



Salisbury College Australia

International Student Handbook

SALISBURY COLLEGE AUSTRALIA



A message from the Principal

Dear Student,

I would like to extend a warm welcome to Salisbury College Australia. I have great pleasure in leading this highly regarded college with our dedicated, experienced staff and enthusiastic learners!

To us, teaching and learning involves more than just providing academic instruction. It is about nurturing students to face challenges beyond college. We work in partnerships with industry experts to educate and prepare our students to be successful, independent and resilient.

At SCA, our learner-centred teaching approach is designed to ensure that all students will achieve to the very best of their ability.

Your choice of college may have a significant impact on your life, so this handbook will provide you with information you will need to make a good decision.

To all students who are enrolling at Salisbury College Australia, I believe you are making an excellent choice.



Kind regards,

Pirapakaran Subramaniam

Principal Executive Officer



Information and Emergency Contacts:

International Student 24 Hour Emergency Contact

Pirapakaran (Praba) Subramaniam: Email: peo@sc.edu.au Mobile: 0426 828 170

Overseas Students Ombudsman:

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: ombudsman@ombudsman.gov.au

Website: www.oso.gov.au GPO Box 442, Canberra ACT 2601, Australia

Education Provider Contact Details:		Student Access Program (SAP)
Address: Level 4 & 5, 14 Railway Parade, Burwood NSW 2134	Campus Manager Phillip Lee Phone: 1300 121 888 Email: phillip@sc.edu.au	Free Welfare & Counselling Support Between Salisbury College Australia and Acacia Connection
Hours of Operation: (Teaching hours) Day: Monday to Thursday 8:30 am – 9:30 pm. Friday 9:00 am – 9:30 pm. Saturday 8:30 am – 9:30 pm. Sunday 8:30 am – 6:00 pm.	Academic Manager (ELICOS Department) Jaana Shaw Phone: 1300 121 888 Email: jaana@sc.edu.au	Contact Acacia Connection to discuss how they can help you. Call 1300 364 273 24 hours/7 days a week Mobile 0401 337 711 Within Australia only
Office hours: Monday to Thursday 8:30 am – 7:00 pm. Friday 8:30 am – 5:30 pm. Saturday 8:30 am – 4:00 pm. Phone: 1300 121 888 Fax: 1300 151 888 Website: www.sc.edu.au Email: info@sc.edu.au	Emergency Telephone Numbers: Police, Fire, Ambulance – 000	Visit the SCA website for more information
Student Services Phone: 1300 121 888 Email: studentsupport@sc.edu.au	Department of Home Affairs Address: 26 Lee Street Sydney NSW 2000 Phone: 13 18 81 Opening Hours: 9am to 4pm Monday to Friday	
	Medical Centres: The Westfield Burwood Medical Centre Address: 100 Burwood Rd, Burwood NSW 2134 Phone: 9744 3330	



Salisbury College Australia Mission Statement and Core Values

Salisbury College Australia (SCA) is a prestigious and evolutionary college, which commenced its operations in 2017.

At SCA, we are committed to providing the best possible educational experiences for our students. Our commitment to outstanding teaching, high-quality programmes and learner support will optimise learning experiences and deliver successful educational outcomes.

Our main vision statement is “Walk into your future”. This direct and personal statement reflects our mission to empower our students in creating better opportunities in securing their future beyond college.

The cornerstones that underpin all our operations are:

- *Integrity*
- *Teamwork*
- *Honesty*
- *Empowerment*
- *Quality*
- *Unity*

About Salisbury College Australia

Salisbury College Australia (SCA) is situated next to Burwood train station and is only minutes' walk to Westfield Shopping Centre, which encompasses various restaurants, shops and a cinema.

The city of Sydney is a great location for our students, as Sydney is a vibrant, growing and lively city that will allow our students to explore and discover the city in a new light. The students will be combining their studies with leisure activities and this will assist them to settle into their educational lives more efficiently.

About This handbook

This information booklet is designed to provide you with information about the services provided by Salisbury College Australia and its approach to providing you a safe, fair and supported environment to participate in training and assessment. See the [Policies and Procedures](#) and the forms section on the website for full versions of Salisbury College Australia's policies and procedures and various forms.

This booklet does not provide you with specific information about a particular course offered by Salisbury College Australia. That information is contained in the Course Brochures supplied separately.



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INTRODUCTION

Institute of Global Education and Training trading as Salisbury College Australia is a Registered Training Organisation (RTO), RTO ID Number 45062 and is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS Provider Code: 03565E). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

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

Meet Salisbury college Australia

Salisbury College Australia is a Registered Training Organisation that offers a vibrant, unique learning experience for students. Salisbury College Australia is situated in the heart of Burwood with access to public transport, food courts, retail and shopping outlets.

Salisbury College Australia offers the following courses in two departments:

- **ELICOS Courses:**
 - General English (CRICOS Course Code: 094154D)
 - Academic English (CRICOS Course Code: 095379A)
 - IELTS Exam Preparation Course (CRICOS Course Code: 095380G)
 - PTE Academic Exam Preparation Course (CRICOS Code: 095378B)
- **Vocational (VET) Courses:**
 - BSB40215 Certificate IV in Business (CRICOS Course Code: 094151G)
 - BSB42415 Certificate IV in Marketing and Communication (CRICOS Course Code: 094150G)
 - BSB50215 Diploma of Business (CRICOS Course Code: 094152F)
 - BSB52415 Diploma of Marketing and Communication (CRICOS Course Code: 095377C)

Link to training.gov.au: <https://training.gov.au/Organisation/Details/45062>

Link to cricos.education.gov.au:

<http://cricos.education.gov.au/Course/CourseDetails.aspx?CourseId=95378>



Why study at Salisbury college Australia?

- A culture of learning that respects openness, inclusiveness and collegiality
- Salisbury College Australia is committed to equity, ethics, innovation and excellence

Salisbury College Australia will ensure that students are provided with all the information required by prospective students to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals.

Salisbury College Australia strives to achieve excellence in vocational education for students so as to make them job ready for industry.



INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING

What is VET?

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

National Recognition

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

What is Competency Based Training?

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

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of Training

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



Results and Certificates

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

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

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

Australia Country Education Profile

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

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

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see www.internationaleducation.gov.au



SALISBURY COLLEGE AUSTRALIA: Course Information, Enrolment, Registration and Orientation

HOW TO ENROL AT SALISBURY COLLEGE AUSTRALIA

Enrolling at Salisbury College Australia is easy. Select the course you would like to enrol in.

- a. Carefully read all course information and make sure that you meet all entry requirements, including any pre-requisites.
- b. Read the International Student Handbook and the Living in Australia handbooks so that you know what to expect when you study at Salisbury.
- c. Read the Course Entry Requirements and ensure that you meet these.
- d. Once you have decided to enrol at Salisbury College Australia, download and complete the International Student Application Form.

OR

if you are enrolling through an agent, the agent will guide you through the application process.

- e. Attach all required information to your enrolment form as requested including;
 - i. A copy of your passport
 - ii. An English language translated transcript of your highest qualification achieved
 - iii. Proof of your English language proficiency (IELTS level 5.5 or equivalent, with no less than 5.0 in any band)
 - iv. Any other information required for enrolment for the course you are enrolling in.
- f. Send your application to admissions@sc.edu.au
- g. Salisbury College Australia will then check your application for completeness.
- h. Prior to your enrolment being accepted, we will review your application and may need to contact you. This is important to ensure that you are being registered into a correct and suitable course based on your academic background and your objectives for studying with the College. This will generally be done through a document check at our office, but we may contact you and organise an interview.

OFFER OF PLACEMENT AT SALISBURY COLLEGE AUSTRALIA:

1. Once Salisbury College Australia has checked your application for completeness and your suitability for the program you are seeking enrolment in, you will be provided with a Letter of Offer and a Written Agreement for entry into your selected course.
2. At this stage you may wish to apply for Credit Transfer (CT) for any previously completed units of competency or Recognition of Prior Learning (RPL) in the qualification for which you are seeking enrolment. You will be required to contact the admission department (admissions@sc.edu.au) for the Credit Transfer Application Form and/or Recognition Prior Learning Application Form.
3. After you receive the Letter of Offer you will need to accept the offer and pay all applicable fees for your selected course.
4. If you have been granted Credit Transfer and/or Recognition Prior Learning, this may affect the duration of your CoE and your Visa
5. On receipt of payment you will be issued with a Confirmation of Enrolment (CoE) and a Student Identification Number.



6. If you have applied for credit transfer and the request is granted after your visa is granted, the duration of your course will change and the change in course duration will be reported to the Department of Education and Training via PRISMS, within 14 days after notification of the Credit Transfer being granted.

Note:

- Training is offered in accordance with set study and break/holiday periods. Details of specific study periods and holidays are published on the website and are provided with the Letter of Offer.
- A course timetable will be provided when your letter of offer is provided. A detailed class timetable, as relevant to your intake date, will be provided at Orientation.
- As a new student, you will receive an email from us approximately one week prior to your commencement date welcoming you and providing you details of your orientation day.
- Registration and orientation are the essential first step for Salisbury College Australia students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

ORIENTATION

On the first day at Salisbury College Australia students attend registration and orientation and cover the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Employment rights and responsibilities – Fair Work Ombudsman
- Your safety
- Academic and general administrative matters
- Students rights and responsibilities
- Policies and requirements for satisfactory progress
- Unique Student Identifier (USI)
- Student visa conditions overview
- Complaints and appeals procedures
- Emergency contact details and critical incident policy and procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas
- A detailed class timetable for your intake

The International Student Orientation session is compulsory to students. During the session students will register at SCA, meet other international students. Arriving early to attend orientation provides students the opportunity to meet the key representatives of SCA.



At orientation, students receive their student cards. The student card will be used as an identification document while the student is on the Salisbury College Australia's premises.

Students must make contact with the Student Support team for information on alternative sessions in the event that they are unable to attend their scheduled orientation session. Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.



EDUCATION SERVICES FOR OVERSEAS STUDENTS FRAMEWORK

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

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

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

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



Tuition Fee Protection

Tuition fee protection for overseas students is organised under the Tuition Protection Service (TPS). The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS is a placement and refund service to assist overseas students whose RTOs are unable to fully deliver their course of study. The TPS ensures overseas students can either:

- complete their studies in another course or with another registered provider or
- receive a refund of their unspent tuition fees.

The TPS fee protection scheme protects your rights as an overseas student if the RTO, or a third-party delivering training and assessment on our behalf, closes or ceases to deliver any part of the training product that you are enrolled in.

PRISMS

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

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

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

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



Student rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and Salisbury College Australia
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students.
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How to use the provider's complaints and appeals process.
 - Your rights as a student if the RTO, or a third-party delivering training and assessment on our behalf, closes or ceases to deliver any part of the training product that the student is enrolled in.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with Salisbury College Australia.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.

The Unique Student Identifier

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

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



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

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

Further details can be accessed at www.usi.gov.au

Conditions of your visa

All international students applying to enter a training program being offered by Salisbury College Australia must:

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

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Salisbury College Australia as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).



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

Permission to Work Arrangements

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

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements – [Click Here](#)

Fair Work Ombudsman

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

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

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

Complaints about work

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

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

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

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



COURSE DELIVERY AND ASSESSMENT

Delivery of Courses

Students are required to undertake 20 hours' study per week during terms. Salisbury College Australia courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

Salisbury College Australia adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of unsatisfactory academic progress. Your initial course fees include a materials fee for textbooks and workbooks indicated as "Non-Tuition Fees" on the SCA course fees and refund policy. This policy is available on our website: www.sc.edu.au and is located in Schedule 1 of this [Student Handbook](#).

Students also have access to a library with supplementary course resources.

Course Progress Policy

Salisbury College Australia must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter.

Satisfactory course progress is defined as a student successfully completing all required subjects /units of competency in their program in order to achieve the qualification within the expected duration specified on their CoE.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the subjects/units of competency undertaken in that term (study period) or failing the same unit twice. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

An intervention strategy is an individual student learning plan developed by the Intervention Officer aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study program. Salisbury College Australia will do everything it can to assist students who want to learn and progress.

If the outcome of the intervention strategy is to extend the student's course enrolment then the student will be advised in writing and informed it is their responsibility to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa. Salisbury College Australia can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.



If the intervention strategies do not result in any improvement, Salisbury College Australia will notify the student in writing of its intention to make a report to the Department of Education and Training and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Assessment Requirements

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

Written Exercises

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

Case Study/Written Report

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

Presentations /Role Plays

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

Portfolio

- A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

Assessment Submission

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

Missed Assessment

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

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



Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Salisbury College Australia complaints and appeals process if they are not satisfied with the outcome.

Recognition of Prior Learning (RPL)

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

Salisbury College Australia ensures that assessment undertaken for Recognition of Prior Learning:

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

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

Salisbury College Australia provides the student with a 'Confirming Outcome of RPL Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

National Recognition (Credit Transfer)

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

Evidence requirements for national recognition

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



National recognition guidelines

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

- Students may not apply for national recognition for units of competence or qualification which are not included in Salisbury College Australia's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

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

Where a student applied for and was granted credit through National Recognition after orientation/commencement, Salisbury College Australia will notify this early course completion to DET via PRISMS.

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Yet Competent will be given for the whole unit. If the student is assessed as Not Yet Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this Student Handbook.

Re-assessment

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

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



Reassessments are organized by Student Services and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with Salisbury College Australia's policy. Student Services will advise of the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Issuing Qualifications and Statements of Attainment

Salisbury College Australia will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Salisbury College Australia is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Salisbury College Australia have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in a training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

Plagiarism

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

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



POLICY GUIDELINES

Deferring, Suspending or Cancelling a Course

Under the requirements of the ESOS Act and National Code, international students enrolled at Salisbury College Australia are not permitted to defer commencement of their studies, or suspend their studies, except:

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

Salisbury College Australia may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. Salisbury College Australia will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and Salisbury College Australia must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, Salisbury College Australia must report the student to DHA via PRISMS, as not complying with visa conditions.

Process for Transferring to Another Provider

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

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

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

Applications for transfer from Salisbury College Australia will be assessed and replied to within 5 working days.



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

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections, in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Principal Executive Officer or his delegate to discuss the transfer request
- The Principal Executive Officer or his delegate will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 Business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Principal Executive Officer or his delegate during the interview either accepting or rejecting the transfer and termination request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on the SMS with required future actions.
- In all cases, students who have not had their termination request approved may access Salisbury College Australia's complaints and appeals process within 20 days
- Evidence will be retained on the student file.

Extension of Student Study

Salisbury College Australia will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where Salisbury College Australia has not been able to offer a pre-requisite unit of competency)
- Salisbury College Australia is implementing the intervention strategy for students at risk not meeting satisfactory course progress
- Salisbury College Australia approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, Salisbury College Australia records this variation and the reasons on the student file and SMS. Salisbury College Australia will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.



The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Salisbury College Australia specified in the student CoE will not exceed the CRICOS registered course duration.

Complaints and Appeals

Salisbury College Australia is committed to providing a fair complaints and appeals process. Salisbury College Australia recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

What is a complaint?

A complaint is generally negative feedback about services, whether provided by Salisbury College Australia or others on its behalf, other students or staff which has not been resolved locally. A complaint may be received by Salisbury College Australia in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the student's dealings with Salisbury College Australia, its education agents or any related party it has an arrangement with to deliver the course or related services. It may also be Salisbury College Australia's staff or other students.

What is an appeal?

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

Early resolution of complaints and appeals

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

Complaint and appeals handling

Salisbury College Australia undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Salisbury College Australia including all details of lodgement, response and resolution.



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

Salisbury College Australia considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Salisbury College Australia's internal structures.

Complaints Handling Procedure

Matters that cannot be resolved at the time they occur should be referred to Salisbury College Australia Principal Executive Officer for review. The following procedure is to be followed when a complaint form is received:

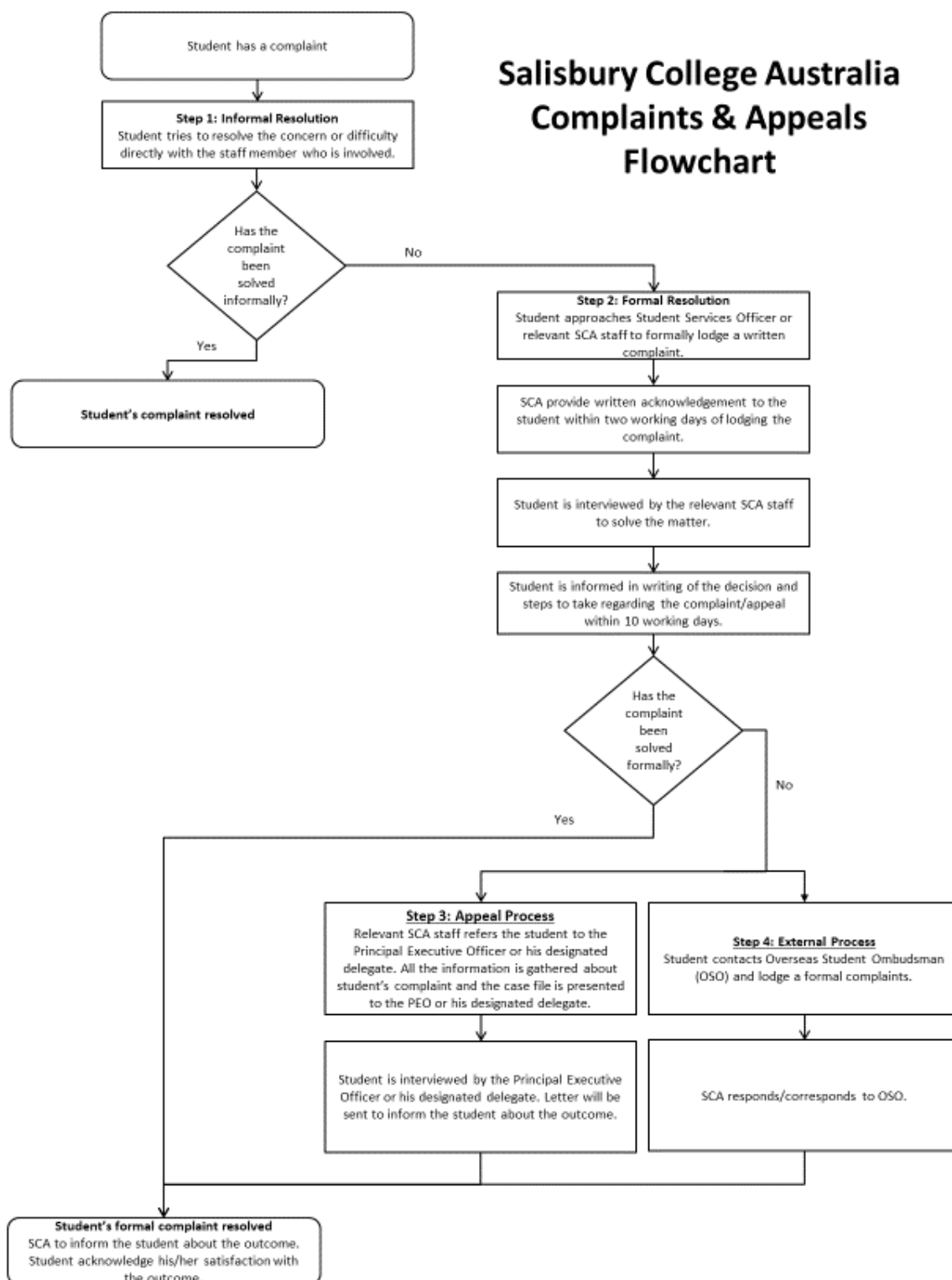
- A Complaints and Appeals Form is received by Salisbury College Australia and is to be immediately recorded into Salisbury College Australia's Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Principal Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Principal Executive Officer may choose to consult with others within Salisbury College Australia or relevant agencies external to Salisbury College Australia in determining their recommendation.
- The Principal Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- The Principal Executive Officer is to finalise their response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.



- The Principal Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. The Principal Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where Salisbury College Australia Principal Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the PEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Salisbury College Australia should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Salisbury College Australia and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.
- If complainant is not satisfied with the outcome of the complaint handling, the PEO may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <http://www.oso.gov.au/making-a-complaint> phone:1300 362 072
- Salisbury College Australia believes the Resolution Institute, the national association of dispute resolvers, is an appropriate third party. Head Office details as follows:
 - Address: Level 1, 13 Bridge Street, SYDNEY NSW 2000
- Phone: +61 2 9251 3366
- Free call: +61 1800 651 650
 - Email: infoaus@resolution.institute
 - Website: <https://www.resolution.institute>
- Staff are to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.



Complaints Flowchart





Appeals Handling Procedure

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the Principal Executive Officer. The Principal Executive Officer is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 2 re-assessments.
- If after the reassessment, the student remains not-competent and is dissatisfied with the assessment outcome, the student is to meet with the Principal Executive Officer and the Principal Executive Officer or his delegate to discuss the assessment process and the assessment outcome.
- If after consultation with the Principal Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Principal Executive Officer on its merits. If the Principal Executive Officer does not approve a refund and considers that Salisbury College Australia has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

Critical Incidents

Salisbury College Australia is committed to maintaining a safe and supportive environment for staff and students. Salisbury College Australia has a policy that underpins its approach to responding to critical incidents that may occur and impact on the people both studying and working at Salisbury College Australia. We are particularly mindful of our responsibility to support our students from overseas who may not have access to a normal support network.

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

- Death/suicide;



- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Salisbury College Australia; and
- Information which has the potential to negatively affect the reputation of Salisbury College Australia in the media and/or wider community.

Staff Responsibility

In the event of a critical incident, Salisbury College Australia recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

As part of the orientation program all students and staff are given a document outlining procedures to follow in the event of an emergence and also a floor plan of the building identifying the location of the fire exits.

Responding to a Critical Incident

Staff, students or visitors involved or witnessing a critical incident should immediately contact the PEO:

International Student 24 Hour Emergency Contact

Pirapakaran (Praba) Subramaniam: Email: peo@sc.edu.au Mobile: 0426 828 170

The office will assist you to fill out the critical incident form as soon as possible and submit to the PEO. This form is important in helping Institute staff to capture all the vital information.

The senior staff member present at the time is the lead representative at the site until the arrival of the PEO. When the PEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The PEO will ensure that any necessary debriefing occurs promptly and that support services are available to those affected by the incident.

The ESOS Act 2000 requires Salisbury College Australia to notify Department of Home Affairs as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance, the Liaison Officer at the State DHA office should be contacted by phone prior to reporting via the PRISMS reporting system.



Disclosure of Information

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information about a student from the student

- Students have access to all information kept on their file based upon written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed

Information about a student from a third party

- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at Salisbury College Australia.

Salisbury College Australia is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Salisbury College Australia will seek the written permission of the student for such disclosure. Salisbury College Australia will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

You have the right to access information that Salisbury College Australia is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how Salisbury College Australia is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.



Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or, ultimately safely.

Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

Salisbury College Australia ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student or staff member risk termination.



STUDENT SUPPORT SERVICES & RESOURCES

Salisbury College Australia students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

Student resources

Salisbury College Australia provides students with access to a range of learning resources in its library, which contains a variety of additional materials to support the student's learning experience.

Salisbury College Australia has an agreement with ClickView (online learning library). This is free of charge for all SCA Student.

Access to ClickView.

- Website:
<https://online.clickview.com.au/SignIn?returnUrl=https%3A%2F%2Fonline.clickview.com.au%2F>
Login: student@sc.edu.au
To obtain the ClickView **account's password** please contact SCA Student Services.

A number of online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended library collections online:

- National Library of Australia <http://www.nla.gov.au> (FREE)
- Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss> (FREE)
- Free e-books <http://www.e-booksdirectory.com> (FREE)
- The Free Library <http://www.thefreelibrary.com> (FREE)

We recommend that students use the free electronic resources and the State Library of NSW for research. The State Library of NSW library card allows you to request books and other collection material, access e-resources or book a study room. You can also use the e-resources remotely—anywhere, anytime. To register online and obtain a library card go to www.sl.nsw.gov.au/research-and-collections-get-library-card/sign-library-card. This is a free service.

Study assistance

The student's trainer will be able to provide them with one on one help and suggest additional readings and information. Just ask. Salisbury College Australia's trainers are very friendly and want to help students achieve their learning goals.

The following online resources are also useful for providing student support to study:

Effective Study skills

A useful quick overview of study skills
www.adprima.com/studyout.htm



How to Study

A large directory to study skills websites, including how to study in specific subject areas.

www.howtostudy.org

Study Guides and Strategies

A wide ranging overview of the skills needed at all stages of student life.

www.studygs.net

Study Skills Self-Help

Covers important skills such as time management, note taking and exam preparation.

www.ucc.vt.edu/stdysk/stdyhlp.html

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or to the Student Services Officer.

The Student Support Officer has a list of local resources, including doctors, dentists, legal aid and other specialist services and will be able to suggest how a student can access any specialised support or external help they may need. All discussions regarding this are in the strictest of confidence and there is no fee for referral, although specialists' services may charge a fee.

Salisbury College Australia has an agreement with Acacia Connection that will provide student assistance with their welfare.

Your SAP is a confidential counselling service offered to you to assist you through challenging times.

Acacia Connection provides assistance for a range of issues including:

- | | |
|--|---|
| • Depression | • Legal referral |
| • Anxiety | • Sleep disorders |
| • Family & parenting issues | • Dietitian support |
| • Relationship & marriage difficulties | • Grief & loss |
| • Health management & pain management | • Domestic violence |
| • Work related stress | • Mental illness |
| • Financial coaching | • Any other issues you may be facing within your personal or work life. |

Contact Acacia Connection to discuss how we can help you.

1. Call 1300 364 273
24 hours/7 days a week
2. Mobile 0401 337 711
Within Australia only

Visit the SCA [website](#) for more information.



GENERAL ADMINISTRATIVE MATTERS

Holidays and Leave

Salisbury College Australia has timetabled in suitable holidays for students undertaking courses, so students are not permitted to have additional holidays. Salisbury College Australia closes on all official Federal and state Public Holidays.

Special Leave

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

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

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and must be completed with supporting documentation attached and then make an appointment with the Principal Executive Officer or his delegate. Depending upon the degree of urgency the leave application will be processed as follows:

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

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



Sick leave

Students who are absent due to medical reasons **MUST** provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify Salisbury College Australia as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Salisbury College Australia records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. Salisbury College Australia maintains copies of medical certificates in the student file.

Payment of Tuition Fees

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Student must pay published late fees; See Schedule 1: Fees and Charges for International Students

Change of Address or Contact Details

Students **must** notify Salisbury College Australia of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

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

Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the Salisbury College Australia student card at all times when on Salisbury College Australia campus.

The Salisbury College Australia student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees. See Schedule 1: Fees and Charges for International Students.



Termination

Students wishing to terminate their course earlier than the course completion date must complete a Salisbury College Australia termination form stating the reason with attached evidence and attend an interview with the Principal Executive Officer or his delegate. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

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

Extending Course Duration

Students requiring an extension of time to complete their course must make an appointment with the Principal Executive Officer or his delegate. The only reasons for extension of course duration is:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

Salisbury College Australia is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

Student Request Forms

Students may request information from Reception. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.



SALISBURY COLLEGE AUSTRALIA CAMPUS GUIDELINES

Salisbury College Australia students must adhere to the following:

- Behave and speak to everyone at Salisbury College Australia in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access Salisbury College Australia complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat Salisbury College Australia equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- There is no smoking on campus

Salisbury College Australia will contact relevant government authorities if a student brings any of the following to campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to Salisbury College Australia's campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

Salisbury College Australia Classroom Guidelines

During theory and practical classes students will:

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



Student Feedback

Students will complete the following at the end of each study period:

- Learner Engagement Quality Indicator
- Salisbury College Australia Student Feedback

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

If a student identifies an improvement that can be made at Salisbury College Australia, this information can be provided directly to any staff member at Salisbury College Australia at any time.

Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider
- If the student has nominated an authorised agent, Salisbury College Australia will honour that agent until the completion of the enrolled course
- Students must pay the enrolment application fee, first tuition instalment and other applicable fees in full prior to commencement
- Students must pay their tuition fee and follow the payment schedule as stated in the letter of offer.
- Note that there is a late fee charged per day for late payments. The fee for this is listed in the Fees and Charges document in letter of offer.
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct or non-academic misconduct.

Terms and Conditions

After the applicant is offered a place in a course and signs Salisbury College Australia Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and Salisbury College Australia. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

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



Salisbury College Australia. Students have the option to pay more than 50% of their fees upfront if they wish.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. See the website below for full details of the service.
<https://tps.gov.au/StaticContent/Get/StudentInformation>

All course fees are deposited into Salisbury College Australia Student Fees Account. When the student commences their course, Salisbury College Australia will draw down these funds from the designated account.

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

Refund and Cancellation

See the Salisbury College Australia Refund Policy for International Students on the website;
<http://www.sc.edu.au/policy-and-procedures/>

The Refund Request form is available to download at; <https://www.sc.edu.au/fee-refund-application-form>

The letter of offer also states the refund policy and procedure.

Refund Procedures

1. All requests for refund of fees must be made in writing using the Refund Request Form.
2. Students must complete the 'Refund Request Form' which may be obtained from Salisbury College Australia Reception or download on Salisbury College Australia website;
<http://www.sc.edu.au/fee-refund-application-form/>
3. The refund requested form must be signed by the student or authorised third party.
4. The refund will be processed within 4 weeks (28 days) of receipt of your completed refund request form if it includes all the required documents.
5. The students are required to email the completed 'Refund Request Form' to admissions@sc.edu.au
6. A written statement will be provided to the student that will explain how the refund is calculated, if the requested is made by the student or an authorised third party.



Cancellation and Refund Conditions – International Students	
Situation	Refund
Refund – Visa Refusal (Onshore) – Prior to Commencement	If the visa application is rejected prior to commencement of the course nominal start date, tuition fees and material fee are refunded in full. Salisbury College Australia requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.
Refund – Visa Refusal (Onshore) – After Commencement	If the visa application is rejected after to commencement of the course nominal start date, unused tuition fees are refunded. Salisbury College Australia requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.
Refunds – Visa Refusal (Offshore)	If the visa application is rejected, tuition fees and material fee are refunded in full. Salisbury College Australia requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.
Overseas Student Health Cover (OSHC) (Onshore) – Prior to Commencement	No refund, unless the student has purchased the OSHC through Salisbury College Australia then there is a full refund the student's visa is refused.
Overseas Student Health Cover (OSHC) (Onshore) – After Commencement	No refund, unless the student has purchased the OSHC through Salisbury College Australia then unused fess are refunded the student's visa is refused.
Overseas Student Health Cover (OSHC) Visa Refusal (Offshore)	No refund, unless the student has purchased the OSHC through Salisbury College Australia then a full refund is provided.
Student Accommodation (Onshore) – Prior or After Commencement	No refund, unless the student has purchased and organised Student Accommodation through Salisbury College Australia then unused fess are refunded the student's visa is refused. But there is no refund for Accommodation placement fee.
Student Accommodation (Offshore)	No refund, unless the student has purchased and organised Student Accommodation through Salisbury College Australia then a full refund is provided. But there is no refund for Accommodation placement fee.
Airport Transfer (Offshore)	No refund, unless the student has purchased the Airport Transfer through Salisbury College Australia if the student's visa is refused then a full refund is provided.



Before Course Commencement Date	<i>70% refund of paid tuition fees</i> <i>Application/ Enrolment fees are not refundable</i>
If the student cancels 28 or more days before the course starts	
Application/ enrolment fees (if applicable)	<i>Non-refundable</i>
Oversea Bank transfer fee	<i>Non-refundable</i>
Withdrawal notified in writing and received by Salisbury College Australia less within 28 days prior to semester commencement, or the student does not commence on the agreed date or withdraws from the course once it has commenced.	<i>50% refund of paid tuition fees</i> <i>Application/ Enrolment fees are not refundable</i>
Written notification of withdrawal received after commencement	No refund of paid tuition fees or application/ enrolment fee
CoE Amendment fee	Any changes to a CoE requested by student, after it has been issued, a \$150 administration fee will be charged.
If the student cancels after course commencement date	No refund of paid tuition fees or application/ enrolment fee
Student has overpaid & has documentation to support overpayment	Full refund of overpaid monies
Student has paid monies and the course is unavailable to commence	Full refund of all course fees paid <i>Application/ Enrolment fees are not refundable</i>
Cancellation of a course by the RTO (including closure of RTO)	Full refund of all course fees paid <i>Application/ Enrolment fees are not refundable</i>

- **Prior to commencement.** A student who gives notice in writing of withdrawal or cancellation 28 days or more prior to the scheduled commencement date of the course will be entitled to a 70% refund of fees paid minus the enrolment application fee.
- A student who gives notice in writing of withdrawal or cancellation less than 28 days prior to the scheduled commencement date of the course will be entitled to a 50% refund of fees paid minus the enrolment application fee.
- **After commencement.** A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of fees paid.

A student who wishes to cancel their enrolment after the course has commenced, including for personal or compelling reasons, must give notice in writing. This may be via email or letter. Salisbury College Australia staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as deferral or suspension of the enrolment. For further information on deferral or suspension, please refer to the Deferral, Suspension and Cancellation Policy.



Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with a Refund Request Form so the request can be properly considered by the Principal Executive Officer.

Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship. This will be at Salisbury College Australia's convenience and with the approval of the Department of Education and Training

Refunds – visa refusal (onshore)

- If the visa application is rejected prior to commencement of the course nominal start date, tuition fees and material fee are refunded in full. Salisbury College Australia requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.
- If the visa application is rejected after to commencement of the course nominal start date, unused tuition fees are refunded. Salisbury College Australia requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.

Refunds – visa refusal (offshore)

- If the visa application is rejected, tuition fees and material fee are refunded in full. Salisbury College Australia requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.

Refunds – misconduct

- No refund will be granted to a student whose enrolment is terminated for failure to comply with Salisbury College Australia's policies and procedures and the requirements of their visa by Dept. of Home Affairs (DHA)
- Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.
- Discretion may be exercised by the Principal Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Principal Executive Officer may also authorise a refund of tuition fees if the circumstances warrant it.
- Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Monies refunded will be made in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Refunds - cancellation of a course by Salisbury college Australia (provider default)

If Salisbury College Australia defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Salisbury College Australia will make every effort to transfer the students' enrolment to another college. If this is unsuitable the college will pay a refund of the unused portion of the course money received from the student. This refund will be paid to students within 2 weeks of the default day with a statement explaining how the refund amount has been calculated.

This includes Salisbury College Australia:

- i. Not delivering the course on agreed date without prior notification (100% of the tuition fee is refundable minus the administrative fee)
- ii. Cease to continue to deliver the course (unused tuition fee will be refunded)
- iii. Cease to operate as an RTO (unused tuition fee will be refunded)



Payment of goods and services tax (gst)

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. These are outlined in the **Salisbury College Australia Schedule of Fees and Charges**.

Currency

All fees are listed and payable in Australian dollars. Salisbury College Australia will not be responsible for any loss during currency conversion and will refund the amount received in Australian dollar minus any other applicable fees as outlined in the Written Student Agreement.

Miscellaneous charges

Salisbury College Australia will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services

These miscellaneous charges are to be clearly specified in **Salisbury College Australia Schedule of Fees and Charges**. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

The tuition protection service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Provider default

In the unlikely event Salisbury College Australia is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.

In Australia there are also very strong protections for student's fees, which you can learn more about on the fact sheet provided by Australian Government – Department of Education and Training (click [here](#) to access the fact sheet)

For further information on Tuition Protection Scheme (TPS) scheme, please read the Student information contained in TPS website <https://tps.gov.au/StaticContent/Get/StudentInformation>



Fees being paid in advance

Salisbury College Australia acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, Salisbury College Australia requests payment of no more than 50% of the total tuition fees for the course before the student commences the course. It is acknowledged that students may choose to pay more than 50% in advance up to 100% of all fees due. Following course commencement, no further pre-paid tuition fees are taken before the beginning of the second study period.

Salisbury College Australia maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Salisbury College Australia undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including tuition fees, enrolment application fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment application fee;
- the nature of the guarantee given by Salisbury College Australia to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed 'not competent' on completion of training and assessment;
- the amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) and
- the Salisbury College Australia refund policy.

Student complaints about fees or refunds

Students who are unhappy with the Salisbury College Australia arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Principal Executive Officer. This should occur in accordance with the Salisbury College Australia Complaints and Appeals Policy and procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the [Australian Consumer Protection laws](#) where Australian Consumer Protection laws apply.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require Salisbury College Australia to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer



agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that Salisbury College Australia does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the Salisbury College Australia Refund Policy.

Change of Session

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

The student will be required to complete an inquiry form and submit it with the relevant evidence for approval. Transfer fees may apply, refer to the Schedule of Fees and Charges.

Changes at Salisbury College Australia

The College will notify you by email if there are any changes to agreed services, including in relation to any new third-party agreements or change in ownership.

Emergency Evacuation Procedure

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

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

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

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

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings



- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present, and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Principal Warden.



COLLEGE SERVICES AND FACILITIES

We are deeply committed to ensuring that all students receive a high-quality training program and support services.

All staff are highly experienced and qualified to support students during their study programs.

The following staff are available to provide assistance:

KEY CONTACTS	
Student Services:	
Name	Student Services Department
Email:	studentsupport@sc.edu.au
Admissions:	
Name	Admission Department
Email:	admissions@sc.edu.au
Overseas Health Student Cover:	
Name	Admission Department
Email:	admissions@sc.edu.au
Orientation:	
Name	Student Services Department
Email:	studentsupport@sc.edu.au
Student Welfare Support:	
NAME	Contact Acacia Connection to discuss how we can help you. <ol style="list-style-type: none"> 1. Call 1300 364 273 24 hours/7 days a week 2. Mobile 0401 337 711 Within Australia only
Student Welfare and Counselling:	
NAME	Contact Acacia Connection to discuss how we can help you. <ol style="list-style-type: none"> 1. Call 1300 364 273 24 hours/7 days a week 2. Mobile 0401 337 711 Within Australia only



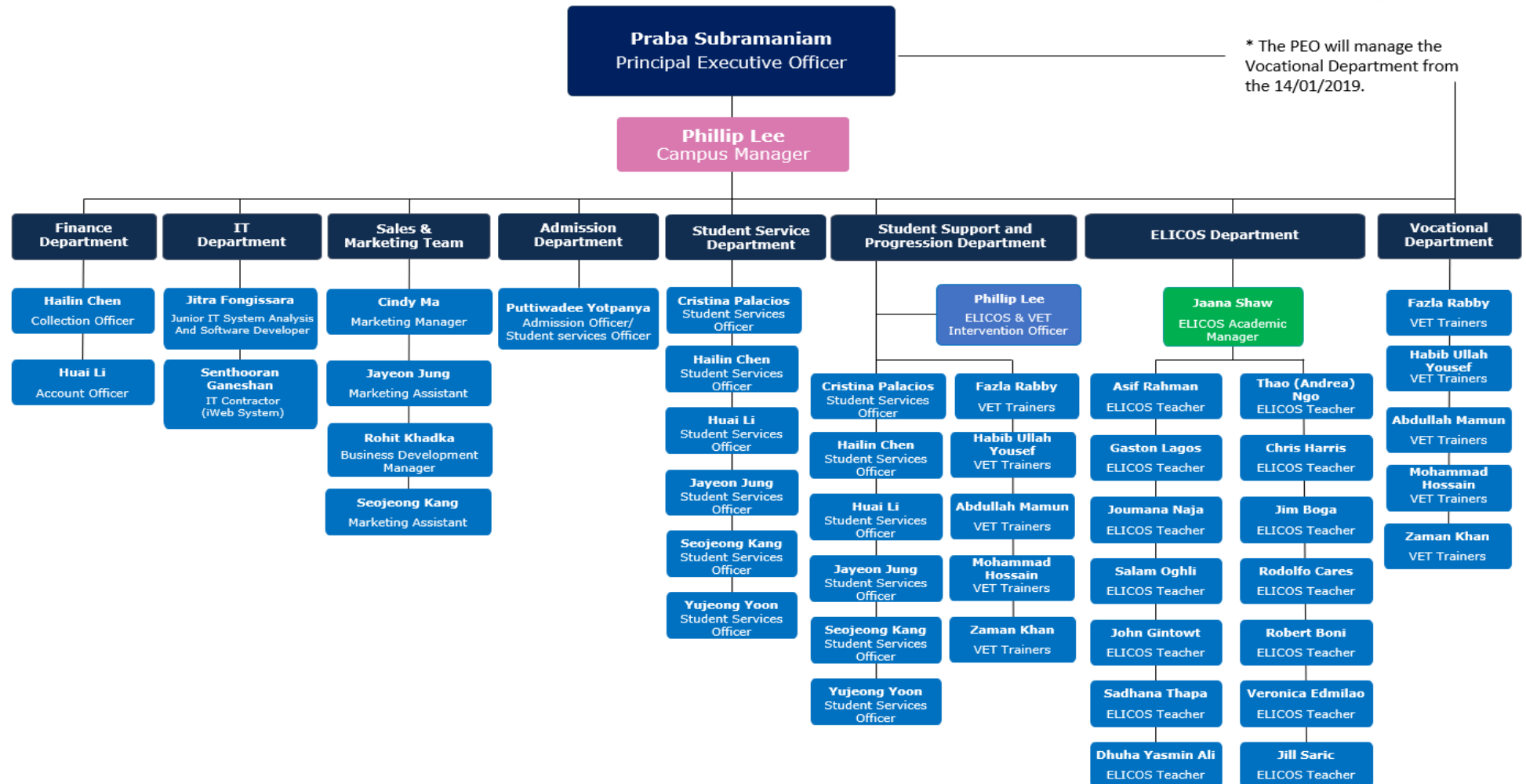
ELICOS COURSE			
Academic Manager:			
Jaana Shaw	<u>jaana@sc.edu.au</u>		
Student Support and Progression Officer			
ELICOS Intervention Officer	<u>elicosintervention@sc.edu.au</u>		

VOCATIONAL COURSE			
Academic Manager (Acting):			
Phillip Lee	<u>phillip@sc.edu.au</u>		
Your Potential VET Trainer			
Student Support and Progression Officer			
Intervention Officer	<u>intervention@sc.edu.au</u>		



SCA Organisational Structure

(As of 13/03/2019)





Office Hours

Hours of Operation (teaching hours): Day:	Office hours:
Monday to Thursday 8:30 am – 9:30 pm.	Monday to Thursday 8:30 am – 7:00 pm.
Friday 9:00 am – 9:30 pm.	Friday 8:30 am – 5:30 pm.
Saturday 8:30 am – 9:30 pm.	Saturday 8:30 am – 4:00 pm.
Sunday 8:30 am – 6:00 pm.	

We are closed on public holidays and 2 weeks over Christmas.

Training Delivery Location

Level 4 & 5, 14 Railway Parade, BURWOOD NSW 2134

Reception

At reception students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect Salisbury College Australia student card
- Request information

Social Activities

Salisbury College Australia organises regular social activities including:

- Excursions
- Discussion Clubs
- Spelling Bee Competition
- Monthly Birthday Celebration
- Multicultural Day
- Special Events at SCA
 - ANZAC Day
 - Easter
 - Melbourne Cup
 - Christmas
- Student BBQ

Student Engagement Area

Student room includes:

- Computers
- Library resources
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen
- Light snacks, refreshments and hot/cold water



LEGISLATIVE AND REGULATORY RESPONSIBILITIES

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

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

While Salisbury College Australia has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

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

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

Work Health and Safety (WHS) Act 2011

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

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

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

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



Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities. An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
 - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
 - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

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

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

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

Sex Discrimination Act 1984

The purposes of the Act are to

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



4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

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

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

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

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

Industrial Relations Act 1999

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

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



Fair Work Act 2009

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

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

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



LIFE IN AUSTRALIA

What to do in case of an emergency

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.

The College's PEO is available at all times on the Salisbury College Australia emergency phone number for emergencies. Please use this number after hours strictly for EMERGENCIES ONLY.

International Student 24 Hour Emergency Contact

Pirapakaran (Praba) Subramaniam: Email: peo@sc.edu.au Mobile: 0426 828 170

How 000 works

000 calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

000 Calls are free on all mobile phones.

Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to Salisbury College Australia from the OSHC providers and students can collect them from Reception.

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

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

Cost of Living

From 1 February 2018, the 12-month living cost is calculated as

- student/guardian – AUD20,290
- partner/spouse – AUD7,100
- child – AUD3,040.



Accommodation:

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week

Other living expenses:

- Groceries and eating out - \$80 to \$280
- Gas, electricity - \$35 to \$140 per week
- Phone and internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260
- Entertainment - \$80 to \$150 per week

If you have children and they are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in but expect fees of around A\$4,000 to A\$17,000 per year, per child.

For more information, visit www.homeaffairs.gov.au

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

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

Online Application:

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

Visit: visit the Australian Taxation Office (ATO) 100 Market Street Centrepont Tower, Sydney

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



Schooling for dependants

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

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

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

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

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

Public Schools:

<https://education.nsw.gov.au/public-schools/going-to-a-public-school/our-schools-at-a-glance>

International Student Program:

<https://www.studyinaustralia.gov.au>

Further information about living in Australia is available at the Department of Home Affairs:

<https://www.studyinaustralia.gov.au/english/live-in-australia>

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

The Department also published The Beginning a Life in Australia booklet.

This publication is filled with helpful information and is recommended reading. The booklet is available online at: https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia_english_full.pdf

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



Your safety

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

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

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

Unsafe locations

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

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

On campus

- A First Aid kit is located at reception
- Building Alarms OR other Emergencies – dial 000
- In the Event of Fire – dial “000”. Alert other occupants and evacuate Do not use the elevator, use the stairs.

In the Evening

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



Banking

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

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

Banking hours:

Monday to Thursday 9:30am to 4:00pm - Friday 9:30am to 5:00pm

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic funds transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. Electronic funds transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Location of Automatic Teller Machines (ATMs)

CBA: 210 Burwood Road, Burwood NSW 2134

NAB: 42 Railway Parade, Burwood NSW 2134

ANZ: 100 Burwood Rd, Burwood NSW 2134

Westpac: 168 Burwood Rd, Burwood NSW 2134

St. George: 100 Burwood Rd, Burwood NSW 2134

HSBC: 202 Burwood Rd, Burwood NSW 2134

Transport (Trains, buses, ferries, light rail):

Website: www.transportnsw.info

Phone: 131500

Transport (Taxis)

Taxis Combined **Phone:** 133 300 Premier Cabs

Phone: 1300 795 608



Doctors

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

Dentists

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

Hospitals

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

Transport

Bus Train Ferry Information Line
PH: 131 500 www.131500.com.au



An **OPAL Card** is for use on buses, trains and ferries. It's free to get, the student just has to top up the credit for travelling. The opal card can be ordered online, at newsagents or at the train station. There are also free bus timetables available. For **all** Sydney Trains and Ferries you need to get an Opal card from a rail station or order online: <https://www.opal.com.au/ordercard/?execution=e1s1>

Useful Contacts & Information

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

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (queries related to visas)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942



Legal Aid NSW helps people with their legal problems <u>Help over the phone</u> Call <u>Law Access NSW</u> to get started <u>Find information</u> <u>Factsheets and resources</u> are available to help you with your problem <u>Get advice from a lawyer</u> Free face-to-face <u>advice</u> provided on most legal issues <u>Help at court</u> <u>Lawyers are available to assist you</u> at many courts and tribunals across NSW	1300 888 529
Lifeline Crisis Support Free 24-hour help	13 11 14
Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
Burwood Medical Centre Bulk billing practice Monday to Friday 8am to 11pm Saturday to Sunday 8am – 8pm 85 Burwood Road, Burwood NSW 2134	02 9747 4344
Concord Hospital with an Emergency Department Hospital Rd, Concord Open 24 hours	9767 5000
Public Transport Information Line	131 500
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300
Location of Public Telephones 42 Railway Parade, Burwood, NSW, 2134	
Australia Post Office Westfield Burwood, Shop 342/100 Burwood Rd, Burwood NSW 2134 Burwood Plaza, Shop 5/42 Railway Parade Burwood NSW 2134	



Consulates

To find a country's consulate address and details:

- Internet: <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- Yellow Pages under 'Consulates and Legations'

What to do in Sydney

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

Daily Newspapers

Sydney Morning Herald: Metro guide every

Friday www.smh.com.au

The Daily Telegraph: "7 Days" every Thursday

Free publications

Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

Can be found outside newsagents, in music/video stores & tourist information centres etc

Websites

www.sydney.citysearch.com.au

[www.cityofsydney.nsw.gov.au/whats_on.](http://www.cityofsydney.nsw.gov.au/whats_on.asp)

[asp www.timeout.com/sydney](http://www.timeout.com/sydney)

www.whatsonwhen.com

Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events Ph: 9266 4800

Website: www.ticketek.com.au

Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

Hoyts: www.hoyts.com.au

Village: www.village.com.au

Greater Union www.greaterunion.com.au



Halftix

201 Sussex Street, City - specialises in discount ticketing

Website: www.halftix.com.au Ph: 9279 0855

Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House	www.sydneyoperahouse.com.au
The Rocks	www.therocks.com.au
Darling Harbour	www.darlingharbour.com
Chinatown	www.chinatown.com.au
Art Gallery of NSW	www.artgallery.nsw.gov.au
Queen Victoria Building	www.qvb.com.au
Sydney Aquarium	www.sydneyaquarium.com.au
Bondi Beach	www.gobondi.com
Taronga Zoo	www.zoo.nsw.gov.au



MAP FOR SALISBURY COLLEGE AUSTRALIA DELIVERY SITE

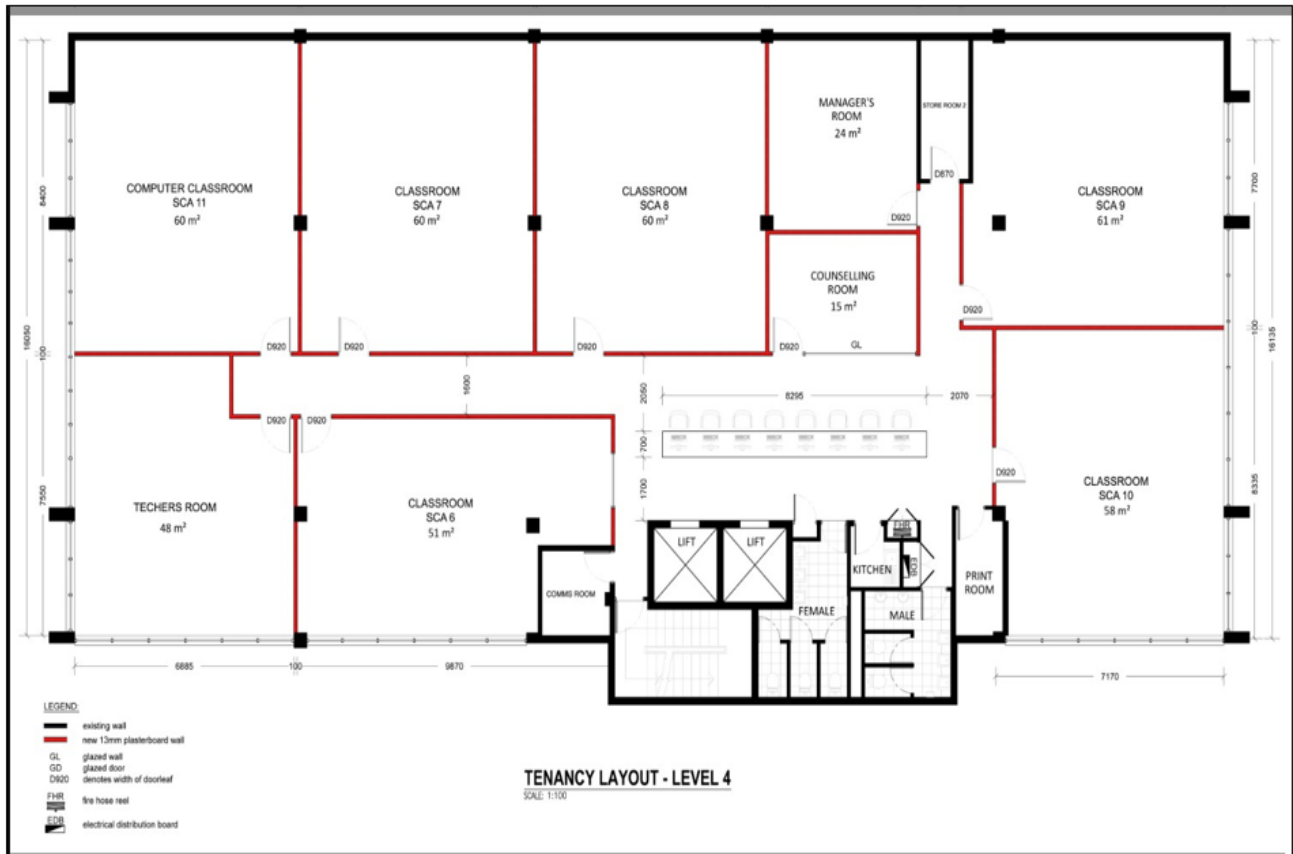
Campus & Facilities

List of Facilities

- *Students will have access to the following facilities at SCA:*
- *Computer Labs and hot desk computers (Level 4 and 5)*
- *Library and Online Library (EBSCO) (Level 5)*
- *Fully Equipped Classrooms*
- *Student kitchenette and recreational area (Level 5)*
- *Multifunctional Printers (Print, Scan and Copy) (Level 4 and Level 5)*
- *Disabled Toilet (Level 1)*
- *Toilets for women and men (Level 4 and 5)*
- *Lifts for easy access (Level 4 and 5)*

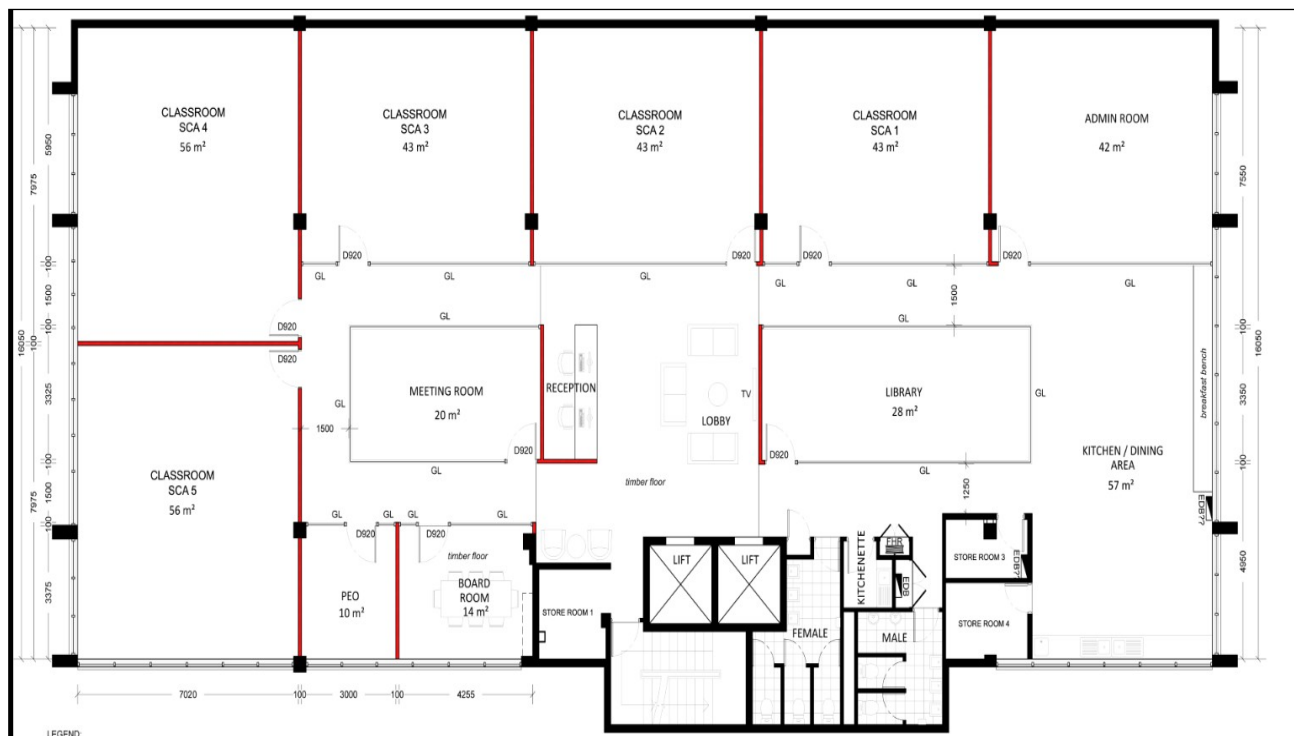


Salisbury College Australia Campus Map: Level 4





Salisbury College Australia Campus Map: Level 5



Address:

Level 4 & 5, 14 Railway Parade, Burwood NSW 2134

