



INTERNATIONAL
COLLEGES

Kaplan International College Sydney City
Vocational Education & Training Department

Student Handbook 2011

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WELCOME TO KAPLAN INTERNATIONAL COLLEGE SYDNEY CITY

Welcome to Kaplan International College Sydney City! The Management and staff of the college extend a very warm welcome to you. We hope you have a successful and enjoyable learning experience with us.

Kaplan International College Sydney City is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome. Kaplan International College Sydney City will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

In this handbook, you will find information about Kaplan International College Sydney City, policies and procedures, together with forms and documents that you may have to refer to. Please keep it safe so you can refer back to it later.

Kaplan International College Sydney City Departments

Kaplan International College Sydney City has two separate departments; the Vocational Education & Training Department and the ELICOS Department. This Student Handbook is specifically designed for students who are studying through the Vocational Education & Training Department.

Kaplan International College Sydney City is a Registered Training Provider (RTO), fully accredited by Vocational Education and Training Accreditation Board (VETAB). All our courses are nationally accredited by the government under the Australian Qualification Training Framework (AQTF) and the Australian Recognition Framework (ARF). The qualifications are therefore recognised Australia-wide and at selected universities. We are also registered as a provider of International Courses to Overseas Students (CRICOS Provider Code 01165D).

Contact Details

Kaplan International College Sydney City (Head Office and Campus)

Address: 98 - 104 Goulburn Street
Sydney, NSW 2000

Phone: + (612) 8268 4900

Fax: + (612) 9283 9055

Email: sydney@kaplan.com

Internet: www.kaplaninternational.com

National Provider Code: 90313

CRICOS Provider Code: 01165D

Academic Staff

Academic Director – Haldor Aamot

Haldor is responsible for overseeing the day-to-day running of the Vocational Department and ensuring the overall quality of the academic programme. Make an appointment to discuss any aspect of your studies by contacting Student Services located on the ground floor. Feedback about your experiences at Kaplan International College Sydney City is always welcome.

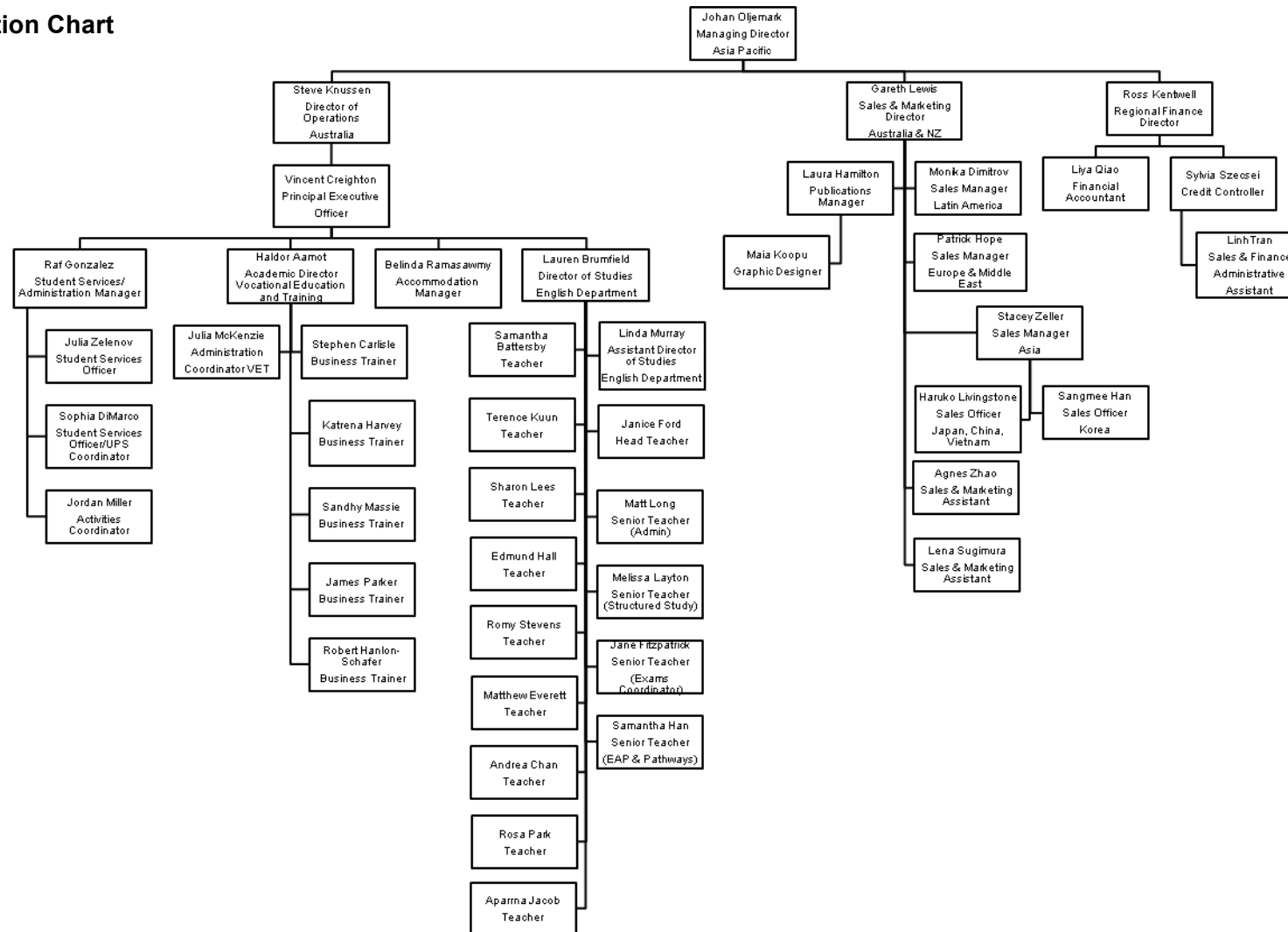
Contact: haldor.aamot@kaplan.com

Administration Coordinator – Julia McKenzie

Julia is responsible for the administration aspects of vocational including managing student results, attendance, compliance requirements, certificates and student notifications. Julia is available to meet with students Monday to Friday between 9:00am and 5:00pm.

Contact: julia.mckenzie@kaplan.com

Organisation Chart



OUR MISSION

The corporate mission of Kaplan International College Sydney City is to be an innovative educational institution that enhances our students' knowledge within a caring environment, and provides pathways to further study and career opportunities.

CODE OF EDUCATIONAL PRACTICE

It is the general policy of Kaplan International College Sydney City to provide equal training opportunities to all eligible students regardless of gender, cultural or ethnic background, marital status, physical disability or sexual preference. Staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Kaplan International College Sydney City further undertakes to provide:

- qualified, experienced and committed educational and training personnel
- a supportive and stimulating learning environment where students may pursue their educational and training goals
- a learning environment inclusive of students with disabilities or who have language, literacy or special learning needs
- a support system for students who experience language, literacy or numeracy difficulties
- a learning environment where students have ready access to assessment procedures and progressive results
- a non-prejudicial and plain English assessment dispute procedure which:
 1. is prompt and courteous
 2. keeps the aggrieved party informed of what is happening
 3. protects the confidentiality of all parties
 4. leads to improved services
- a guarantee of privacy concerning records or documents containing personal or sensitive information, in accordance with Kaplan International College Sydney City policies and legislative requirements.

OUR EDUCATION POLICY

Kaplan International College Sydney City provides a common sense and practical approach to education and training. Our teachers/trainers are fully qualified and have theoretical knowledge and practical experience in industry. You will learn skills from professionals who "practice what they teach". This enables us to bring you their expertise and knowledge into the classroom.

OUR VOCATIONAL COURSES

Kaplan International College Sydney City is a Registered Training Organisation (RTO) (National Provider Code: 90313) that offers Vocational Education and Training (VET) Courses. The quality standards of our courses are guaranteed by the Australian Quality Training Framework (AQTF), which is a National Assessment System for Quality Assurance which aims to ensure a nationally consistent, high quality vocational education and training system. The qualifications offered by Kaplan International College Sydney City Vocational are within the Australian Qualifications Framework (AQF), which provides a national framework for all education and training qualifications in Australia.

Kaplan International College Sydney City offers vocational Business courses from AQF Levels 4, 5 and 6. The definition of **Vocational** is relating to job or career skills. Vocational courses are specifically designed to prepare students with the practical skills and knowledge necessary to participate in a job. Therefore, these courses are more practical and less theoretical than university level courses.

The quality standards of the Kaplan International College Sydney City vocational business courses are governed by the Australian Quality Training Framework 2007 (AQTF 2007). This is a national quality assurance system which aims to ensure a nationally consistent, high quality vocational education and training (VET) sector.

Vocational qualifications, including our vocational business programmes are recognised by Australian employers, other RTOs are also recognised by Australian Universities and can give you credit towards a Higher Education (University) qualification in Australia. If you already hold tertiary qualifications, vocational courses provide a great addition to your current qualification/s, as they develop the practical skills to combine with your theoretical knowledge. They also provide you with insights into Australian systems and regulations and an opportunity to improve your English as this will be the medium language of your studies.

The table below demonstrates the Australian Qualifications Framework (AQF) (www.aqf.edu.au) structure, and identifies the level of our Business Programmes:

AQF Level	Schools Sector	VET Sector	Higher Education Sector
Level 11			Doctoral Degree
Level 10			Masters Degree
Level 9		Vocational Graduate Diploma	Graduate Diploma
Level 8		Vocational Graduate Certificate	Graduate Certificate
Level 7			Bachelor Degree
Level 6		*Advanced Diploma	Advanced Diploma
Level 5		*Diploma	Diploma
Level 4		*Certificate IV	
Level 3		Certificate III	
Level 2	Certificate II	Certificate II	
Level 1	Senior Secondary Certificate	Certificate I	

Level Descriptors for Certificate IV up to Advanced Diploma

Certificate IV

Competencies studied at this level of qualification enable the individual to:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas
- identify, analyse and evaluate information from a variety of sources
- take responsibility for own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others

Diploma

Competencies studied at this level of qualification enable the individual to:

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- analyse and plan approaches to technical problems or management requirements
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- evaluate information using it to forecast for planning or research purposes
- take responsibility for own outputs in relation to broad quantity and quality parameters
- take limited responsibility for the achievement of group outcomes

Advanced Diploma

Competencies studied at this level of qualification enable the individual to:

- demonstrate understanding of specialised knowledge with depth in some areas
- analyse, diagnose, design and execute judgements across a broad range of technical or management functions
- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills
- generate ideas through the analysis of information and concepts at an abstract level
- demonstrate accountability for personal outputs within broad parameters
- demonstrate accountability for group outcomes within broad parameters

Business Qualifications offered at Kaplan International College Sydney City

Kaplan International College Sydney City currently offers three qualifications from the BSB07 Business Services Training Package:

- BSB40207 Certificate IV in Business
- BSB50207 Diploma of Business
- BSB60207 Advanced Diploma of Business

Each qualification is twenty (20) weeks in duration. The recommended starting point for international students is the BSB40207 Certificate IV in Business qualification due to the higher English Language (verbal and writing) level required to complete qualifications at the Diploma and Advanced Diploma levels.

Course Packaging Options

Kaplan International College Sydney City provides three standard course package options:

Course Package Option One: BSB40207 Certificate IV in Business + BSB50207 Diploma of Business = Forty (40) weeks duration

*Certificate IV qualification [Twenty (20) weeks] + Diploma qualification [Twenty (20) weeks]

Course Package Option Two: BSB40207 Certificate IV in Business + BSB50207 Diploma of Business + BSB60207 Advanced Diploma of Business = Sixty (60) weeks duration

*Certificate IV qualification [Twenty (20) weeks] + Diploma qualification [Twenty (20) weeks] + Advanced Diploma qualification [Twenty (20) weeks]

Entry Points: Students may enter at any qualification level provided they meet the entry requirements (English Language level etc). For more information please refer to the Recognition of Prior Learning (RPL) procedure.

Exit Points: Students may exit at the end of each qualification level.

BSB40207 Certificate IV in Business

The types of job roles specified in the BSB07 Training Package for this qualification include:

- Administration
- Project Officer

As these suggested job roles/ titles may vary across different industry sectors, this course is structured to enable learners to gain entry into, or experience within Australian business by providing a broad base of business knowledge and competencies, which can potentially lead to specialisation through future studies (VET, Higher Education etc).

The units have been selected to maximise employment potential, through providing the broadest possible scope of relevance to various industry sectors appropriate to the BSB40207 Certificate IV in Business qualification.

Total Duration: Twenty (20) Weeks/ 6 Months

Recommended ages: 18 +

Recommended English entry requirements: IELTS 5.5 or equivalent. Students may also need to complete a Vocational Onshore Entrance Test on orientation day to assess English proficiency, and to identify if additional Language and Literacy support is required.

Hours of tuition per week: 20 hours

QUALIFICATION STRUCTURE

Module One - Occupational Health and Safety, and Risk Management

BSBOHS407A Monitor a safe workplace

BSBRSK401A Identify risk and apply risk management processes

Employability Skills Development

Problem Solving and Self Management

Module Two - Marketing

BSBMKG413A Promote products and services

BSBMKG414A Undertake marketing activities

BSBRES401A Analyse and present research information

Employability Skills Development

Initiative and Enterprise and Communication

Module Three - Business Administration

BSBADM405B Organise meetings

BSBADM409A Coordinate business resources

BSBWRT401A Write complex documents

Employability Skills Development

Technology and Planning and Organising

Module Four - Networking and Presentation Skills

BSBCMM401A Make a presentation

BSBREL401A Establish networks

Employability Skills Development

Teamwork and Learning

BSB50207 Diploma of Business

The types of job roles specified in the BSB07 Training Package for this qualification include:

- Executive Officer
- Program Consultant
- Program Coordinator

As these suggested job roles/ titles may vary across different industry sectors, this course is structured to enable learners to gain entry into, or experience within Australian business by providing a broad base of business knowledge and competencies, which can potentially lead to specialisation through future studies (VET, Higher Education etc)

The units have been selected to maximise employment potential, through providing the broadest possible scope of relevance to various industry sectors appropriate to the BSB50207 Diploma of Business qualification.

Total Duration: Twenty (20) Weeks/ 6 Months

Recommended ages: 18 +

Recommended English entry requirements: IELTS 6.0 or equivalent. Students may also need to complete a Vocational Onshore Entrance Test on orientation day to assess English proficiency, and to identify if additional Language and Literacy support is required.

Hours of tuition per week: 20 hours

QUALIFICATION STRUCTURE

- Module One – Business Administration**
BSBADM502B Manage meetings
BSBADM506B Manage business document design and development

Employability Skills Development

Technology and Planning and Organising

- Module Two - Workplace Effectiveness and Project Management**
BSBWOR501A Manage personal work priorities and professional development
BSBPMG510A Manage projects

Employability Skills Development

Self management and Teamwork

- Module Three - Human Resource Management**
BSBHRM501A Manage human resources services
BSBHRM506A Manage recruitment, selection and induction processes

Employability Skills Development

Problem solving and Learning

- Module Four - Marketing**
BSBMKG501B Identify and evaluate marketing opportunities
BSBMKG502B Establish and adjust the marketing mix

Employability Skills Development

Initiative and Enterprise and Communication

BSB60207 Advanced Diploma of Business

The types of job roles specified in the BSB07 Training Package for this qualification include:

- Senior Administration
- Senior Executive

As these suggested job roles/ titles may vary across different industry sectors, this course is structured to enable learners to gain entry into, or experience within Australian business by providing a broad base of business knowledge and competencies, which can potentially lead to specialisation through future studies (VET, Higher Education etc)

The units have been selected to maximise employment potential, through providing the broadest possible scope of relevance to various industry sectors appropriate to the BSB60207 Advanced Diploma of Business qualification.

Total Duration: Twenty (20) Weeks/ 6 Months

Recommended ages: 18 +

Recommended English entry requirements: IELTS 6.0 or equivalent. Students may also need to complete a Vocational Onshore Entrance Test on orientation day to assess English proficiency, and to identify if additional Language and Literacy support is required.

Hours of tuition per week: 20 hours

QUALIFICATION STRUCTURE

- Module One - Marketing**
BSBMKG603B Manage the marketing process
BSBMKG609A Develop a marketing plan

Employability Skills Development

Initiative and Enterprise
Communication

- Module Two - Advertising**
BSBADV602B Develop an advertising campaign
BSBADV605B Evaluate campaign effectiveness

Employability Skills Development

Teamwork and Planning and Organising

- Module Three – Human Resource Management**
BSBHRM602A Manage human resources strategic planning
BSBMGT615A Contribute to organisation development

Employability Skills Development

Problem solving and Learning

- Module Four - Financial and Information Management**
BSBFIM601A Manage finances
BSBINM601A Manage knowledge and information

Employability Skills Development

Self management and Technology

TRAINING DELIVERY & ASSESSMENT

All training and assessment in VET Courses must be competency-based. Competency-based training is the process of collecting evidence and making judgments on whether competency has been achieved.

What are Competencies?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete a task in the workplace. These statements are set out in **National Training Packages**, which are designed by the relevant industry bodies. These Training Packages set out the national competency standards, as well as the guidelines for use in assessing those competencies. Training Packages are organised into Units of Competency, which consist of several Elements of Competency.

This is an example of a Unit of Competency:

BSBADM407B Administer projects

Within this Unit of Competency, there are three Elements of Competency;

- 1. Plan project administration***
- 2. Coordinate project administration***
- 3. Finalise and review project administration***

The purpose of assessing competency is to confirm that an individual can perform to the standard expected in the workplace. The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. These include:

- ◆ Collecting, analysing and organising information
- ◆ Communicating ideas and information
- ◆ Planning and organising activities
- ◆ Working with others in teams
- ◆ Using mathematical ideas and techniques
- ◆ Solving problems
- ◆ Using technology

How is Competency Based Training delivered?

The VET sector promotes the principles of flexible delivery to assist learning and Kaplan International College Sydney City complies with and actively promotes these principles. Flexibility in vocational education and training (VET) means anticipating and responding to the ever-changing needs and expectations of clients - enterprises, learners and communities.

Flexible learning supports different styles of learning and different learning delivery methods. Delivery alternatives include self-paced learning, computer-assisted learning, flexible timetabling, face-to-face lecture/tutorials and projects.

Face to Face Lecture/Tutorials (Classroom Training) - Training is delivered 'face to face' by qualified teachers (Tertiary Qualification + Certificate IV in Assessment and Workplace Training + relevant industry experience) and you are required to attend each scheduled class. The teacher will moderate the learning pace, method and sequence according to the learning needs of the students.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical sessions, role play techniques, discussions, presentations and assessments.

Computer Assisted and Self-Paced Learning – Self-paced learning options allow students to progress through units of competency at their own pace, with the guidance of qualified staff. Self-paced learning may be book-based or computer-assisted. Computer-assisted, or online learning, encompasses a range of technologies such as the world-wide-web, email, chat, newsgroups, as well as text, audio and video-conferencing via computer networks to deliver education and training, both remotely and in the classroom.

Competency Based Assessment – Frequently asked questions

1. What does Competency Based Assessment involve?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your teacher/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment, your assessor reviews your evidence and observes the demonstration of your competencies. The assessor records your evidence and/or demonstrations as C for Competent or NYC for Not Yet Competent. Competencies are not 'scaled' or 'graded'.

Broadly, it is simply a matter of whether you can (C) or cannot (NYC) demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any unit or performance criteria appropriate to the qualification, the assessor can design a flexible training plan /pathway.

There are three different stages of assessment for each Unit.

- a. Initial assessments to identify what competencies you already have. (Overall self-assessment.) From this a learning plan can be designed to develop the remaining or outstanding competencies.
- b. On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- c. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

2. Exactly How Are Competencies Assessed?

Competency can be assessed in a variety of ways, including:

Classroom Assessment - Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem-solving tasks, role plays, case studies and discussions. Often students are required to submit a portfolio of evidence for assessment. Broadly, classroom assessment involves at least three assessment tasks for each module, where a module consists of a small cluster of related units.

(Simulated) Workplace Training and Assessment – Role plays are used throughout some of the courses, to simulate real life situations such as conflict resolution or performance appraisal. The student may be assessed through third party reports by colleagues in the workplace, which may include their instructor or other students. The Study Centre is utilised as part of this kind of learning, should computers be required as part of the simulation.

3. What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some but not all the units of learning, a certificate for the full qualification cannot be issued.

You can, however, receive recognition for the competencies and units of learning you have successfully completed. This recognition is called a Statement of Attainment and will identify the qualification name, and details of the units completed from this qualification including the unit code and title.

If you elect to continue and complete the full qualification or any outstanding units, your teacher/assessor will work with you and, together, a training pathway and a plan can be developed for the completion of the outstanding learning units.

Learning Materials

Each student receives all of the learning materials they require as part of their course fees. This may include a learner materials folder, extra handouts, use of textbooks and other resources.

Computer, Email and Internet Requirements

Whilst the college provides computer facilities for student use (Monday through Thursday 8:30am to 9:45pm and Friday 8:30am to 5:30pm), students are expected to arrange access to a computer for completing assessments and class related tasks. This may mean that students need to purchase a computer.

It is a requirement that all written assessments are emailed and therefore the student will also need access to email and internet facilities. Please note the college provides wifi internet throughout the building for access by students who have portable computers (notebook, laptops).

RE-SCHEDULED ASSESSMENT POLICY & PROCEDURES

Students are notified in advance of assessment dates and times by the Trainer responsible for the assessment (refer to the *Module Assessment Instruction sheet*). It is the student's responsibility to make sure they complete all assessment tasks on time. If a student fails to undertake or complete an Assessment Task at the required time, or in the required time frame, the following policies will guide re-assessment.

Written Assessments

Students **must** provide a valid Medical certificate to academic staff showing the dates they have absent if they are unable to submit their assessment by the due date.

The Following Conditions Apply to Re-scheduled Assessments:

1. Students must organise to re-schedule the assessment with the trainer responsible for the assessment.
2. Students must reschedule and complete the assessment either **before** or within one week of the original assessment date.

Students who are not eligible for reassessment under these conditions will not receive a mark for that assessment task.

Practical Assessment Tasks (Presentations, Role Plays, Group Work etc)

Students who have **missed an assessment** for any reason **must apply for the missed assessment to be re-scheduled in writing** by emailing the trainer and college, as per the Module Assessment Instruction sheet. Re-scheduled assessments will only be allowed in the following cases:

1. Students who know in advance they will not be able to attend an in-class assessment **must** notify their trainer as soon as possible and request permission to complete the

assessment at another time. Please note work is not a valid reason for missing an assessment and any decision to reschedule the assessment will be at the Trainer's discretion and designated time.

2. Students who are absent on the day of assessment **must notify** the College or their trainer of their inability to attend prior to the assessment time. A **medical certificate** must be supplied. In the event of compassionate and compelling circumstances, evidence must be provided and a decision will be made by the Academic Director. The student will be notified of the outcome.

Re-Assessment Procedure

This only applies to students who have previously attempted an assessment and have been deemed NOT YET COMPETENT. They may apply for reassessment under the following conditions:

1. Students must have an attendance rate for that module of at least 80%.
2. Students must complete a Request for Re-assessment form and submit it to the Academic Director, Vocational Department within 2 weeks of receiving Notification that they are Not Yet Competent.
3. Re-assessment will normally be scheduled for the following module or as agreed with the relevant academic staff.
4. Students deemed **NOT YET COMPETENT** a second time may be re-assessed again for a fee of **\$50.00** per assessment.

Assessment Appeals Process

All participants have the right to appeal any assessment decision made by KAPLAN INTERNATIONAL COLLEGE SYDNEY CITY VOCATIONAL if they:

- ◆ Believe that the assessment is invalid and/or
- ◆ Feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Assessment Appeal Form (available from Reception) within 7 days of the initial discussion. Once a formal appeal is lodged, a panel of qualified assessors will be appointed by the school to review the initial assessment. Their findings will be made within 2 weeks of the appeal being lodged.

If you are still not satisfied, you can appeal to the NSW Vocational Education Training Accreditation Board (VETAB). Level 14, 1 Oxford Street, Darlinghurst, NSW 2010, Ph (02) 9244 5335, Fax: (02) 9244 5344

You have the right to a support person to be involved at all times during the appeal process.

FURTHER INFORMATION

For more information on the Australian Qualifications Framework, competency-based training and assessment, training packages and related issues, please visit the following websites.

Department of Education, Employment and Workplace Relations- www.DEEWR.gov.au

National Training Information Service - <http://www.ntis.gov.au/>

Vocational Education and Training Accreditation Board -
<http://www.vetab.nsw.gov.au/index.htm>

Australian Qualifications Framework - <http://www.aqf.edu.au/>

VET STUDENTS: MONITORING ATTENDANCE POLICY & PROCEDURE

Student Visa Holders must fulfill both attendance and course progress requirements.

The following procedure is for student visa holders, in accordance with the *ESOS Act 2000*. This applies to all Kaplan International College Sydney City CRICOS registered VET courses. These are:

- BSB40207 Certificate IV in Business
- BSB50207 Diploma of Business
- BSB60207 Advanced Diploma of Business

Unsatisfactory attendance is defined as not successfully maintaining a minimum of 80% attendance for each Qualification (each CoE period).

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements during a Qualification (each CoE period).

Kaplan International College Sydney City's attendance policy has been developed to ensure the colleges fulfil their regulatory requirements towards accurate recording and reporting of attendance for student visa holders. It was also developed to ensure classes run smoothly and without interruption for all students.

Kaplan International College Sydney City recommends that students attend all their classes in order to ensure good progress in their program of study. For Student Visa holders, a minimum of 80% attendance is a condition of the Student Visa. **Kaplan International College Sydney City colleges monitor attendance on a weekly basis** and the following procedure is applied in the monitoring and reporting of attendance:

1. If a student is absent for five consecutive days without notifying the college (with supporting documentary evidence e.g. medical certificate) or if a student's attendance drops below 90%, he/she will be provided with formal notification from the Administration Coordinator via email and an opportunity for counselling will be provided. A record of all counselling will be kept in the student's file.
2. If the student's attendance does not improve and drops below 85%, he/she will be provided with formal notification from the Administration Coordinator via email.
3. If the student's attendance still does not improve and he/ she cannot reach 80% attendance **by the end of their course**, he/she will be issued with a notice of the intention to report to the Australian government authority. The student then has 20 working days to access Kaplan International College Sydney City's Complaints and Appeals Process (please refer to the college Complaints and Appeals Process for more details).

Students with attendance **between 70% - 80%** with compassionate and compelling circumstances may have their appeals considered.

Please note, the appeal for students with attendance **below 70%** would only be successful if it was found that the attendance had not been calculated properly or the provider had not made the policy clear to the student breaching the 70% minimum

During the Notice of Intention to Report period Kaplan International College Sydney City will:

- a. Continue to monitor attendance
 - b. Handle the student's appeal within 10 days of receiving the appeal in writing including any documentary evidence to be considered
 - c. Consider compassionate or compelling circumstances* for poor attendance, provided there is **documentary evidence** (e.g. a medical certificate stating the student was unable to attend classes due to serious illness)
4. If the student chooses not to access the complaints and appeals process within the 20 working day period, withdraws from the process or the process is completed and results in rejecting the student's appeal, Kaplan International College Sydney City will report the student to DIAC and the student will receive a letter from DIAC requiring them to report to DIAC within 28 days.
5. A Notice of Intention to Report will be issued to students whose attendance falls below 70%. The appeal for students with attendance **below 70%** would only be successful if it was found that the attendance had not been calculated properly or the provider had not made the policy clear to the student breaching the 70% minimum.

Please note:

- a. Students who are absent from class for any reason will be marked absent.
- b. A medical certificate is required when absence is due to illness. Medical certificates should be given to the Administration Coordinator. The certificate will be copied and placed on file, and the original returned to the student. Any other documentary evidence will be processed in the same way.
- c. Attendance is recorded and calculated over the period of the Confirmation of Enrolment (CoE).
- d. If a student changes course and receives a new CoE, or extends his or her enrolment in the current course, thereby getting a new CoE, the student's attendance is monitored over each of the CoEs separately.
- e. Students must not arrive to class more than 15 minutes late.
- f. Class attendance is calculated weekly via class registers. Trainers will also advise the Administration Coordinator of any students who are habitually late or regularly absent.
- g. Students can check their attendance on the college Level 3 notice board.

Definition

*Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's attendance, course progress or wellbeing. These could include, but are not limited to:

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

VET STUDENTS: COURSE PROGRESS POLICY & PROCEDURE

The following procedure is for student visa holders, in accordance with the *ESOS Act 2000*. This applies to all Kaplan International College Sydney City CRICOS registered VET courses. These are:

- BSB40207 Certificate IV in Business
- BSB50207 Diploma of Business
- BSB60207 Advanced Diploma of Business

Non-student visa holders who fail to attendance requirements or complete all of their assessments and do not meet the eligibility requirements of re-scheduled and/or re-assessment will graduate with a partial qualification (Statement of Attainment).

It is the responsibility of Kaplan International College Sydney City to monitor and record each student's attendance and course progress, to identify those on a student visa who are not meeting their student visa requirements.

Unsatisfactory attendance is defined as not successfully maintaining a minimum of 80% attendance for each Qualification (each CoE period).

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements during a Qualification (each CoE period).

The course requirements are clearly outlined in the Learner Materials given to each student at the beginning of each Module. It is each student's responsibility to ensure they receive these materials, together with the *Module Assessment Instructions* available from the trainer. These can also be emailed as required (please contact the Administration Coordinator if you require these instructions via email).

Students need to receive a Competent ("C") result for each unit of competency of their course booking, to achieve their qualification. In order to successfully graduate with a

Qualification students must fulfill the requirements of all assessment tasks. Not achieving all requirements of assessments tasks will result in receiving a partial qualification (Statement of Attainment).

Intervention Strategy

If a student visa holder is at risk of not making satisfactory course progress, the Academic Director, Vocational will activate the college intervention strategy within two weeks of the following study period (in terms of course progress a study period is defined as 10 weeks). The intervention strategy may include support through additional tutoring, counselling and/or activities. The Intervention Strategy may include advising students on the suitability of the course in which they are enrolled.

Students will have the opportunity to be re-assessed for tasks in units of competency they have previously been deemed NYC, or demonstrate competency in areas in which they have not been previously able to demonstrate competency. If a student is found to have unsatisfactory course progress in two consecutive study periods (after 20 weeks), this could lead to the student being reported to DIAC and cancellation of their student visa.

How course progress is monitored

The Administration Coordinator is responsible for monitoring and recording a student's course progress, using the completed *Student Results* sheet received from each trainer. Once the assessment results are entered into the *Vocational Student Results Database*, the *Attendance Status* spreadsheet is utilised to identify those who have poor course progress. All students receive an *Academic Progress Report* emailed to them each Module, indicating their current status of achievement for their qualification.

Students who do not submit or successfully achieve "C" for all assessments, receive a Not Yet Competent ("NYC") result. Students at risk of achieving unsatisfactory course progress will receive notification via the Intervention Strategy. This letter is generated by the Administration Coordinator from the mail merge template *Notice of Unsatisfactory Course Progress*. Students have a chance to submit/resubmit assessments as per the *Rescheduled Assessment Policy & Procedure*.

If a student receives an "NYC" result for an entire study period (10 weeks), they will be given another *Notice of Unsatisfactory Course Progress* letter by email, signed by the Academic Director, Vocational. The original of this letter is kept in the student's file. Students will have a chance to submit/resubmit assessments at ¹\$50 per assessment to the Academic Director, Vocational.

If a student receives an "NYC" result for two consecutive study periods, they will be given a *Notice of Intention to Report ("NIR") for Unsatisfactory Course Progress* letter by email, signed by the Principal, which indicates the college has the intention to report the student to DIAC for unsatisfactory progress. The original of this letter is kept in the student's file. This letter is generated by the Administration Coordinator from the mail merge template *NIR*.

This NIR letter could result in a student being reported through PRISMS, the DIAC database. It is the Student Services Manager's responsibility to report this change. Students have 20 working days to access *Kaplan International College Sydney City's Complaints and Appeals Process* in the *Student Handbook*.

Students who believe they received an "NYC" result in error, need to provide a forwarded copy of the original email sent to their trainer and any trainer correspondence received, indicating competency.

Compassionate and/or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's attendance, course progress or wellbeing. These could include, but are not limited to:

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

RECOGNITION OF PRIOR LEARNING (RPL)

Kaplan International College Sydney City recognises relevant previous studies and experience via our Recognition of Prior Learning (RPL) assessment Process.

There are essentially two main types of RPL:

1. National Recognition of Australian Nationally Recognised Training (NRT) qualifications or statements of attainment, and relevant units of competency (UOC's).
***Within the Australian Qualifications Framework (AQF).
2. Recognition of Prior Learning (RPL) and/or Recognition of Current Competency (RCC) – refers to recognition of relevant qualifications and/or experience (Australian or International). Any international qualifications will need to be officially translated and recognised by the Australian Government Australian Education International, <http://aei.dest.gov.au/AEI/QualificationsRecognition/default.htm>

Student Visa holders need to be aware:

If RPL/course credit is applied (offered and accepted in writing) prior to your visa being granted, and this changes the standard course duration, Kaplan International College Sydney City is required to provide you with a Confirmation of Enrolment (CoE) that accurately reflects your course duration incorporating any course credit.

For Example: If the standard duration of the course (qualification) is twenty weeks, and you have been granted course credit which reduces the duration of the course by five weeks, you will receive a CoE for the remaining fifteen weeks only.

If RPL/course credit is applied after your visa has been granted, and this changes the course duration Kaplan International College Sydney City is required to report the change via PRISMS which will result in a change to your visa end date.

1. National Recognition of Australian Nationally Recognised Training (NRT) qualifications or statements of attainment, and relevant units of competency refers to vocational education and training (VET) qualifications obtained through study at an Australian Registered Training Organisation (RTO).

NRT qualifications, statements of attainment and units of competency contained within are Nationally recognised by Kaplan International College Sydney City, and may lead to partial or complete credit (exemption) from our courses.

For any application for RPL which includes prior studies you will need to show original documents, or copies that have been recognised as a “true copy” by a Justice of the Peace (JP). A copy of any documents provided will be kept as a record of evidence provided.

How to know if a qualification/statement of attainment fits into this category

NRT qualifications should display the Nationally Recognised Training logo shown below:



If your qualification does not display this logo, but you believe it fits into this category (if on shore) you can make an appointment via reception to have your qualification assessed by the Academic Director Vocational. If you are off shore provide your qualification/s to a Kaplan International College Sydney City Sales Advisor for assessment.

Process (On Shore)

Follow these steps to apply for National Recognition of Australian NRT qualifications:

1. Complete an Application Form for RPL/RCC
2. Ensure that you have originals, certified or “true copies” (by JP) of qualification/s etc ready for assessment
 - a. Please ensure you provide Transcripts detailing units of competency achieved
3. Make an appointment via reception to meet with the Academic Director Vocational
4. Meeting with the Academic Director (Bring qualification/s)
 - a. Needs assessment discussion
 - b. Copies of qualification/s will be taken
 - c. Assessment (May take five business days)
5. Outcomes
 - a. Course credit application accepted- You will be provided with a letter detailing the credit granted. You must sign this letter if you accept the offer and a copy will be taken and placed on file.
 - b. Course credit application denied- You will be provided with a clear explanation detailing why your application was denied, or further information/documentation may be requested

Process (Off Shore)

Follow these steps to apply for National Recognition of Australian NRT qualifications:

1. Complete an Application Form for RPL/RCC
 - a. Ensure that you have originals or certified copies of qualification/s etc ready for assessment
 - b. Please ensure you provide Transcripts detailing units of competency achieved
2. Liaise with a Kaplan International College Sydney City Sales Advisor to apply
 - a. Submit certified copies of your qualification/s to a Kaplan International College Sydney City Sales Advisor

2. Recognition of Prior Learning (RPL) and/or Recognition of Current Competency (RCC) – refers to recognition of relevant qualifications and/or experience (Australian or International). This refers to any qualifications (non NRT) or experience that you feel may cover a qualification, or units of competency. To gain recognition of qualifications or experience you will be required to complete a ***Kaplan International College Sydney City Recognition of Prior Learning (RPL) Assessment Kit*** (both On Shore and Off Shore).

Please Note: Any international qualifications will need to be officially translated and recognised by the Australian Government Australian Education International prior to assessment, via <http://aei.dest.gov.au/AEI/QualificationsRecognition/default.htm>

Process (On Shore)

1. Complete an Application Form for RPL/RCC
2. Make an appointment via reception to meet with the Academic Director Vocational
3. Meeting with the Academic Director
 - a. Needs assessment discussion to determine requirements
 - b. Explanation of process, requirements
4. You will receive a customised ***Kaplan International College Sydney City Recognition of Prior Learning (RPL) Assessment Kit*** within five business days. (All instructions and templates are provided in RPL Assessment Kit)
5. Submit your portfolio for assessment
6. Outcomes
 - a. RPL application accepted- You will be provided with a letter detailing the credit granted (or issued with a qualification or statement of attainment). If you applied for course credit you must sign this letter if you accept the offer and a copy will be taken and placed on file.
 - b. RPL application denied- You will be provided with a clear explanation detailing why your application was denied, and/or further information/documentation may be requested

Process (Off Shore)

Follow these steps to apply for RPL for any qualifications (non NRT) or experience that you feel may cover a qualification, or units of competency:

1. Liaise with a Kaplan International College Sydney City Sales Advisor to apply
 - a. Complete an Application Form for RPL/RCC
 - b. Submit certified copies of your qualification/s to a Kaplan International College Sydney City Sales Advisor
2. You will receive a customised ***Kaplan International College Sydney City Recognition of Prior Learning (RPL) Assessment Kit*** within ten business days (All instructions and templates are provided in RPL Assessment Kit).
 - a. This may be provided via your representative
3. Submit your portfolio to a Kaplan International College Sydney City Sales Advisor for assessment
4. Outcomes
 - a. RPL application accepted- You will be provided with a letter detailing the credit granted (or issued with a qualification or statement of attainment). If you applied for course credit you must sign this letter if you accept the offer and provide the signed copy to your agent.
 - b. RPL application denied- You will be provided with a written explanation detailing why your application was denied, and/or further information/documentation may be requested

CHANGING YOUR COURSE

If you want to change your course of study you must inform the Academic Director as soon as possible. You will only be able to change your course at the end of the semester. Changing your course is also dependent upon you having achieved satisfactory academic progress. There is also a Course change fee of \$75.

GRADUATION

Issuing of Certification

There are two types of certification you can be awarded:

- AQF (Australian Qualifications Framework) Qualification
- AQF Statement of Attainment

AQF Qualification

An AQF qualification will be issued to all students who achieve the outcomes of the qualification they have enrolled in. In addition, you will receive an Academic Transcript (on the back of the Qualification), listing all units of competency you have achieved. This includes all units in which you have been deemed Competent and any units which have been recognised through recognition of prior learning (RPL).

Statement of Attainment

An AQF Statement of Attainment will be issued to all students who complete some (but not all) of the units of competency required for completion of an AQF qualification they have enrolled in. The Statement will list the units of competency in which you have been deemed Competent and any units through recognition of prior learning (RPL).

TIMETABLE

	Monday	Tuesday	Wednesday	Thursday	Friday
17.00pm-19.00pm	Class time	Class time	Class time	Class time	Class time
19.00pm-19.30pm	BREAK				
19.30pm-21.30pm	Class time	Class time	Class time	Class time	Class time

INTAKE DATES 2011-2012

Start date	Finish date	BSB40207 Certificate IV in Business	BSB50207 Diploma of Business	BSB60207 Advanced Diploma of Business
24 January 2011	25 February 2011	Human Resources	Business Administration Management	Strategic Marketing Management
28 February 2011	1 April 2011	Marketing	Workplace Effectiveness & Project Management	Advertising
TERM BREAK (4 APRIL – 15 APRIL 2011)				
18 April 2011	20 May 2011	Business Administration	Human Resource Management	Strategic Human Resource Management
23 May 2011	24 June 2011	Networking and Presentation skills	Marketing Management	Financial and Information Management
TERM BREAK (27 JUNE – 8 JULY 2011)				
11 July 2011	12 August 2011	Human Resources	Business Administration Management	Strategic Marketing Management
15 August 2011	16 September 2011	Marketing	Workplace Effectiveness & Project Management	Advertising
TERM BREAK (19 SEPTEMBER – 30 SEPTEMBER 2011)				
4 October 2011	4 November 2011	Business Administration	Human Resource Management	Strategic Human Resource Management
7 November 2011	9 December 2011	Networking and Presentation skills	Marketing Management	Financial and Information Management
END OF YEAR BREAK (12 DECEMBER 2011 - 22 JANUARY 2012)				
23 January 2012	24 February 2012	Human Resources	Business Administration Management	Strategic Marketing Management
27 February 2012	30 March 2012	Marketing	Workplace Effectiveness & Project Management	Advertising
TERM BREAK (2 APRIL – 13 APRIL 2012)				
16 April 2012	18 May 2012	Business Administration	Human Resource Management	Strategic Human Resource Management
21 May 2012	22 June 2012	Networking and Presentation skills	Marketing Management	Financial and Information Management
TERM BREAK (25 JUNE – 6 JULY 2012)				
9 July 2012	10 August 2012	Human Resources	Business Administration Management	Strategic Marketing Management
13 August 2012	14 September 2012	Marketing	Workplace Effectiveness & Project Management	Advertising
TERM BREAK (17 SEPTEMBER – 28 SEPTEMBER 2012)				
2 October 2012	2 November 2012	Business Administration	Human Resource Management	Strategic Human Resource Management
5 November 2012	7 December 2012	Networking and Presentation skills	Marketing Management	Financial and Information Management

COLLEGE SERVICES, SUPPORT & GENERAL INFORMATION

Kaplan International College Sydney City caters to diverse student learning needs, and aims to identify and respond appropriately to meet these needs. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage. The Academic Director and teachers are available at all stages.

Kaplan International College Sydney City provides suitable resources to help students to identify their learning needs and to provide staff with the required student-based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products, Kaplan International College Sydney City will do its best to ensure they are relevant to industry needs.

Kaplan International College Sydney City is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Kaplan International College Sydney City provides:

Counselling

- *Personal Counselling services* are available to all students and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include, but are not restricted to:

- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Student welfare and support

Please make an appointment at Reception to see Debora if you require personal counselling.

- *University Placement Service (UPS)* is provided free of charge to all Kaplan International College Sydney City students. Sophia DiMarco is the UPS Adviser and you can make an appointment at Reception to see her. She can give you more information on:

:

- Available courses
- Entry requirements
- Enrolment advice

- *Language, Literacy and Numeracy (LLN) Support* is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing LLN support are identified on enrolment. Many teachers have a background in language learning and teaching and are able to offer students case by case support in this area. Language support is also available to all students in the Student Clinic from 10am to 12pm and 1pm-3pm Tuesday to Thursday.

Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need to:

- Count, check and record accurately
- Read and interpret
- Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extra curricular assistance is available and can be accessed by contacting the Academic Director, Vocational for more information.

English Testing on Arrival

When you start your course at Kaplan International College Sydney City you may be required to sit an English Test to confirm your ability to cope with a vocational course. If your English level does not match the test results provided by you on application, it may be suggested to you to enrol in another English course to improve your English skills. Please note that this will have the following implications:

1. You will be required to pay additional fees for the English tuition. Please see English tuition prices in our English course brochure
2. As you will need to spend more time in Australia, this will increase your living expenses including accommodation, food, transport etc
3. As you will be studying an English course before starting your Vocational course, you will need to change your visa to an ELICOS + VET package. Your course duration will also change. Additional fees for visa changes apply.

UNDER 18 YEAR OLD STUDENTS

Kaplan International College Sydney City Responsibilities

Student visa holders who are under the age of 18 are legally required to have parental or guardian supervision. They may not live in the Kaplan International College Sydney City Hostel Residence, which does not accept students less than 18 years old, unless they are accompanied by their parents.

If guardianship for these students is arranged by Kaplan International College Sydney City, the Accommodation Manager is responsible for maintaining close contact with the Guardian Homestay family.

The Student Welfare Coordinator is responsible for assisting students less than 18 years of age in the College, with any issues or questions, and to liaise with the natural parents and the Accommodation Manager if the student is experiencing any difficulty.

Students enrolled with another provider following the completion of their course with Kaplan International College Sydney City will remain in Kaplan International College Sydney City approved accommodation until the new provider takes over responsibility for approving their new accommodation and welfare arrangements.

Where Kaplan International College Sydney City terminates, suspends or cancels the enrolment of the student, Kaplan International College Sydney City will continue to take responsibility for the suitability of arrangements for that student until:

1. the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
2. the student leaves Australia;
3. other suitable arrangements are made that satisfy the [Migration Regulations](#); or

4. Kaplan International College Sydney City reports that it can no longer approve of the arrangements for the student.

Kaplan International College Sydney City Student Services staff organise meetings for all students under 18 years of age shortly after their arrival to assess their welfare and to provide a forum for students to meet each other.

To ensure the safety of the student when travelling between the airport at the start and end of their stay with a guardianship family, the student is required to book an airport transfer with Kaplan International College Sydney City.

Kaplan International College Sydney City reviews all host families to ensure they are suitable to care for a student under 18 years old. A check of any police record is carried out. The **Working with Children Check** is established under the *Commission for Children and Young People Act 1998* and the *Child Protection (Prohibited Employment) Act 1998*.

Student Responsibilities

Australia has very strict laws to maintain the welfare of minors (people less than 18 years old). Some of these laws but not all of them are listed below.

A student less than 18 years old living with a Kaplan International College Sydney City Guardian Homestay is responsible for:

- Respecting the decisions made by the Guardian Host family
- Agreeing to accept the house rules & routines explained by the Guardian Host family.
- Actively trying to communicate with the Guardian Host family and the Kaplan International College Sydney City Homestay Manager or Student Welfare Coordinator any concerns or issues they may have.
- Encouraging their parents to communicate openly with Guardian Host family and Kaplan International College Sydney City.
- Agreeing to the curfew guidelines as stated below.
- Understanding & accepting the NSW state laws relating to the Welfare of Minors, such as;
 - Minors may not buy or consume tobacco products
 - Minors may not buy, consume or be in possession of alcohol
 - Minors may not buy, consume or be in possession of illicit drugs or medicines without a prescription
 - Minors may not enter premises where alcohol is being served.
 - Minors may not gamble.
 - Minors may not carry or buy knives

Guardian Host Family Responsibilities

A Guardian Host family is responsible for the welfare of the student during their stay. The Host family is required to maintain constant communication with the Accommodation Manager or Student Welfare Coordinator during the student's stay.

Students must contact the Guardian Homestay to advise if they are going to be home after an agreed pre-specified time and receive permission to return home at a different time. Permission is also required for students to attend overnight trips.

Kaplan International College Sydney City recommends a curfew for students who under 18 years old. These are:

AGE	Sunday to Thursday	Friday	Saturday
16 -17	8.00pm	10.30pm	11.30pm
17 - 18	9.00pm	12.00am	12.00am

GENERAL INFORMATION

Student Travel Concession Forms

Students who are citizens or Permanent Residents of Australia and are full time students can apply for travel concessions on bus, rail and ferry – please see Student Services for application forms. Travel Concession forms are also available for all students for State Rail Authority & State Transit Authority of NSW and Private Omnibus Services.

International students are not eligible for travel concessions – please do not press the concession button on automatic ticket machines or ask for student concession price. Students found using concession passes illegally can be fined.

Student ID Card

To promote a safe and healthy learning environment all students are issued with a Kaplan International College Sydney City Identification Card, containing their photograph, name, Student ID number, commencement and completion dates and signature. Lost ID cards must be replaced at a fee of \$10.

Security Access Card

All vocational students will receive a security card to access the building after 5.00pm. A \$30 refundable deposit is required to receive the card. You will be able to access the building Monday – Friday until 8.00pm.

Student Noticeboard

Please see the Student Noticeboard on Level 3 for all the latest information on courses, timetables, attendance records, frequently asked questions and any other Academic Information.

Student Feedback and Quality Improvement

Kaplan International College Sydney City collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve existing educational and student services provided by the college.

To provide management with this feedback, you will be asked to complete regular student surveys which will be distributed after induction and orientation, as well as at the end of each

five-week course module. This will also provide you with regular opportunities to review your learning outcomes and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to see the Academic Director or to complete an Opportunity for Improvement Report located at the Student Services desk.

Home Address

It is **essential that all students inform the school within 7 days when they change their home address** by completing the appropriate form. It is a requirement of immigration law that we have accurate information on our students. Please fill out a Change of Address Form, available from Reception.

Employment

Students are encouraged to gain part-time employment but this should not be at the cost of your study. As a holder of a student visa your primary purpose is to study in Australia. DIAC and the Australian Tax office exchange information on student visa holders - be warned!

The primary purpose of your being in Australia is to gain a qualification and this takes priority over work schedules. Students must be available to attend and complete their scheduled study during term.

Students who wish to apply for Work Rights can apply online at www.immi.gov.au or obtain the necessary form from Reception.

NB. During term students may work for a maximum of 20 hours per week as per student visa conditions. During scheduled school holidays there are no restrictions on the amount of hours students can work.

Furniture & Facilities

If any furniture or facilities are found to be unsafe, please report this to the teacher or to reception.

Local Environment

Student Services provide an Information Pack to students at Orientation, or when students enquire about enrolling as a Vocational student. Agents are provided with an agents' manual and are expected to discuss concerns regarding the local environment with potential students. Information is also available on our website in the "pre-departure guide".

Please visit the following websites for more information on the local environment:

Street Directory - www.whereis.com.au

Flats, Houses, Long Term Accommodation - <http://www.domain.com.au/>

Lifestyle and Entertainment - <http://sydney.citysearch.com.au/>

Jobs - <http://mycareer.com.au/>, www.seek.com.au/, www.careerone.com.au

News - <http://www.smh.com.au/>

Tourist and General Information – <http://www.thingstodo-sydney.com/>,

<http://www.sydney.com.au/>, <http://www.cityofsydney.nsw.gov.au/>

Public Transport - <http://www.131500.com.au/>

Internet & E-Mail

Computers in the SC (ground floor) and Level 4 are for the exclusive use of students and you are urged to be considerate at all times. Please:

- Do not log into chat rooms, music or video sites. These sites slow the network down and affects everyone's enjoyment of the facilities
- Do not load files, games or music/videos from sites onto the computer
- Do not bring in your own USB drives or CDs/DVDs
- See conditions of use of Internet facilities.

Accommodation

Check notice board - Accommodation Section for vacant rooms or apartments. Kaplan International College Sydney City can arrange homestay and hostel accommodation only. Be careful in your choice of share mates, as the College cannot be responsible for accommodation chosen by students from the notice board.

Library

Business textbooks and fiction books may be borrowed when required from our library.

Activity Programme

Kaplan International College Sydney City offers a comprehensive social activities programme that caters to all ages and interests. Weekly activities include pub nights, movie and theatre visits, barbecues and parties, weekend trips away, cliff walks, sightseeing tours and visits, surfing lessons, and sports like tennis, football and volleyball. Please see the Social Activities notice board on Level 4 or the Social Activities Coordinator at Reception. The Social Activities Coordinator can also help you with advice and booking holidays and other activities.

EVACUATION AND EMERGENCIES

Emergency exits are located on each floor and the green exit signs show the location of the exit doors.

When the alarm is sounded, please follow the directions given by the staff/ floor warden and proceed to the exits in an orderly manner but with a sense of urgency. The Evacuation plan is strategically placed on each level.

The building manager will hold practice fire drills to test the alarms and evacuation procedures and you are expected to be cooperative when this happens. Please treat all alarms seriously.

DO NOT USE THE LIFT IN THE EVENT OF A FIRE

BUILDING ENTRY AND EXIT

Evening students will be issued with an electronic swipe card which should be used to enter the building if the door isn't open. Please note the following procedure:

- To enter, swipe your card once and open the door.
- To exit, do not swipe your card, but only push the button located next to the door
- Always use the west door (near the stairs) to exit.

Your swipe card needs to be returned to the college when you graduate.

USE OF THE LIFT

The lift can be activated with your swipe card after hours. Students who have classes on level one and two are advised to use the stairs not the lift.

USE OF THE STUDY CENTRE

The Study Centre (SC) is located on the ground floor, next to the Student Services desk.

The SC is a **shared space** which means that **all students** must be **responsible, considerate and co-operative** in their use of the SC and its technology. In this way, we can create a **positive learning environment** for everyone.

Printing Documents in the Study Centre

All new students will receive instruction about how you **can access the printer in the SC/Computer Lab**. It will be part of your SC induction program by Student Services.

Student Services has created **printing accounts for all students** using their **full name, SID and their date of birth (DDMMYY) as the 6 digit password**.

You are required to **enter your name, SID and a password** when you push the command to **"print"**.

All students will be issued an initial amount of credit when they arrive. The amount of credit will vary according to the course in which you are enrolled. The value has been assessed by the Academic Director according to your course and how much printing is required during class time. If you are enrolled in 2 courses you will be entitled to 2 credit amounts given by the college at the start of each course.

Once this initial credit has been spent, you will be notified the next time you attempt to print a document. You must top-up credit with your own money regardless of whether the document is for class or not. Please speak with Student Services at reception regarding this.

Written instructions are also available from Reception and a copy is located next to the SC printer.

Credit can be topped up by visiting Reception (8.00am – 5pm, Tues & Thurs 8.00am – 5.30pm). Student Services will immediately increase the credit value.

Cost: The cost of printing a page is 20 cents.

OCCUPATIONAL HEALTH & SAFETY

Kaplan International College Sydney City is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Kaplan International College Sydney City is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the Federal and State laws and regulations of the NSW Occupational Health and Safety Act 2001.

It is important students report ANY injury immediately. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the Academic Director, Student Services Manager or a teacher.

ACCESS & EQUITY

Kaplan International College Sydney City is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by either staff or students to be in violation of Kaplan International College Sydney City's Access & Equity Policy, staff and students are required to report the situation to Management.

Programs are designed and, wherever possible, facilities established to enhance flexibility of delivery in order to maximise the opportunity for access and participation by students with special needs.

The purpose of this procedure is to ensure that Kaplan International College Sydney City's Vocational department provides training and assessment services, and applies positive modelling of acceptable behaviour in the workplace ensuring that students and staff study and work in an Educational environment, which is free from discrimination, and where all students and staff are consistently treated with dignity, courtesy and respect.

Responsibility of Management

All managers at Kaplan International College Sydney City are expected to:

- Ensure that Kaplan International College Sydney City Team Members, students and others connected with Kaplan International College Sydney City are not discriminated against by any Vocational Team Member (Trainer/Administrators) in work related areas or in the provision services;
- Monitor the working environment and ensure that conduct is acceptable at all times.
- Demonstrate appropriate behaviour themselves;
- Promote Kaplan International College Sydney City's Access and Equity Policy within their team and work area

Responsibilities of Vocational Team Members

All Kaplan International College Sydney City Team Members have a responsibility to:

- Comply with this policy
- If a colleague or student is a victim of discrimination, offer them support and advise them of the processes to follow as per Kaplan International College Sydney City Complaints and Appeals Procedure, or to contact the Academic Director, Vocational Haldor Aamot for a confidential discussion (See contact details below)
- Maintain complete confidentiality if any information is provided during the investigation of a complaint.
- Gossip or rumour may expose the Team Member and/or the company to defamation action.

Responsibilities of Students

All Kaplan International College Sydney City Students have a responsibility to:

- Comply with this policy
- If a colleague or another student is a victim of discrimination, offer them support and advise them of the processes to follow as per Kaplan International College Sydney City Complaints and Appeals Procedure, or to contact the Academic Director, Vocational Haldor Aamot for a confidential discussion (See contact details below)
- Maintain complete confidentiality if any information is provided during the investigation of a complaint.
- Gossip or rumour may expose the student and/or the company to defamation action.

Contacts

First Contact

Haldor Aamot
Academic Director, Vocational
Level 5, 98 – 104 Goulburn Street,
Sydney NSW 2000 Australia
Ph: 02 8268 4900
Email: haldor.aamot@kaplan.com

Second Contact (Escalated Cases)

Vincent Creighton
Principal Executive Officer
Level 5, 98 – 104 Goulburn Street,
Sydney NSW 2000 Australia
Ph: 02 8268 4900
Email: vincent.creighton@kaplan.com

STUDENT PRIVACY

Kaplan International College Sydney City recognises a student's right to privacy. Kaplan International College Sydney City's Privacy Policy identifies how we handle information we learn about a learner. We collect and store your enrolment details and your progress reports.

The information we collect from you is protected and will only be used for training and assessment services. Personal student files will only contain information pertinent to the student's training program. Where there is a regulatory requirement, the college will submit your enrolment details for statistical and monitoring purposes or will supply your details if required for government law enforcement purposes.

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998 and the National Privacy Principles 2001.

GAINING ACCESS TO YOUR RECORDS

Current students

Students can gain access to their individual records at any time while enrolled or after they graduate, for a period of up to 30 years. Records you may want to gain access to include enrolment details, attendance records, complaints/appeals or course progress.

Please speak to either the Administrator Coordinator or the Academic Director, Vocational to sight or obtain a copy of any of the items listed above. If there is something you require not listed (for example for university purposes) please let us know. Please note that we cannot issue interim qualifications; we can only issue them upon graduation.

If you have graduated

If you would like a reissue of a Qualification, Transcript or Statement of Attainment please fill in a Document Request form at reception. A reissue fee is payable for this service.

STUDENT HEALTH & FIRST AID

It is in the interest of all staff and students that personal responsibility for one's health is accepted and taken seriously. Anyone suffering from a temporary sickness, which could affect others (e.g. colds, flu and viral infections) should not come to college until recovered.

Students unable to attend college due to illness must advise the Student Services office immediately. A medical certificate will be required if students are absent for more than three days.

The college has qualified first aid officers on staff. If you are feeling unwell, contact the Academic Director or Student Services who will direct you to the appropriate person.

Medical Insurance

It is a DIAC requirement that all Student Visa Holders also have private medical insurance for the duration of their stay in Australia, as you are NOT covered by Australia's national health program, Medicare. This Medical Insurance is organised for you by the school, and you pay for it as part of your Enrolment Fees. You should receive your Medibank Private Card within 3-4 weeks of your arrival in Australia. If you have any further questions please see Student Services staff.

Drugs & Alcohol

Kaplan International College Sydney City is a drug and alcohol free college. To ensure the integrity of the Kaplan International College Sydney City, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the college's premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major violation of the college's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

Smoking is permitted on the balcony of the cafeteria located on the fourth floor.

COLLEGE RULES GOVERNING STUDENT CONDUCT

Kaplan International College Sydney City can only work well if there is co-operation and clear understanding between students and staff. Please note the following rules:

Basic Principles of Behaviour

Today's college environments require students to use their initiative, work as team members and to be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Kaplan International College Sydney City we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with staff and fellow students
- Take the initiative for improvement
- Professional attitude and commitment toward learning
- Be prepared for classes (bring your textbooks, writing materials and other necessary equipment)
- Respect the properties of Kaplan International College Sydney City and fellow students
- Avoid the use of inappropriate language (slang, swearing and use of offensive words)
- Without exceptions, all mobile phones are to be turned off during classes
- Without exceptions, food or drinks are disallowed in any training areas of Kaplan International College Sydney City. Snacks and drinks are available at the cafeteria located on the fourth floor and can be enjoyed there
- Without exceptions, no chewing gum, drugs or smoking is permitted within the premises of Kaplan International College Sydney City
- English must be spoken in public to ensure courtesy to fellow students and staff
- Without exceptions, students are required to follow instructional directives during class sessions to be fair on fellow students
- All parties are required to be on time for scheduled classes to be fair to teachers and fellow students and to keep learning & delivery programs on track.

Non-compliance with these requirements will incur penalties for the individual. The severity depends on the nature of the breach. You will be reminded of your responsibilities in the first instance of the breach. Continuation of the breach may lead to the cancellation of your course.

Student's Responsibilities

1. Students must attend all lessons unless they have a valid reason for not doing so. i.e. illness. If a student knows in advance that they will not be attending class, then they should inform their teacher and arrange to catch up the work that they have missed
2. Students must be punctual for class
3. Students should complete and submit set work in a timely manner and let their teacher know if they will not be able to hand in work on time

4. Students must abide by the Basic Principles of Behaviour as set out in the preceding pages
5. Students should make sure they have read, understood, and consistently abide by the rules and policies as set out in this handbook
6. Students must keep a copy of all assessments submitted to their teacher, in cases where the original is misplaced and needs to be re-submitted

Trainer Responsibilities

1. Your Teacher will provide clear instructions about what is expected from you during your learning programme. As part of government requirements, students need to confirm receipt and understanding of the learning elements/outcomes by signing.
2. Learning may consist of group activities, projects, action learning, self-paced learning, assessments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your teacher will provide his/her contact details and you will be able to contact your teacher between classes. This provides additional support for your self-paced and 'take home' learning activities.
4. When the total requirements have been received and *signed off*, completed tasks are assessed and form part of the student's evidence portfolio. The student's complete evidence/results contribute to the overall final assessment outcome by the approved Teacher/Assessor.
5. During assessment, the student must be able to *Show, Tell and Apply* the evidence. The Teacher/Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent. Competencies are not *scaled or marked*.

KAPLAN INTERNATIONAL COLLEGE SYDNEY CITY HARASSMENT POLICY

Kaplan International College Sydney City will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, colour and race
- Pictures, posters, graffiti, electronic images which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened against teachers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Kaplan International College Sydney City expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion of students or dismissal of staff.

STUDENT COMPLAINTS & APPEALS

Policy Statement

Kaplan International Colleges believes that the appropriate and timely resolution of complaints and appeals is essential to the maintenance of a safe, positive, harmonious and cooperative learning environment. Complaints and appeals also provide an opportunity for improvement in systems, procedures and outcomes.

Kaplan believes that complaints and appeals should be resolved quickly, and where possible, on an informal level. However, if this is not possible, all students have the right to a free, fair, and easily accessible internal complaints and appeals process, and if not satisfied with the outcome of this, they are given assistance in accessing the external complaints and appeals process.

This policy does not remove the right of any student to take action under Australia’s consumer protection laws or to pursue other legal remedies.

Definition: A **complaint** may include but is not limited to:

- differences relating to student admissions, assessment, suspension of students, effectiveness of procedures, or grievances lodged by staff or students.
- unreasonable decisions
- inconsistent application of policy
- wrong advice leading to disadvantage
- procedural unfairness
- failure to provide rights
- problems with the facilities, or access to services

The nature and the severity of the complaint will influence the approach taken to resolve the complaint. This may range from informal discussions through to a formal investigation by an external complaints appeals process.

Complaints process

Refer to the grievance procedures diagram illustrating the process for making a complaint.

Step 1 - Informal complaints

Many problems can be resolved informally and without the need for accessing the formal internal complaints and appeals process. When a student first expresses a complaint, they are directed to the relevant staff member. Academic complaints should be first addressed by the teacher of the student’s main class, or if this is not appropriate, the Director of Studies or other senior member of the academic team. Complaints about accommodation should be addressed by the Accommodation Officer. Other complaints should be addressed by a Student Services Officer. This approach will usually be face-to-face, but may be done over

the phone or by email. All informal complaints must be documented in the Notes section of CLASS, and must be addressed within three working days of the complaint being received.

When students are informed of the decision, they must be made aware of the internal Complaints and Appeals process, and informed on how to access it.

Step 2 – Appeals and Formal complaints – internal complaints and appeals process

If the complaint is unable to be resolved informally, or if the student wishes to appeal against any decision made by the college, then the student should access Kaplan International College's internal complaints and appeals process. If the student wishes to appeal Kaplan's decision to report him/her for unsatisfactory attendance or course progress, then the student must access the internal complaints and appeals process within 20 working days of the written intention to report notice.

This process is initiated by the student collecting the *Formal Complaints and Appeals Form* from Student Services, and returning it there once it has been completed and signed. The internal Complaints and Appeals process can not commence until either the *Formal Complaints and Appeals Form* or a formal complaint or request to appeal has been received in writing. Once received, students are informed that they have the right to bring a friend or family member to support them at the meeting, if they wish. They are also informed to bring to the meeting the originals or certified copies of any documentation they have that supports their case or demonstrates compassionate and compelling circumstances. Photocopies of documents that have not been certified will not be accepted.

The Student Services Officer contacts the Principal to organise a meeting with the student. If the Principal cannot meet with the student immediately, or if time is required to gather supporting documentation, then a meeting will be organised within five working days of the form or written complaint being received.

The objective of the internal complaints and appeals process is to determine whether the decision made previously was correct. Once the Principal has met the student, the matter is investigated by assessing the documentation and liaising with the relevant staff members. Once a decision has been made, a written notification of the outcome, including details of the reasons for the outcome, must be posted to the student within five working days of the meeting. If it is not possible to come to a decision within five working days, the student will be kept informed of the progress.

If the outcome of the appeal is favourable to the student, Kaplan will immediately advise the student of this and implement any decision and take any corrective and preventative action that is required.

If the outcome of the appeal is not favourable to the student, the written notification will inform the student of their right to access the external complaints and appeals process, and will give details of how this is done.

All documentation received from and sent to the student must be recorded and kept in the student's file. Notes must be recorded in CLASS. The box on page 2 of the *Formal Complaints and Appeals Form* must be completed and filed. If the student has an agent, details must be sent to Sales.

External complaints and appeals process

Definition: The **appeals process** provides students with the opportunity to argue against any decision made by Kaplan International College Sydney City and affecting the student's enrolment. Students must inform Student Services of the request for appeal in writing, within 20 working days after they have been notified of a decision made by Kaplan International College Sydney City. Examples of decisions a student may appeal against include but are not limited to:

- The student's enrolment status will be changed by suspension, deferral or termination of their enrolment due to student misconduct, misbehaviour, poor attendance or poor course progress.
- Students will be required to follow the grievance procedure (refer to diagram) to access the appeals process.
- Kaplan International College Sydney City limits the number of appeals to one internal and one external in relation to each decision a student may appeal against before the student is reported to DIAC. This does not stop students from accessing multiple external appeals processes.
- Should students be dissatisfied with Kaplan International College Sydney City's complaints and appeals process they may submit a complaint to an external agency such as the NSW Department of Fair Trading. <http://www.fairtrading.nsw.gov.au/>
- In most cases, the purpose of the external appeals process is to consider whether the provider has followed its policies and procedures – it is not to make a decision in place of the institution.

A student who is not satisfied with the outcome of the internal complaints and appeals process has the right to take their case to an external body, which in the case of Kaplan International College Sydney City is The NSW Department of Fair Trading, and their contact details are listed in the written notification the student receives when the internal process is complete.

If students wish to access the external complaints and appeals process, they must provide Student Services with documented evidence that they have lodged their case with The NSW Department of Fair Trading.

Students are informed that the purpose of this external appeals process is to consider whether Kaplan has followed its policies and procedures, rather than making a decision in place of the college.

All documentation received from and sent to the student must be recorded and kept in the student's file. Notes must be recorded in CLASS.

Academic Appeals

This involves disputes relating to assessment and the awarding of marks.

A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint. Kaplan International College Sydney City will maintain a student's enrolment while a complaint and appeal process is on-going, however, this does not exclude Kaplan International College Sydney City from reserving the right to suspend a student from attending class or visiting the college campus if that is considered necessary during this period.

Academic Grievance/complaint Procedure:

- Make an appointment to speak directly with the Assistant Director of Studies or the Academic Director to resolve the problem informally within 7 days
- If the complaint is not resolved to the satisfaction of the student, they must complete a formal complaint **in writing by letter or email** to the Academic Director within 21 days. A written response from the Director or their delegate will be provided within 10 days.
- If the grievance is still unresolved, the student will be advised of external organisations that may be able to assist. See external appeals below.
- All records of any grievance will be kept on file.

If the student is not satisfied with the result or conduct of the above internal complaint handling and academic appeals process, the student has a right to access an external appeals process at minimal or no cost.

External Academic Appeal

There is an external grievance process available to students if they have exhausted the above procedures and still feel unsatisfied.

- This service is offered by the NSW Office of Fair Trading. If the internal grievance process is unable to resolve the dispute, students will be referred to the NSW Office of Fair Trading by the Principal
- The student should lodge a **written appeal** to the NSW Office of Fair Trading within 14 days of receiving notice of the outcome of the internal grievance process. Students may also seek legal redress through the usual court processes if they feel unsatisfied
- In most cases, the purpose of the external appeals process is to consider whether the provider has followed its policies and procedures – it is not to make a decision in place of the institution
- All records of any complaints will be kept on file. If the decision of the complaint or appeal supports the student, the College will immediately implement the decision and advise the student of the outcome.

Maintaining a student's enrolment

Kaplan International Colleges will maintain the student's enrolment throughout the complaints and appeals process for all types of complaints or appeals. If the appeal is against Kaplan's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, Kaplan will maintain the student's enrolment and will not report the student to DIAC until the external appeals process is complete and has supported Kaplan's decision to report. Kaplan will also allow the student to attend class and access the college facilities throughout the entire appeals process.

Kaplan International Colleges limits the number of appeals to one internal and one external in relation to each decision a student may appeal against, before the student is reported to DIAC. However, this does not remove the right of any student to take action under Australia's consumer protection laws or to pursue other legal remedies.

Record Keeping

A written record will be kept for any formal complaints and appeals and their outcomes. This will also include corrective and preventative actions taken by Kaplan International College Sydney City. A copy of this will be issued to the student and a copy will be retained in the student's file. All formal written complaints from students will be kept in the student's file.

Evidence is required when a student accesses an external complaints and appeals body and what is the outcome of the appeal. This should be kept with the formal records of the initial appeal.

Confidentiality

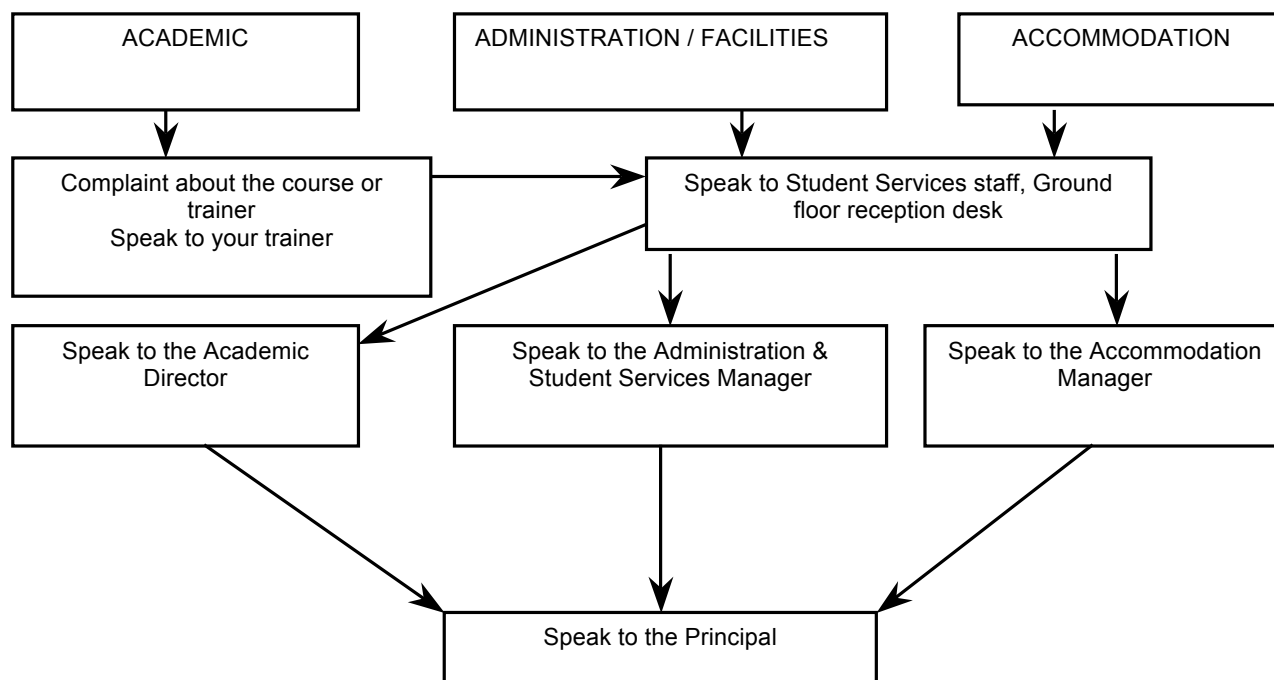
Persons dealing with complaints should not improperly disclose any information obtained in the complaint handling process. Some records of the complaint need to be kept, and there are some circumstances in which there are legal obligations to disclose complaints.

Permission will be sought from the student should the circumstances of the complaint and appeal need to be discussed with other staff members at Kaplan International College Sydney City.

Time limit for making a complaint

Kaplan International College Sydney City will not normally act on complaints that are greater than 12 months old. However, in some cases, where the issues raised are significant, the complaint may be pursued.

GRIEVANCE PROCEDURE



If Kaplan International College Sydney City cannot help you, you can contact the following independent office:

NSW Office of Fair Trading

Sydney office
McKell Building
2-24 Rawson Place
SYDNEY NSW 2000
Phone: 13 32 20
Website: <http://www.fairtrading.nsw.gov.au>

This is a free service.

If you require help in another language please contact the Telephone Interpreter Service on 13 14 50.

If you are unhappy with Kaplan International College Sydney City's internal and external appeal results, you may contact the Department of Education, Employment and Workplace Relations (DEEWR) via email at esosmailbox@deewr.gov.au, or the helpline (02) 6240 5069. Note: DEEWR will only intervene if Kaplan International College Sydney City Sydney's appeals process was not conducted correctly or if it was not made available to the student.

In addition, Student Services staff are available for student counselling – please see Reception.

Students have the right to be represented in any discussion or complaint by another person if the student wishes to nominate a representative.

COURSE SUSPENSION, DEFERRAL AND TERMINATION POLICY & PROCEDURES

Suspension & Deferral of the course

The suspension, deferral or cancellation of a student enrolment may affect the student visa. It is important students are made aware of this whenever they request to suspend, defer or terminate their course. Students should refer to the DIAC website or call the hotline on 131 881 for more information on how these changes affect their visa.

Course Suspension, Deferral and Termination by the Student

Course suspension applies to a current course the student is studying. Suspension may either be requested by the student, or enacted by Kaplan International College Sydney City for misbehaviour.

Course deferral applies to a course the student is yet to start. This may occur if the student requests to return to their country or cannot start the new course at the expected start date. Deferrals may also be enacted by Kaplan International College Sydney City for a student's misbehaviour.

- Students are able to apply for deferral or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

These circumstances include but are not limited to:

- Serious illness or injury where a medical certificate explains the student is unfit to attend classes
 - Bereavement of a close family member (where possible a death certificate be provided)
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - A traumatic experience – witnessing or involvement in an accident or a serious crime
- The principal will have final decision on whether a reason can be considered of compassionate or compelling circumstances.
 - Documentary evidence is essential to support the claim, and these copies should be kept in the student's file.

Students who would like to suspend or defer their studies must first complete a Course suspension, deferral and termination form and meet with either the Administration Coordinator or Academic Director to discuss their request. For a request to be granted, students will be required to provide evidence of the compassionate or compelling circumstances. Prior to applying to defer their program students must ensure that they have paid any materials fees. Discussions will also take place regarding how students will catch up with their courses as a result of the suspension.

- Kaplan International College Sydney City has the right to deny a request for suspension/deferral of course if the reason and evidence do not qualify as compassionate or compelling circumstances.

- If the request has been granted, the period of suspension will not be included in the calculation of attendance. This implies students will not be marked for their attendance.

Course termination including transfers to another provider applies to a student leaving a course before the booked completion date.

- Students must notify the college of their intent to terminate their course by completing a course suspension, deferral and termination form and having an appointment with the department manager or student services manager for an exit interview.
- Students wishing to transfer to another provider and who have studied at Kaplan International College Sydney City for less than 6 months may request a letter of release to apply for studies at another college. This will be issued by the Principal.
- Kaplan International College Sydney City can deny the granting of a letter of release if the student has not completed the 6 month period.

Course suspension, deferral and cancellation by Kaplan International College Sydney City

Kaplan International College Sydney City has the right to suspend, defer or cancel a student's enrolment due to:

- academic misconduct,
- general misbehaviour,
- failure to pay the college fees either directly or indirectly
- unsatisfactory course progress
- unsatisfactory attendance

Notification and appeal

Students must be notified in writing of penalties as a consequence of general misconduct. **Students may appeal against Kaplan International College Sydney City's decision to suspend or cancel their course as follows:**

- The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
 - Appeals must be lodged in writing with the Student Services Department within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.
- While the complaints and appeals process has been accessed by the student Kaplan International College Sydney City will not notify DEEWR of a change to the enrolment status of the student until the internal complaints and appeals process is completed, unless there are extenuating circumstances relating to the welfare of the student or others. However, should a student's enrolment be suspended or cancelled prior to the

completion of the Appeals process, the student may continue this process from their home country.

These circumstances relating to the welfare of the student or others include. The student:

- refuses to maintain guardianship arrangements (for students under 18 years)
- is missing
- has medical concerns, severe depression or psychological issues leading to the provider to fear for the wellbeing of the student.
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- Is at risk of committing a criminal offence

Note: if a student believes the provider's determination of 'extenuating circumstances' is inaccurate, the student should contact DEEWR through the ESOS mailbox or ESOS helpline (02) 6240 5069.

- If the student does not access the internal appeals process Kaplan International College Sydney City will not notify DEEWR of a change to enrolment until after the 20 days that are available for an appeal.
- While the appeals process has been accessed by the student, Kaplan International College Sydney City may stop the student from attending class, and visiting the college, if necessary.
- Kaplan International College Sydney City has a choice if they will provide work for the student to complete so as not to be disadvantaged from their course.
- Should a student under the age of 18 be suspended from class, Kaplan International College Sydney City is responsible for continuing to provide guardianship care arrangements.
- Should the student access an external appeals process following the internal process Kaplan International College Sydney City does not need to wait for the outcome of the external appeals process before notifying DEEWR of the change to the enrolment.
- Notification to DEEWR about changes to enrolment will be made via PRISMS
- Documentary evidence must be recorded and all documents must be kept in the student's file.

What happens to the status of a student's visa?

- Should Kaplan International College Sydney City notify DEEWR of a suspension or deferral of enrolment that does not affect the end date of the student's CoE there will be no change to the status of enrolment.
- However, if the deferral or suspension does affect the end date of the student's CoE, DEEWR will cancel the original CoE and Kaplan International College Sydney City can choose to create a new CoE with a new end date. If the student does not know what the

return date is, Kaplan International College Sydney City can choose to delay the creation of a new CoE until notified of a date.

- Students must return to their country in the event their enrolment has been suspended for a period of 28 days or more, or cancelled (unless special circumstances exist). Should the period be less than 28 days the student may remain in Australia.
- If DEEWR has been notified a student's enrolment has been cancelled, the student's CoE status has been changed to 'cancelled'. The student has 28 days to enrol in an alternative course or return to their home country.

Note: students will not receive a letter from the provider or DIAC, as students should be aware of the requirement under student visa condition 8202 to maintain enrolment in a registered course. Therefore, students are advised of their option to enrol with another provider. Students should also contact DIAC within 28 days to inform DIAC of their plans (to find another course, return home or access an external appeals process) and to bring in any relevant paperwork (for example, new CoE).

- If the student intends to return to study from a suspension period before the time originally specified, the student needs to request evidence of course commencement from the college as Kaplan International College Sydney City will need to contact DIAC about the new return date and the student should carry evidence of course commencement, otherwise the student may be turned around at the airport.
- If the student's enrolment is suspended for more than six months the student's visa will be cancelled. When the student wishes to return to study, he or she will need to apply for a new student visa.

ACADEMIC MISCONDUCT

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer about their knowledge, ability, or the amount of original work they have done.

Plagiarism

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes. Your

teacher will advise students of the many ways to avoid plagiarism for the assessment event.
Plagiarism is unacceptable.

Student's responsibilities:

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

Kaplan International College Sydney City's responsibilities:

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Penalties for academic misconduct

1. A student will receive an 'unsatisfactory' result against the assessment deemed plagiarised and the student will need to pay \$50 to be reassessed
2. A student's second offence is penalised more severely than their first offence and a third offence will result in suspension or course cancellation from Kaplan International College Sydney City.

General misconduct or misbehaviour

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

The following examples indicate the kinds of behaviour, which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student

- a) Disobeys any rules or acts;
- b) prejudices the good name or reputation of Kaplan International College Sydney City;
- c) prejudices the good order and governance of Kaplan International College Sydney City or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Kaplan International College Sydney City,
- d) fails to comply with conditions agreed in the enrolment contract;
- e) willfully disobeys or disregards any lawful order or direction;
- f) fails to comply with any penalty imposed for breach of discipline;

- g) misbehaves in a class, meeting or other activity under the control or supervision of Kaplan International College Sydney City, or on college premises or other premises to which the student has access as a student of Kaplan International College Sydney City;
- h) obstructs any member of staff in the performance of their duties;
- i) acts dishonestly in relation to admission to Kaplan International College Sydney City;
- j) knowingly makes any false or misleading representation about things that concern the student as a student of Kaplan International College Sydney City or breaches any of Kaplan International College Sydney City's rules;
- k) alters any documents or records;
- l) harasses or intimidates another student, a member of staff, a visitor to Kaplan International College Sydney City, or any other person while the student is engaged in study or other activity as a Kaplan International College Sydney City student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- m) breaches any confidence of Kaplan International College Sydney City;
- n) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Kaplan International College Sydney City premises while acting as a Kaplan International College Sydney City student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- o) steals, destroys or damages a facility or property of Kaplan International College Sydney City or for which Kaplan International College Sydney City is responsible; or
- p) is guilty of any improper conduct.

Kaplan International College Sydney City will report all criminal acts committed by its students to the relevant authorities.

Penalties for general misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and may result in course suspension. A third offence will result in course cancellation from Kaplan International College Sydney City.
3. The Principal may impose the penalty of course cancellation from Kaplan International College Sydney City in the case of a first offence if it is a case of severe misconduct such as physical or verbal abuse of students or staff, or in the case of criminal acts.

If the student admits to the alleged misconduct, the Principal or Academic Director may impose either a charge for the cost of damage to facilities and equipment or temporary exclusion from class.

Kaplan International College Sydney City will not include the absence due to suspension in attendance monitoring calculations for the first and second offences. However, the College will record the period of absence in attendance monitoring calculations for subsequent offences— potentially affecting the status of attendance.

TRANSFER BETWEEN REGISTERED PROVIDERS

Transfer from Kaplan International College Sydney City to another provider and vice-versa for International Students

From July 2007, providers are restricted from enrolling transferring students prior to the student **completing six months of their principal course**. The restriction applies from the time a student commences study until he/she has completed six months of his/her principal course. This includes restricting a student's transfer from a course prior to the student's principal course in a package of courses.

Please Note: For VET students booking package programs, the principal course refers to the highest qualification. See below for clarification as to when students are considered to have commenced their principal course.

This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of Kaplan International College Sydney City is to ensure that it does not enrol any transferring international student prior to the six months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

In regard to releasing current students, the following students will require a release letter:

- Students whose only course in Australia is an English course with Kaplan International College Sydney City and who wish to transfer out of this course before completing six months with Kaplan International College Sydney City
- Students whose only course in Australia is a VET course with Kaplan International College Sydney City and who wish to transfer out of this course before completing six months of **their principal course**

The following students will not have commenced their 'principal' program and will thus need a letter of release to be able to enrol in another institution regardless of how many months they have studied at Kaplan International College Sydney City:

- Students studying an English course with Kaplan International College Sydney City and enrolled in a packaged course comprising of English studies with Kaplan International College Sydney City and further studies with another institution
- Students studying an English course with Kaplan International College Sydney City and enrolled in a packaged course comprising of English studies followed by a VET course with Kaplan International College Sydney City
- Students with a CoE for BSB50207 Diploma of Business and studying at Certificate level. The Diploma course is considered the Principal course.
- Students with a CoE for BSB60207 Advanced Diploma of Business and studying at Certificate or Diploma level. The Advanced Diploma course is considered the Principal course.

Kaplan International College Sydney City's broad policy is that a letter of release will only be granted when a student can demonstrate compassionate or compelling circumstances, or when there is an obvious educational motive. When making a decision on such requests, the College will always consider the student's primary obligation to be their studies, and students whose circumstances are not connected to this primary purpose will not be granted release letters.

To ensure that Kaplan International College Sydney City meets its obligations to The National Code 2007, CRICOS registration and the conditions which apply to student visa holders, every request for release must be supported with sufficient documentary evidence to ensure that sound, ethical decisions are made consistently.

Kaplan International College Sydney City is entitled to determine the circumstances in which it may provide or refuse to provide a letter of release and will take the following into consideration when assessing an application for release:

- whether the request is clearly focused on educational goals which the student can demonstrate documented evidence for
- whether the request relates to compassionate and compelling circumstances, which relate to the welfare of the student and can be demonstrated and evidenced by the student. In these cases The National Code 2007 and student visa conditions must be complied with, and a release letter will not be granted for reasons which do not align with the student's primary study priority while on a student visa, for example, work opportunities
- whether the student requesting a transfer has an accurate understanding of what the transfer represents to their study options
- whether the student still owes Kaplan International College Sydney City course fees. All course fees must be paid in full and for all programs of study before any request for release is considered
- whether it is suspected that the student is seeking transfer only to avoid being reported to DEEWR for failure to meet academic progress or attendance
- whether the request is made within four weeks of a course beginning. (Issues such as homesickness may take some time to overcome and transferring to another provider is unlikely to solve this problem. Kaplan International College Sydney City will consider that the student needs some time to settle in to the course and the Australian education system and for the student to use and benefit from the college's student support services.)
- whether the request is received at least five weeks prior to the Kaplan International College Sydney City course termination date. Please note, the college will not consider requests made less than five weeks before the termination date requested

The Principal will make any final decision as to whether to **refuse** a letter of release for any student.

Letters of release would always be provided when or if:

1. Kaplan International College Sydney City registration or that of the Certificate or other course has been revoked.
2. Sanctions imposed on Kaplan International College Sydney City by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.

Procedure for assessing Students wishing to transfer IN to Kaplan International College Sydney City

- The Sales and Marketing Office receive an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
- The Sales and Marketing Office use PRISMS to decide if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- If they have, the application process proceeds as for all off-shore students.
- If they have not, they are asked to provide an appropriate letter of release in support of their application. They can be provided with a “conditional” offer which clearly states that an offer of a place is contingent on their obtaining a letter of release and, if they are under 18, that Kaplan International College Sydney City will accept responsibility for their welfare and accommodation when they enrol. Note, If they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release
- If such a letter of release is received and the student has no outstanding matters of concern, the application proceeds as for all off-shore applicants.
- If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.

Procedure for assessing transfer applications from students wishing to transfer OUT of Kaplan International College Sydney City

- The Student completes a Suspension, Deferral and Termination request form.
- The student is asked to provide a valid offer of enrolment from the new institution.
- If the student is under 18, their parent or guardian must support this request in writing.
- If they are under 18, they must also provide written evidence that the new provider will accept responsibility for their accommodation and welfare.

- Where a student applies to transfer to another sector (for example, Higher Education or VET) or another level (for example, Advanced Diploma to Certificate IV course) the student must discuss with the Academic Director of the relevant department who will make a recommendation based on the criteria listed above.
- With these documents sighted, the Student Services Manager will assess the transfer application and make a recommendation to the Kaplan International College Sydney City Principal if they believe the request should be refused or alternatively grant the letter of release. The Principal will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the Student Handbook if they seek a review.
- If the student's request is approved, the letter of release will be granted at no charge to the student. The student is advised of the need to contact DIAC and obtain a new visa if the course they transfer to is not within the same sector.
- The Sales and Marketing Office reports student's termination of studies through PRISMS

Notes:

- The above assessment procedure will be completed within ten days once the student has provided the necessary documentation.
- All requests, considerations, decisions and copies of letters of release are placed on student's file.
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the Kaplan International College Sydney City refund policy.

EMERGENCY CONTACT LIST

Police 000

Ambulance/Emergency 000

Fire 000

1. DIAL 000 AND REQUEST THE SERVICE YOU NEED

2. REMEMBER TO REMAIN AS CALM AS YOU CAN

3. SPEAK CLEARLY AND GIVE THE DETAILS AS REQUESTED

Ambulance Service of NSW

www.ambulance.nsw.gov.au

State Headquarters

Balmain Road
Rozelle
Postal Address: Locked Bag 105
Rozelle NSW 2039
Telephone: (02) 9320 7777
Facsimile: (02) 9320 7800

Rescue Coordination Centre (RCC)

Aviation Rescue

Helpline: 1800 815 257

Maritime Rescue

Helpline: 1800 641 792

Chemist Emergency Prescription

Phone: (02) 9235 0333

Emergency animal disease watch

Hotline: 1800 675 888
Exotic Plant Pest Hotline: 1800 084 881
Internet: www.outbreak.gov.au

NSW Poisons Information Centre

Helpline: 131 126

Public Health Emergencies

Phone: 9391 9000 or 9926 7111

GENERAL CRISIS CARE

Department of Community Services

Helpline: 132 111

Distress Call: 1300 364 454

Grief Support Inc.: 02 9489 6644

LIFELINE Sydney

15 Belvoir St,
Surry Hills
Locked Bag 2700,
Strawberry Hills 2012
Phone: 9951 5577 Fax: 9951 5511
Web site: www.lifelinesydney.org
Email: lifelinesyd@wesleymission.org.au

Helplines 24/7: 131 114 or 1800 177 135

Self Help Information Network

Phone: 9660 6136

VIOLENCE/RAPE/

AGGRESSION

Domestic Violence and Sexual Assault

Helpline: 1800 200 526
Domestic Violence Line : 1800 656 453
Victims Support Line NSW: 9374 3000
or 1800 633 063

NSW Rape Crisis Centre

Phone: 02 9819 7357 / 9819 6565
or 24/7 Counselling: 1800 424 017

Sexual Assault Counselling

Phone: 9926 7580
Website: www.reachout.com

ABORTION & GRIEF COUNSELLING

*(Pregnancy Counselling and
Post Abortion Counselling)*

Abortion Alternatives

Telephone: 92991057

City Centrecare

Level 13, 133 Liverpool St Sydney 2000
24 hour Counselling Line:
1300 737732
Administration:
9388 1866
Helpline: 1300 363 550

YOUTH EMERGENCY SERVICES

Advocate for Survivors of Child Abuse

Helpline: 1300 657 380

Children's Helpline: 1800 55 1800

Web site: www.kidshelpline.com.au

Child Abuse Line: 1800 066 777

Child Abuse Prevention Services Sydney

Phone: 02 9716 8000

Helpline: 1800 688 009

Teen Challenge

(to assist young people with life-controlling problems who are between the ages of 15 and 25)

Emergency Numbers

Careline: **1800 771 777**

TeenHope Helpline: **1300 889 288**

Prayer HotLine: **1800 024 488**

Web site: www.teenchallengesa.com

Youth Emergency Services (under 18)

Phone (between 9am and 4pm):

9698 5833

www.yaa.com.au

Phone (over 18): 1800 234 566

Youthline: 02 9633 3666

Youth Hotline: 1300 364 004

Youth Line Sydney: (02) 9951 5522

DISORDERS / ADDICTIONS

Alcohol & Drug Information

Alcohol and Drug Information Service Sydney

Phone: 9361 8000 or 1800 422 599

Alcoholic Anonymous

Phone: 9799 1199

Anxiety Disorders Alliance

Phone: 9570 4519

Helpline: 1800 626 055

Eating Disorders Support and Information

Phone: 9412 4499

Gamblers Anonymous

Helpline (02) 9564 1574

Email: garecovery@hotmail.com

Website: <http://www.gamblersanonymous.org.au/>

Salvation Army

Salvo Care Line: 1300 36 36 22

Website: www.salvos.org.au/need-help/problem-gambling/sydney-problem-gambling-centre.php

St Vincent Hospital Sydney

Quit smoking program

Phone: 8382 2625

Fax: 9332 4142

E-mail: smokerssvhs@hotmail.com

Internet: <http://www.stvincents.com.au>

Obsessive Compulsive Disorder Support Groups

Phone: 9570 4519

Helpline: 1800 626 055

MENTAL HEALTH PROBLEMS

Centre of Mental Health NSW (24hrs contact numbers)

Northern Sydney area: 1300 302 980

South Eastern Sydney area: 1300 300 180

Illawarra area: 1300 552 289

Central Sydney area: 1800 636 825

South Western Sydney area: 1300 787 799

Western Sydney area: 02 9840 3047

OTHER USEFUL CONTACTS

Interpreting Services

Community Relations Commission

Level 8

175-183 Castlereagh Street

Sydney NSW 2000

Telephone 24/7: 1300 651 500

Language Services, Ethnic Affairs

Commission of

New South Wales

PO Box 1266 Ashfield NSW 2131

Phone: 1300 651 500 (cost of a local call)

Gay and Lesbian Counselling Service of NSW (GLCS)

Gay, Lesbian, Bisexual & Transgender

Telephone Counselling & Information Line

Legal Services

Free basic legal advice is available from the Australian Community Legal Service

<http://www.acls.org.au/>

Telephone 1800 228891 (free call).

Salvation Army

Sydney Congress Hall

Nithsdale Street entry

Website: www.salvos.org.au

GLOSSARY

Access and equity means the policies and approaches to ensure VET is responsive to the diverse needs of individual clients, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation and any other clients who are experiencing barriers in relation to access, participation and outcomes.

Accredited course means a structured sequence of VET that has been accredited by a state or territory course accrediting body and leads to an AQF qualification or statement of attainment.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Assessment guidelines means an endorsed component of a Training Package which underpins assessment and which sets out the industry approach to valid, reliable, flexible and fair assessment.

Assessment method means the particular technique used to gather different types of evidence. This may include methods or techniques such as questioning, observation, third party reports, interviews, simulations and portfolios.

Assessment validation means a process involving assessors working in collaboration to review, compare and evaluate their assessment process and their assessment outcomes, in relation to the same unit/s of competency. This includes validating assessment methods/tools, the evidence that was collected using these assessment methods/tools and the interpretation of that evidence to make a judgement of competence. Validation may be undertaken prior to and post assessment and include formative and summative assessments (the latter includes assessment for recognition purposes). Validation may be an internal process involving assessors from the same training/assessment organisation, or it may occur as an external exercise involving assessors from different organisations.

Australian Qualifications Framework (AQF) means the policy framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia. The AQF comprises titles and guidelines which define each qualification, together with principles and protocols covering cross-sectoral qualification linkages and issuance of qualifications and statements of attainment.

Australian Quality Training Framework (AQTF) means the nationally agreed quality arrangements for the VET system agreed to by the ANTA ministerial council.

Credit transfer means the assessment of the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework.

Department of Education, Employment and Workplace Relations (DEEWR) provides national leadership and works in collaboration with the States and Territories, industry, other agencies and the community in support of the Federal Government's objectives. They develop and implement policies to ensure the continuing relevance of education, employment and workplace relations to contemporary needs and the growing requirement for lifelong learning.

Flexible learning and assessment means an approach to VET which allows for the adoption of a range of learning and assessment strategies (including online) in a variety of learning environments to cater for differences in learning styles, learning interests and needs, and variations in learning opportunities.

National recognition means:

- a** the recognition and acceptance by an RTO of AQF qualifications and statements of attainments issued by other RTOs, enabling individuals to receive national recognition of qualifications and statements of attainment
- b** recognition for national operation of training organisations registered under the AQTF standards.

National training framework (NTF) means the system of VET that:

- a** applies nationally
- b** is endorsed by the ANTA ministerial council
- c** is made up of the AQTF and nationally endorsed Training Packages.

National Training Information Service (NTIS) means the national register for recording information about RTOs, Training Packages and accredited courses.

Qualification means formal certification in the VET sector by an RTO and that a person has achieved all the units of competency or modules comprising learning outcomes stated for the qualification in:

- a** a nationally endorsed Training Package for which details of the qualification have been registered by ANTA or
- b** an accredited course that provides training for the qualification.

Quality means the ability of a set of inherent characteristics of a product, system or process to fulfil requirements of customers and other interested parties.

Recognition of prior learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. RPL assesses the individual's prior learning to determine the extent to which that individual is currently competent against the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Registered training organisation (RTO) means a training organisation registered by a registering body in accordance with the AQTF, within a defined scope of registration (see scope of registration).

Statement of attainment means formal certification in the VET sector by an RTO under the AQF that a person has achieved:

- a** part of a qualification or
- b** one or more units of competency from a nationally endorsed Training Package or
- c** all the units of competency or modules comprising learning outcomes for an accredited course that does not meet the requirements for a qualification.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Unit of competency means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

TERMS AND CONDITIONS

Terms and Conditions of Enrolment

Cancellation Policy

'Cancellation' refers to the period up to the start date of the first course you are attending.

1. A full refund of all fees paid will be made in the event of visa rejection, on receipt of written notification and proof of visa rejection prior to arrival.
2. In all other cases, the courier fee, cancellation insurance, accommodation placement fees (if utilised), application fee and any other service charges are non-refundable.
3. In cases where cancellations are made in writing more than 7 days before the first course start date, 100% of the tuition and accommodation fees will be refunded.
4. For cancellations made less than 7 days before the first course start date including 'no shows', tuition and accommodation fees will be refunded less one week's accommodation fee (two weeks for hostels and apartments) and a late cancellation fee of AUD240.

Termination Policy

'Termination' means stopping or leaving all or part of the course or courses booked, including extensions, once the first course has started.

1. When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week.
2. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated.
3. Notification of termination must be given to the school Principal or Director.
4. In all cases additional service charges (eg. airport transfers, courier fees, enrolment fees, medical insurance, cancellation insurance etc.) are non-refundable.
5. Students must give 4 weeks' notice (or 8 weeks' notice for discounted accommodation packages) in writing to the School Director/Principal. A refund will be made of 100% of the unused accommodation fee less notice period and the applicable change fee. For terminations made after 50% of the booking has been completed, no refund will be given.
6. No refunds will be made for tuition if a student decides to terminate their course. Tuition fees are non-transferable to other students.

Refund Policy

1. Students requesting a refund are required to do so in writing (see contact details below).
2. Refunds will be made via the Kaplan International Colleges representative to whom the fees were originally paid, or to the student's bank account in the same country and currency in which the fees were originally paid.
3. All refund requests will be responded to in writing, and approved refunds will be paid within 14 days of written notification. Students may appeal refund decisions by writing to the Principal within 14 days of notification.
4. In accordance of sections 27-31 of ESOS Act 2000, Kaplan International Colleges will pay a full refund to the student within 14 days if:
 - (i) the course being offered does not commence on the agreed starting day; or
 - (ii) the course stops being provided at any time after it starts and before it is completed; or
 - (iii) the course is not provided in full to the student because a sanction has been imposed on Kaplan International Colleges;and the student has not withdrawn before the default day.
5. In the event that a course stops being provided after it starts and before it is completed, Kaplan International Colleges will endeavour to arrange to provide the student with another course as an alternative at no cost to the student. Should this alternative course be acceptable to the student, no refund of fees for the original enrolment will be made, nor will any additional fees be charged to the student for the alternative course.

Please refer to www.kaplaninternational.com for a copy of the Australian ESOS framework and for further information regarding your studies and stay in Australia with Kaplan International Colleges.

Please sign at the bottom of this agreement to indicate your understanding of the terms and conditions of enrolment. This agreement and the availability of complaints and appeals processes do not remove your right to take further action under the Australian Consumer protection laws.

1. I have read, understand and accept the terms and conditions, refund, cancellation and termination policies and the regulations of the College as outlined above and in the Kaplan International Colleges brochure and in the Kaplan International College Sydney City Vocational Department Course Information and Pre-Departure Guide 2011.
2. I understand that all English language courses, except Vacation English, consist of 28 lessons (21 hours) of face-to-face classes and 7 sessions (5.25 hours) of Supplementary Structured Study per week. Vacation English consists of 20 lessons (15 hours) of face-to-face classes. Vocational courses are 20 hours per week of face-to-face classes.
3. I understand that some courses require a prerequisite level of English language for entry and that I will be tested on commencement of my course and placed in a class at the appropriate English level. I understand that if a pretest has not been submitted prior to my arrival, or if my English level on arrival is found to be significantly lower than that indicated on the pretest, my place on certain courses, such as Cambridge/IELTS/EFP etc may not be guaranteed.
4. I understand that Kaplan International Colleges reserves the right to change its fees and conditions, cancel or defer courses and to alter the course timetables and class locations at any time without notice.
5. I understand that I must complete all work and assessments in order to maintain satisfactory progress.
6. I understand that I must attend at least 80% of my English language course, and that if I fail to do so I will be reported to DIAC (Department of Immigration and Citizenship.)
7. I understand when studying a vocational program I must maintain satisfactory course progress and if I fail to do so will be reported to DIAC.
8. I understand that I must tell the college immediately if I change my address.

9. I understand that I can not change my college during the first six months of my principal course without a written letter of release from the college.
10. I understand that school aged dependants accompanying me will be obliged to attend school whilst in Australia and may be required to pay full fees if enrolled in a private or government school in Australia.
11. I understand that my personal information may be shared with the Australian Government, designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund manager. This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach by the student of a student visa condition.
12. I agree that the college can share information about my course and progress with my parents and recruiting agent.
13. I understand that my course will be cancelled or suspended if I commit a criminal offence violate the student conduct code or college policies or have a very poor attendance record or fail to pay an amount I am liable to pay Kaplan Aspect directly or indirectly in order to undertake the course. I understand that no refund will be given and the immigration authorities will be informed.
14. I understand that in the event that Kaplan International College Sydney City is deregistered/or ceases trading as a Registered Training Organisation (RTO) tuition fees paid for Vocational courses are protected by the ACPET Tuition Assurance Scheme (OSTAS). Tuition fees for English courses are covered by the English Australia TAS.
15. I understand that this agreement, and the availability of complaints and appeals processes, does not remove my right to take action under Australia's consumer protection laws.

CERTIFICATION OF RECEIPT OF STUDENT HANDBOOK

Please Note: You must submit this form to your teacher by the end of your first week at the college.

This is to certify that I have received and read the **VOCATIONAL DEPARTMENT STUDENT HANDBOOK of Kaplan International College Sydney City** outlining the policies, practices and regulations, which I agree to observe and follow during my period of study with **Kaplan International College Sydney City**.

I understand that it is my responsibility to be familiar with its contents and to ask questions on any matters I don't understand.

I understand that this certification of receipt of the 2011 Student Handbook will be recorded in my student file.

DATE: _____

STUDENT NAME: _____

STUDENT SIGNATURE: _____