



# Student Handbook

## Table of Contents

Student Handbook .....	1
Welcome.....	4
Studying Location.....	4
Locations in a snapshot.....	4
Sydney/Burwood City Services .....	6
Brisbane City Services: .....	9
GOLD COAST Services: .....	13
Living, Working and Studying in Australia.....	14
Courses Provided by Sydney School of Business and Technology .....	14
Admissions and Enrolment .....	15
Visas .....	16
Visa Conditions .....	16
Arranging Travel and Documents to Bring .....	16
Entry into Australia .....	17
Arriving in Australia.....	17
Accommodation .....	18
Health .....	18
Working in Australia.....	20
Living Costs in Australia .....	20
Budgeting.....	21
Shopping .....	21
Clothing .....	21
International Students under 18.....	22
Fees and Charges .....	22
Refunds.....	22
Course Credit.....	23
Recognition of qualifications and statements of attainment issued by another RTO .....	23
Credit transfer .....	23
Recognition of Prior Learning .....	23
Your course and assessment .....	24
Reasonable adjustment in assessment .....	24
You need to speak to your trainer or training administrator if you need reasonable adjustment such as adapting physical facilities to your need etc. ....	24
Submitting your assessments .....	24
Appealing assessment decisions .....	24
Student Plagiarism, Cheating and Collusion.....	24
Student Orientation and Support Services.....	25
External Support Services .....	26
Maintaining your Enrolment and Course Progress .....	27
Deferral, suspension and cancellation .....	28
Your Feedback .....	28
Student Conduct and General Housekeeping .....	28
Legislation and You .....	29
Education Services for Overseas Students .....	29

Access to Your Records.....	31
Complaints and Appeals Policy.....	33
The Fair Work Ombudsman’s top tools and resources for international students .....	33
Issuing of Qualifications and Statements Issuing of Qualifications and Statements of Attainment with usi .....	34
USI Privacy Notice .....	34
Student Authorisation for ASG/SSBT to create USI on their behalf .....	36

## WELCOME

One of the best things about studying at SSBT is that students get to meet new friends from different nations. This is an important and enjoyable part of a student’s study experience and an excellent way to learn and practice new languages. At SSBT, we ensure students have a secure, satisfactory and enjoyable educational and lifestyle experience.

Our objective is to provide every student with proficient skills for entry into their chosen career. We believe that student success is our success. SSBT aims to prepare every student for a rewarding future.

Sydney School of Business and Technology Pty Ltd (SSBT) is a comprehensive, multicultural, vocational education college. Our mission is to anticipate and respond to the educational needs of students, employers and communities in an advancing technological world. Our college provides an effective teaching and learning environment designed to raise education standards, enhance careers and enrich personal lives.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Sydney School of Business and Technology.

The first part of this Handbook will assist you with the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation. (International students).

## STUDYING LOCATION

<https://ssbt.edu.au/about-us/burwood-campus/>

# Locations

<p><b>BURWOOD CAMPUS</b>  <a href="#">LEVEL 4, 4 RAILWAY PDE, BURWOOD NSW 2134</a></p>	<p><b>HOW TO GET THERE</b>            LESS THAN 3 MINUTES WALK FROM BURWOOD STATION            10 MINUTES BY TRAIN FROM CITY</p>
<p><b>BRISBANE CBD CAMPUS</b>  <a href="#">LEVEL 1, 445 Upper Edward Street, Brisbane City</a></p>	<p><b>HOW TO GET THERE</b>            7 minutes’ walk from Central train station (Ann Street, directly opposite Anzac Square)</p>
<p><b>GOLD COAST CAMPUS</b>  <a href="#">LEVEL 2, 9-15 BAY STREET, SOUTHPORT QLD 4215</a></p>	<p><b>HOW TO GET THERE</b>            4 minutes’ walk from Southport Light rail station via Bay St and Davenport St</p>

## LOCATIONS IN A SNAPSHOT

## Sydney NSW

[Sydney](#) is the largest and most populous city in Australia and the state capital of New South Wales. Sydney is located on Australia's south-east coast of the Tasman Sea. Inhabitants of Sydney are called Sydneysiders, comprising a cosmopolitan and international population of people from numerous places around the world. The city is built on hills surrounding Port Jackson which is commonly known as Sydney Harbour, where the iconic Sydney Opera House and the Harbour Bridge feature prominently. The hinterland of the metropolitan area is surrounded by national parks, and the coastal regions feature many bays, rivers, inlets and beaches including the famous Bondi Beach. Sydney's population is around 5,000,000. Most common ancestry found in Sydney are: English, Australian, Chinese, Irish, Scottish, Italian, Indian, Lebanese, German, Greek, Vietnamese, Filipino, Indigenous, Korean & Maltese.

What to do and see: visit the [official website](#).

Be prepared, what is important to know about Sydney:

- Sydney Currency: AUD
- Sydney Telephone area code: +61 02
- Sydney Electricity (plug): Electricity in Australia is 220-240 volts AC. Check out the [type of plug](#).
- Sydney Annual events: Vivid Sydney (May), New Year Eve Firework (Dec) [and more](#).
- Sydney Public holidays: check out on Government [website](#).
- Sydney Weather average:

Summer (Dec - Feb): 18°C - 25°C

Autumn (Mar - May): 14°C - 22°C

Winter (Jun - Aug): 9°C - 17°C

Spring (Sep - Nov): 13°C - 22°C

## Burwood NSW

[Burwood](#) is a suburb in the Inner West of Sydney, in the state of New South Wales, Australia. It is 10 kilometres west of the Sydney central business district and is the administrative centre for the local government area of Burwood Council. According to the latest census, 16 030 residents live in the suburb of Burwood and include people from China, India, South Korea, Nepal and Hong Kong.

Burwood features many fine examples of architecture from the Victorian and Federation styles. St Paul's Anglican Church on Burwood Road was designed by colonial architect Edmund Blacket and built in 1871. Sir Donald Bradman and Lady Bradman, Jessie Menzies were married here in 1932. It is heritage-listed in the NSW State Heritage Register and in the Register of the National Estate. Nearby Woodstock in Church Street

was built in the early 1870s by tobacco manufacturer Edwin Penfold. The heritage<sup>1</sup>-listed St Nectarios Greek Orthodox Church in Railway Parade was built in 1879. Burwood Park was established by the local council in 1882 on land formerly known as Edrop's Paddock. Other features of Burwood Park include memorials to soldiers who died in World War I and Sandakan, a rotunda, and a playground. It is also the location for Carols in the Park each Christmas.

## **SYDNEY/BURWOOD CITY SERVICES**

### **Emergency Telephone Numbers:**

Police, Fire, Ambulance – Dial 000

### **Department of Home Affairs (Immigration)**

Dial 131 881

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

### **Local Medical Centres:**

<http://familydoctors.com.au/>

<http://1800bulkbill.com.au/medical-centre/burwood-road-medical-centre>

<http://1800bulkbill.com.au/medical-centre/sydney-medical-centre>

### **Transport:**

#### **City Rail transport information**

<http://www.cityrail.nsw.gov.au/>

Local taxi companies

Premier Cabs 1300 795 608 & Combined taxis 133 300

<http://www.nswtaxi.org.au/passengers/book-a-taxi>

### **Public Facilities:**

<http://www.truelocal.com.au/search/atm/burwood>

<https://www.truelocal.com.au/search/atm/sydney>

### **Emergency services:**

Police/Fire/Ambulance: 000

SES assistance in floods and storms: 132 500

Police attendance: 131 444 (all states except Victoria)

International incident emergency helpline: 1300 555 135

*Alcohol and Drug Information Service:*

St John of God Hospital

Alcohol & Drug Counselling - 13 Grantham St, Burwood NSW 2134 Ph: 02 9715 9200

DoCS Helpline 132 111, Kids Helpline 1800 551 800, Lifeline 131 114

Domestic Violence and Sexual Assault helpline 1800 200 526

NSW Poisons Information Centre 131 126

NSW Rape Crisis Centre 02 9819 7357 or 24/7

Counseling 1800 424 017, Youth line 02 9633 3666

Victims Support Line 02 9374 3000 or 1800 633 063

Telstra call connect (an operator will give you a number of a place or person you are looking for through land phone lines) Dial 12456

## *Brisbane QLD*

Fresh experiences, fresh adventures and a fresh approach to life: that's what [Brisbane](#) is all about. It's a city where the air is filled with optimism and a sense of adventure is heavy on the ground. You'll be amazed by the attractions, the diverse place to visit and the fantastic range of Brisbane accommodation. You'll also be pleasantly surprised by the open and friendly attitude of the locals. And no, this is no sleepy town; this is a city with an innovative and vibrant edge, a modern, free-spirited outlook and a determination to do things just that little bit differently. It's about down-to-earth experiences without the sky-high expense; it's about hedonistic pleasures without the pretension. And, of course, it's about a long-standing love affair with the outdoors. From pristine beaches to lush mountain hideaways, from a gently winding river to the aquatic paradise of Moreton Bay, Brisbane truly is a place where feeling alive comes naturally.

What to do and see: visit the [official Government tourism website](#).

Be prepared, what is important to know about Brisbane:

- QLD Currency: AUD
- QLD Telephone area code: +61 07
- QLD Electricity (plug): Electricity in Australia is 220-240 volts AC. Check out the [type of plug](#).
- QLD Brisbane Annual events: The Paniyiri festival (May), Bridge to Brisbane Fun Run, Brisbane River Festival (Sep), Brisbane OpenAir Cinema (Oct), Brisbane INternational Film Festival [and more](#).
- QLD Public holidays: check out on Government [website](#).
- QLD Weather average:

Summer (Dec - Feb): 20°C - 29°C

Autumn (Mar - May): 16°C - 26°C

Winter (Jun - Aug): 10°C - 21°C

Spring (Sep - Nov): 15°C - 26°C

## BRISBANE CITY SERVICES:

- Bupa Brisbane CBD
  - Address: 91 Adelaide St, Brisbane City QLD 4000
  - Phone: 13 41 35

---
- Brisbane City Psychologists
  - Located in: Queen Street Mall
  - Address: 18/141 Queen St, Brisbane City QLD 4000
  - Phone: 1300 751 204
- Brisbane City Doctors
  - Address: Manor Apartments, Lower Ground Floor (next door to GPO, 289 Queen St, Brisbane City QLD 4000
  - Phone: (07) 3221 3366
- Assist Group
  - Address: 20/300 Queen St, Brisbane City QLD 4000
  - Phone: (07) 3088 2992
- Royal Brisbane and Women's Hospital (*Emergency department Opens 24 hours*)
  - Address: Butterfield St, Herston QLD 4029
  - Phone: (07) 3646 8111

---
- Brisbane City Police Station
  - Address: 16 Mary St, Brisbane City QLD 4000
  - Phone: (07) 3258 2582 – Emergency: Phone: 000

---
- Post Office
  - Address: 261 Queen St, Brisbane City QLD 4000
  - Phone: 13 13 18

---
- NAB branch
  - Address: 308-322 Queen St, Brisbane City QLD 4000
  - Phone: 13 22 65
- Commonwealth Bank
  - Address: 240 Queen St, Brisbane City QLD 4000
  - Phone: (07) 3237 3111
- ANZ Branch Queen and Creek Sts
  - Address: 324 Queen St, Brisbane City QLD 4000
  - Phone: 13 13 14

---
- Brisbane Visa and Citizenship Office, Department of Home Affairs
  - Address: 299 Adelaide St, Brisbane City QLD 4000
  - Phone: 13 18 81
- Legal Aid
  - Address: 44 Herschel St, Brisbane City QLD 4000
  - Phone: 1300 651 188

## *Gold Coast QLD (Southport)*

[Gold Coast is a major tourist destination](#) with its sunny subtropical climate and has become widely known for its surfing beaches, high-rise dominated skyline, theme parks, nightlife, and rainforest hinterland. The city is part of the nation's entertainment industry with television productions and a major film industry. The city hosted the 21st Commonwealth Games which ran from 4 to 15 April 2018.

Around 10 million tourists visit the [Gold Coast](#) area every year: of 849,114 international visitors, 3,468,000 domestic overnight visitors and 5,366,000 daytrip visitors. Tourism is the region's biggest industry, directly contributing more than \$4.4 billion into the city economy every year and directly accounting for one in four jobs in the city. There are approximately 65,000 beds, 60 kilometres (37 mi) of beach, 600 kilometres (370 mi) of canal, 100,000 hectares of nature reserve, 500 restaurants, 40 golf courses and five major theme parks in the city. There have been various prospects and proposals raised for even more theme parks. [Gold Coast Airport](#) provides connection across Australia and internationally with airlines including Flyscot, Jetstar, Qantas, Air New Zealand, Virgin Australia and Airasia X. Brisbane Airport is less than one hour from the centre of Gold Coast, and direct trains operate. Tourism is [Gold Coast](#) City's main industry, generating a total of \$2.5 billion in revenue per annum.[citation needed] The Gold Coast is the most popular tourist destination in Queensland. It is Australia's 5th most visited destination by international tourists. Tourist attractions include surf beaches, and theme parks including Dreamworld, Sea World, Wet'n'Wild Water World, Warner Bros. Movie World, WhiteWater World, Topgolf, Currumbin Wildlife Sanctuary, David Fleay Wildlife Park, Australian Outback Spectacular, Paradise Country and Q1 building.

***Southport*** is recognised as the central business district of the City of Gold Coast.

[Southport](#) is known as the Gold Coast Broadwater. The Broadwater houses the Southport Yacht Club and a number of marinas on the southern bank of the Nerang River in an area now known as Main Beach. The area is used for fishing, boating, and water sports. Located opposite Southport on the far side of the Broadwater on The Spit, is the theme park Sea World.

On the western side of the Broadwater, is the Southport Broadwater Parklands which opened in 2009 and has undergone subsequent expansions in 2013 and 2016. Within the Parklands precinct are the Southport Pier, Gold Coast Aquatic Centre and the Southport War Memorial. Overlooking the Parklands is Australia Fair Shopping Centre. [Australia Fair Shopping Centre](#) is an indoor shopping centre spreading over Scarborough Street with frontages on Nerang Street and the Gold Coast Highway. Containing 233 stores and a cinema, it was established in 1983, initially on the site of the former milk factory and entirely on the site of the former Pacific Hotel, which was built in 1878, redesigned in 1927 and demolished in 1988 to make way for the expansion of the shopping complex. The western end of Nerang Street in the vicinity of the intersection of Scarborough Street is also known as the Southport Mall. At the top of the mall, on the south western intersection of Scarborough and Nerang Streets, is

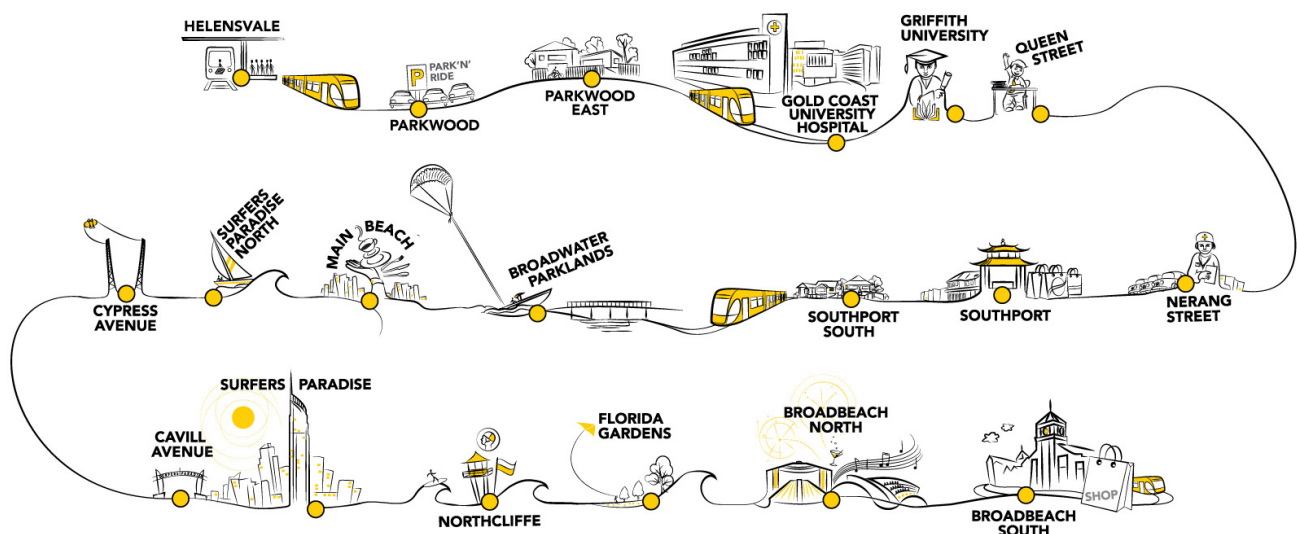
the Art Deco styled Hotel Cecil which is considered an 'important anchor' in the streetscape. Opposite the hotel is a G:link station and, a few metres to the north, is the major northern bus interchange for the Gold Coast.

The City of Gold Coast [Southport Branch Library](#) is located on the Corner of Garden and Lawson Streets. It was previously located on the top floor of the Australia Fair Shopping Centre. The Southport Branch Library was completed in 2002 and is one of 14 branches of the city's library. Upstairs, in the same building, is the Local Studies Library which includes the city's historical collection of materials including documents, photographs, films, advertising and memorabilia.

### Transport

Southport has numerous main roads that connect Southport with other suburbs. Gold Coast Highway travels the full length along the coast on the Gold Coast connecting Southport with all the coastal suburbs on the city. Smith Street Motorway is a motorway grade extension of smith street connecting the suburb to the Pacific Motorway that connects the city to Brisbane.

#### [G:link Stations \(Light Rail\)](#)



Southport is also well serviced by public transport. A [light rail system called G:link](#) opened in July 2014 and ran between [Broadbeach](#) to [Gold Coast University Hospital](#). There are seven light rail stations in the suburb, connecting Southport with the major hubs of Surfers Paradise and Broadbeach. There are two major bus stations – [Southport](#) and [GCUH](#). The Southport bus station is located in the heart of the suburb on Scarborough Street which provides regular and high frequency services to mainly the northern suburbs. [GCUH bus station](#) is situated on the western part of Southport, servicing [Gold Coast University Hospital](#) and the northern part of the Griffith University, Gold Coast campus. All services are a part of the [Translink integrated fare system](#) including [Tertiary student travel \(concession\)](#).

[Helensvale train station](#) is the Southport's nearest railway station, located 11 km from the Southport CBD. The railway line provides a connection to [Brisbane city](#) and [Brisbane Airport](#). The Light Rail extension to Helensvale now operates integrally with the University Hospital to Broadbeach South line, with connections at Helensvale to [Brisbane \(Roma Train Station\)](#).

## GOLD COAST SERVICES:

- Bupa Gold Coast
  - Shop 1542, Pacific Fair Shopping Centre, Hooker Blvd, Broadbeach QLD 4218
  - Phone: 13 41 35

---
- Psychologists
  - Address: 2206/5 Lawson St, Southport QLD 4215
  - Phone: (07) 5591 1411
- Medical Centre
  - Address: 58 Scarborough St, Shop M032, Australia Fair METRO Shopping Centre, Southport QLD 4215
  - Phone: (07) 5612 7830
- EPIC Assist (Disability)
  - Address: Level 1, Suite 8, Jandream Plaza, 23 Nind St, Southport QLD 4215
  - Phone: (07) 5532 6145
- Gold Coast University Hospital (*Emergency department Opens 24 hours*)
  - Address: 1 Hospital Blvd, Southport QLD 4215
  - Phone: 1300 744 284

---
- Police Station
  - Address: 96 Scarborough St, Southport QLD 4215
  - Phone: 13 14 44 – Emergency: Phone: 000

---
- Post Office
  - Address: 28-30 Bay St, Southport QLD 4215
  - Phone: 13 13 18

---
- Commonwealth Bank
  - Address: 58 Scarborough St, Southport QLD 4215
  - Phone: (07) 5532 4280
- ANZ Bank
  - 73A Scarborough St, Southport QLD 4215
  - Phone: 13 13 14
- NAB Bank
  - Address: 27 Scarborough St, Southport QLD 4215
  - Phone: 13 22 65

---
- Visa and Citizenship Office, Department of Home Affairs
  - Address: 299 Adelaide St, Brisbane City QLD 4000
  - Phone: 13 18 81
- Legal Aid
  - Address: 2/7 Bay St, Southport QLD 4215
  - Phone: (07) 3496 7100

## LIVING, WORKING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

A **Unique Student Identifier (USI)** is a reference number made up of numbers and letters, unique to each student. ... A **USI** Number will stay with the student for life, and must be recorded with any nationally recognised VET course they undertake. Every Student **MUST** apply for a USI to legally study in Australia!

- For more information or assistance with USI please see one of our student support staff or click on:
  - <https://www.usi.gov.au/>
  - <https://www.usi.gov.au/about>
  - <https://www.usi.gov.au/students>

To work while you are studying in Australia you need to apply for a tax file number <https://www.ato.gov.au/> which will also have other useful information to get ready before applying to work. It is important also that you get familiar with your work rights and obligations to prevent anyone of misleading you or missing out on any entitlements. You can find essential information at <https://www.fairwork.gov.au/>

*Accommodation Useful websites:*

<https://www.realestate.com.au/rent>

<https://www.domain.com.au/?mode=rent>

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying. On orientation day of your course, you will be provided with an induction to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. The induction also provides an opportunity for you to ask questions.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

## COURSES PROVIDED BY SYDNEY SCHOOL OF BUSINESS AND TECHNOLOGY

Please refer to the website for courses offered <http://www.ssbte.edu.au/courses>

### **STUDENT EXPECTATIONS AND GENERAL HOUSEKEEPING**

As a student with SSBT, we expect certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom

- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## **ADMISSIONS AND ENROLMENT**

SSBT accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an [Application for Enrolment Form](#). Provide details of how to access e.g website, email, and post. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed the College English Placement Test.
- You have successfully completed your High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to [info@ssbt.nsw.edu.au](mailto:info@ssbt.nsw.edu.au), along with a non-refundable application fee of \$250. You will be contacted within 7 days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover, payment of fees and for international students who are under 18, approved accommodation and welfare arrangements (Ref. U18 policy).

## **VISAS**

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application.

You may wish to use a registered migration agent to assist you with your application, or SSBT has a range of education agents who can assist you with the process of applying for a course to arrival at SSBT and including assistance with visas. Contact us for details of the education agents that we use if you need one. *(Please note that if you wish to change agent during your course of studies at our Institute; you will need to complete change of agent request form and email it to Marketing who will then contact you with results of your request)*

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

## **VISA CONDITIONS**

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. For up to date information on [student visa conditions](#) please visit

## **ARRANGING TRAVEL AND DOCUMENTS TO BRING**

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

Include details of nearest International Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies

- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by SSBT at the time of confirmation of enrolment.
- Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW) if you are under 18.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## **ENTRY INTO AUSTRALIA**

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at [www.aqis.gov.au](http://www.aqis.gov.au)

## **ARRIVING IN AUSTRALIA**

### **Getting from Location airport to your accommodation**

SSBT can arrange airport pickup services on request. Students are met at Sydney International Airport and transported to their accommodation venue by a College representative.

### **Transport:**

#### **City Rail transport information**

<https://transportnsw.info/>

#### **Local taxi companies**

<https://m.13cabs.com.au/>

<https://www.uber.com/au/en/ride/>

#### **Keeping in contact**

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### **Arranging your finances**

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into your accommodation, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

## **ACCOMMODATION**

<https://www.furnishedproperty.com.au/accommodation-types>

<https://ssbt.edu.au/accommodation/>

### **Bringing your Family with You**

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in your relocation area is available at

<http://ifp.mychild.gov.au/mvc/Search/Advanced>

For school children, current costs vary depending on the school year.

## **HEALTH**

## Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

## Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

## Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

## Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

## Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia <http://oshc.bupa.com.au/> (ASG & SSBT preferred provider)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

OSHC may not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. To find out more, you can [contact](#) the Department of Home Affairs.

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

<http://www.seek.com.au>

<http://www.indeed.com.au>

## LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

You should also be aware that costs for childcare and schooling are in addition to living costs which currently estimated as:

From 23 October 2019, the 12 month [living cost](#) is:

- for a primary applicant: AUD21,041
- for a spouse or de facto partner of the primary applicant: AUD7,362
- for a dependent child: AUD3,152
- annual school costs: AUD8,296
- personal annual income if there is no secondary applicant: AUD62,222
- personal annual income where there is a secondary applicant: AUD72,592.

This amount is the minimum required for a visa application only and you are responsible for researching schooling costs, which may vary widely between states, territories and schools in Australia.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For up to date information on cost of living please visit <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

## BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread – A\$2.50 to A\$4.00;
- two litres of milk – A\$2.20 to A\$4.90;
- newspaper – A\$1.50 to A\$3.00;
- box of breakfast cereal – A\$3.00 to A\$4.00;
- jar of instant coffee – A\$3.00 to A\$4.00;
- bottle of soft drink – A\$2.50 to A\$3.50;
- bottle of shampoo – A\$2.50 to A\$5.50;
- bar of soap – A\$1.50 to A\$3.50;
- one apple – 50 cents to A\$1.50;
- one banana – 60 cents to A\$1.50;
- beef (500 grams) – A\$9.00 to A\$12.00; and
- chicken (600 grams) – A\$9.00 to A\$11.00

## CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.

## **INTERNATIONAL STUDENTS UNDER 18**

If you are under 18, and you are not being cared for in Australia by a parent or suitable nominated relative, special arrangements for your accommodation, support and welfare must be approved in order to gain a visa for your study. SSBT can help you with these arrangements by organising a suitable homestay for you, as well as arrangements for your welfare. Once these arrangements are confirmed, SSBT will issue you with a Confirmation of Appropriate Accommodation and Welfare declaration that needs to be submitted as part of your visa application. For more information please read "[SC35-I- Younger Students Accommodation And Care Arrangements policy](#)".

## **FEES AND CHARGES**

A non-refundable application fee of A\$250 applies to all of our courses. This must be paid at the time of submitting your Application Form.

You can find up to date fees and charges information from "SC15-I: Fees and Refunds Policy & Procedure

### **Domestic and International Students"**

These fees and charges will be shown in your Written Agreement and in the tax invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card, direct debit and direct bank transfer.

These fees and charges will be shown in a written agreement that we will send to you with a letter of offer once your application has been accepted. You will receive a tax invoice the amount you are required to pay and details of how to pay. You can pay your fees by indicate method of payment. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students

Course fees include all administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees.

SSBT have additional charges including:

- ◆ Fee for replacement testamurs
- ◆ Re-assessment Fee
- ◆ RPL Fee
- ◆ Graduation Fee

Details are found in the written agreement that you signed at the commencement of your course and in [SC15-I - Fees & Refunds Policy & Procedures](#) on our website.

## **REFUNDS**

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified. Application/Enrolment fees are non-refundable. The [refund information](#) in the agreement sets out the circumstances in which you can apply for a refund.

## **COURSE CREDIT**

*For more information, please contact the college*

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

### **Recognition of qualifications and statements of attainment issued by another RTO**

Under recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

### **Credit transfer**

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) means that you can get credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements. SSBT has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you.

Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

### **YOUR COURSE AND ASSESSMENT**

The training and assessment offered by SSBT focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

### **Reasonable adjustment in assessment**

You need to speak to your trainer or training administrator if you need reasonable adjustment such as adapting physical facilities to your need etc.

### **Submitting your assessments**

You must submit written assessment tasks on the [Learning Management System \(LMS\)](#) by the due date. You need to tick the declaration that the work is your own. You are entitled to 1 attempt at assessment per unit but if you have been found to be Not Yet Competent; then you will be contacted by the “Training Administrator” to take part in paid reassessment. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

### **Appealing assessment decisions**

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

### **STUDENT PLAGIARISM, CHEATING AND COLLUSION**

SSBT has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, SSBT will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

## **STUDENT ORIENTATION AND SUPPORT SERVICES**

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their email contact details.
- Receiving English language support.
- Study skills centre/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.

- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on 02 92497800 to discuss your support needs.

### **Welfare services**

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us at 02 92497800 or click for details about [welfare services](#).

### **EXTERNAL SUPPORT SERVICES**

#### ***Reading and Writing Hotline***

Telephone: 1300 655 506      Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

<http://www.legallaid.nsw.gov.au/>

<https://www.humanrights.gov.au/guide-australias-anti-discrimination-laws>

<http://da.org.au/>

#### ***Lifeline***

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

#### ***Reach Out***

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### **MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS**

You must meet course progress requirements in order to satisfy the conditions of your visa. [These course progress requirements](#) will be clearly explained to you during the orientation program.

SSBT will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive terms, you will be reported to Home Affairs (Immigration) for not meeting course progress requirements. Home Affairs will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal SSBT decision to report you to Home Affairs. However, an appeal will only be considered if SSBT has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where SSBT is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting [course progress requirements](#), this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

## DEFERRAL, SUSPENSION AND CANCELLATION

Student can defer, suspend or cancel their enrolment with SSBT and where SSBT can initiate the suspension or cancellation of the student's enrolment for further information please read "[SC34-I: Deferral, Suspension and Cancellation Policy & Procedure Domestic and International Students](#)"

## YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our SSBT services meet your needs. Please help us by completing the surveys on [Learning Management System \(MOODLE\)](#) throughout the course.

## STUDENT CONDUCT AND GENERAL HOUSEKEEPING

The purpose of this code is to outline the way in which students of SSBT are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

All students have the right to:

- ◆ Be treated fairly and with respect by all students and staff.
- ◆ Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- ◆ Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- ◆ Have their personal details and records kept private and secure according to our Information Privacy Policy.
- ◆ Access the information SSBT holds about them.
- ◆ Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- ◆ Make appeals about procedural and assessment decisions.
- ◆ Receive training, assessment and support services that meet their individual needs.
- ◆ Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- ◆ Access the support they need to effectively participate in their training program.
- ◆ Provide feedback to SSBT on the client services, training, assessment and support services they receive.

All students, throughout their training and involvement with SSBT are expected to:

- ◆ Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- ◆ Not harass, victimise, discriminate against or disrupt others.
- ◆ Treat all others and their property with respect.
- ◆ Respect the opinions and backgrounds of others.
- ◆ Follow all safety policies and procedures as directed by staff.
- ◆ Report any perceived safety risks as they become known.
- ◆ Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.

- ◆ Notify us if any of their personal or contact details change.
- ◆ Provide relevant and accurate information to SSBT in a timely manner.
- ◆ Approach their course with due personal commitment and integrity.
- ◆ Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- ◆ Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- ◆ Make regular contact with their trainer/assessor
- ◆ Prepare appropriately for all assessment tasks and training sessions.
- ◆ Notify SSBT if any difficulties arise as part of their involvement in the course.
- ◆ Notify SSBT if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- ◆ Make payments for their training within agreed timeframes, where relevant.
- ◆ For international students, comply with their student visa requirements under the [ESOS Act](#).

## LEGISLATION AND YOU

Student studying in Australia have certain rights and responsibilities under Australian legislation as follows.

### Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the [Education Services for Overseas \(ESOS\) Act 2000](#) and the [National Code 2018](#).

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

### Workplace Health and Safety

Under the [Workplace Health and Safety Act 2012](#), SSBT must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. SSBT has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.

- Ensure you are familiar with SSBT emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### **Harassment, victimisation or bullying**

SSBT is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. SSBT will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per SSBT Complaints and Appeals procedure and detailed in this Handbook.

### **Equal opportunity**

The principles and practices adopted by SSBT aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with SSBT.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

SSBT provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

For more information visit: <https://www.legislation.gov.au/Details/C2016C00775>

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the [Australian Skills Quality Authority](#), we are required to comply with the [National VET Regulator Act 2011](#). This involves meeting a series of [Standards](#) that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### **Privacy Act**

In collecting your personal information SSBT will comply with the requirements set out in the [Privacy Act 1988](#), the [Privacy Amendment \(Private Sector\) Act 2001](#).

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the [National Centre for Vocational Education Research](#), as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### **ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that SSBT holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Training Administrator using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home or email address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an SSBT staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

### **Amendment to records**

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## COMPLAINTS AND APPEALS POLICY

SSBT's Complaints and Appeals Policy and related procedure have been developed to ensure that SSBT responds effectively to individual cases of dissatisfaction. This policy outlines SSBT's approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to any person to access the [complaints and appeals](#) process please refer to our [website](#)."

## THE FAIR WORK OMBUDSMAN'S TOP TOOLS AND RESOURCES FOR INTERNATIONAL STUDENTS

The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.

Tool or Resource	Description	Links to resources
<b>General information for international students</b>	The Fair Work Ombudsman ( <b>FWO</b> ) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/internationalstudents">www.fairwork.gov.au/internationalstudents</a></li> <li>• <a href="#">Visa protection</a></li> <li>• <a href="#">International students fact sheet</a></li> <li>• <a href="#">Jessica's story</a></li> <li>• <a href="#">Unpaid work</a></li> <li>• <a href="#">Student Placement and Internships</a></li> </ul>
<b>Community presentation package</b>	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package – the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/presentationpackage">www.fairwork.gov.au/presentationpackage</a></li> </ul>
<b>Record My Hours app</b>	The Record My Hours app assists workers to easily record and store their hours of work. The app is <b>free</b> to download, available for both Apple and Android, and developed with young visa workers in mind. It's available in <b>18 languages</b> and automatically detects the language settings on a user's smartphone.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/app">www.fairwork.gov.au/app</a></li> <li>• <a href="#">iTunes store</a></li> <li>• <a href="#">Google Play</a></li> </ul>
<b>Anonymous Report</b>	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and <b>16 other languages</b> .	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/tipoff">www.fairwork.gov.au/tipoff</a></li> <li>• <a href="http://www.fairwork.gov.au/inlanguageanonymousreport">www.fairwork.gov.au/inlanguageanonymousreport</a></li> </ul>
<b>In language content</b>	The FWO website translates into <b>40 different languages</b> , and recognises browser settings automatically translating content into a user's preferred language. The FWO's website also delivers professionally translated information in <b>30 languages</b> . The content includes downloadable resources and more detailed topic based information to address the common questions asked by international students. It also includes <b>in-language video</b> resources in <b>16 languages</b> .	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></li> <li>• <a href="http://www.fairwork.gov.au/languages">www.fairwork.gov.au/languages</a></li> </ul>

## ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT WITH USI

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within twenty-one (21) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

SSBT reserves the right to with-hold the issuance of qualifications until:

- All **FEES** related to the course the qualification relates to have been paid, except where SSBT is not permitted to do so by law.
- A **USI** (*Unique Student Identifier*) has been presented
  - A **Unique Student Identifier (USI)** is a reference number made up of numbers and letters, unique to each student. ... A **USI** Number will stay with the student for life, and must be recorded with any nationally recognised VET course they undertake.
  - For more information or assistance with USI please see one of our student support staff or click on:
    - <https://www.usi.gov.au/>
    - <https://www.usi.gov.au/about>
    - <https://www.usi.gov.au/students>

### Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

## USI PRIVACY NOTICE

### Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a [Unique Student Identifier \(USI\)](#):

- is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
  - the purposes of administering and auditing VET, VET providers and VET programs;
  - education related policy and research purposes; and
  - to assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

### **Privacy policies and complaints**

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or [privacy notice](#) by contacting the Registrar on [usi@education.gov.au](mailto:usi@education.gov.au) or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the [Privacy Act 1988](#), including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

**Students can for consent for collection, use or disclosure of personal information:**

1. Email Training administrator with their Authorisation for our college to create USI on their behalf or
2. sign below section, detach and provide to Training Administrator

---

**STUDENT AUTHORISATION FOR ASG/SSBT TO CREATE USI ON THEIR BEHALF**

From 1 January 2015, our RTO can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/>

If you would like our RTO to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf>

I [NAME] .....authorise  
[insert RTO name]..... to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf. I have read and I consent to the collection, use and disclosure of my personal information pursuant to the information detailed at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf>

[SIGNATURE]

[DATE]