a manner that meets industry safety standards

- All theory units are delivered online and virtual training through Zoom as per the timetable.
- We combine self-paced online and Virtual online delivery and assessment into each of our courses.
- All course material is provided to our students online via our Learning Management System (LMS). The LMS provides students with a more streamlined method of working through the Qualifications by allowing them to login and access all current course files from one central location at a time and place of their choosing.
- The LMS has been designed to enable students to work through course units in sequential order, according to unit difficulty, concepts and prerequisites, as per their individual Training Plan. Students will always have access to the most up-to-date course content for all qualifications, as any updates will be distributed to all students immediately via the LMS.

Online delivery includes the following:

- Student LMS support resources e.g. LMS guides
- Online technical and learning support options
- Frequently Asked Questions (FAQ's)/Glossaries
- Course resources, including but not limited to:
  - Manuals (soft copy with option to print)
  - Course handouts & guides
  - Webinars & short videos (pre-recorded & live)
  - Exercise files & practice tests
  - Unit presentations
  - Quizzes
  - Interactive media
  - Assessment resources & tasks
  - Checkpoints for cumulative assessment
  - Open Classroom & remote support bookings
  - Surveys
  - Weblinks
  - Access to Training Plan
  - Access to Completed Assessment files