



HAWKESBURY
BUSINESS SCHOOL

INTERNATIONAL STUDENT HANDBOOK



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INTRODUCTION

WELCOME

Welcome to ANA Institute of Education T/A Hawkesbury Business School! This handbook provides you with everything you need to know about studying with us. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.



ABOUT US

Located in Adelaide, South Australia, Hawkesbury Business School provides courses in the areas of Project Management and Leadership Management. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Hawkesbury Business School is a wise choice for your learning and future.

Hawkesbury Business School is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: <https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training>.

Our Services (Courses We Offer)

Hawkesbury Business School provides training and assessment services in support of the following nationally endorsed training products:

- BSB50820 Diploma of Project Management (CRICOS Course Code: 118960E)
- BSB50420 Diploma of Leadership and Management (CRICOS Course Code: 118959J)
- BSB60420 Advanced Diploma of Leadership and Management (CRICOS Course Code: 118961D)
- BSB80120 Graduate Diploma of Management (Learning) (CRICOS Course Code: 118962C)

Our mission

Hawkesbury Business School mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

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

- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Outcome Standards for RTOs, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the 'Complaints and Appeals' section of this handbook for information on how to do so.

OUR CONTACT DETAILS

Main telephone number: +61469094924

Email: info@hbschool.edu.au

Website: www.hbschool.edu.au

STUDENT SUPPORT CONTACT DETAILS

CEO: Anil Kumar Dahiya, Ph: +61469094924

Available 24/7 for emergency situations.

Available via the main contact telephone number.

OUR LOCATION

We are located at:

Level 6, 38 Currie Street, Adelaide, South Australia 5000

Google Maps link:



<https://www.google.com/maps/place/38+Currie+St,+Adelaide+SA+5000/@-34.9242018,138.5954787,17z/data=!3m1!4m6!3m5!1s0x6ab0cf283a8e7025:0x598e8122f1e3f6ea!8m2!3d-34.9242018!4d138.5980536!16s%2Fg%2F11c2fsnc3z?entry=ttu>



Parking

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises. Please note that this is paid parking and is monitored by Parking Inspectors.

If you're driving, here are some convenient parking facilities close to 38 Currie Street:



UPark Topham

Parking

Located on Topham Mall, this car park offers day rates from \$9 and is a short walk to Currie Street. upark.com.au

UPark Light Square

Open now until 12:00 AM - Parking

Situated at 22-140 Currie Street, this facility provides day rates from \$7 and is close to Hindley Street and Light Square. upark.com.au

Public Transport

Bus Stations are a short walk from the Hawkesbury Business School. Services through this bus route occur approximately every 15 minutes.

Multiple routes stop nearby, including at Stop E1 Currie St – North side, which is just 19 meters from the building.

Lunch Options

If you are looking to buy lunch whilst you are at our premises, we have a large number of eateries around Civic, we are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Hawkesbury Business School we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Hawkesbury Business School, your Trainer Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

Hawkesbury Business School trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

OUR EXPECTATION OF YOU

Hawkesbury Business School expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Hawkesbury Business School.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Hawkesbury Business School publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Hawkesbury Business School staff members and their right to privacy and confidentiality.

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.

TUITION FEE PROTECTION

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

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>

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 Hawkesbury Business School
- 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.

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 Hawkesbury Business School.

- Inform the provider of any change of address.
- Maintain satisfactory course progress.

Delivery of Courses

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

Hawkesbury Business School adopts a Course Progress Policy. Attendance is monitored as a component of unsatisfactory academic progress. Students are required to attend the scheduled 20 contact hours per week.

Conditions of your visa

All international students applying to enter a training program being offered by Hawkesbury Business School 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
 - Meet English language test score requirements
 - Demonstrate financial capacity
 - Hold Overseas Student Health Cover (OSHC)
 - Meet the health requirements
 - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Hawkesbury Business School 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 48 hours per fortnight 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.

Further information about student visa conditions can be found at the Department of Home Affairs: Student Visa 500 subclass Eligibility – [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.

YOUR SAFETY

Hawkesbury Business School is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2012 (SA) of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;

- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Hawkesbury Business School staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Hawkesbury Business School will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Hawkesbury Business School unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.

- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Hawkesbury Business School is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Hawkesbury Business School staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Hawkesbury Business School staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Hawkesbury Business School that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Hawkesbury Business School, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Hawkesbury Business School takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Hawkesbury Business School will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Hawkesbury Business School 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 learner 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 Hawkesbury Business School will seek the written permission of the learner for such disclosure. Hawkesbury Business School 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 persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that Hawkesbury Business School 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 Hawkesbury Business School 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: <http://www.oaic.gov.au/privacy/privacy-complaints>.

NATIONAL VET DATA POLICY

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a learner at Hawkesbury Business School.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Hawkesbury Business School and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2020, Hawkesbury Business School is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Hawkesbury Business School for statistical, regulatory and research purposes. Hawkesbury Business School may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary learner undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting learner surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER learner survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

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

FEES PAYABLE

The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Hawkesbury Business School. Hawkesbury Business School may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Hawkesbury Business School schedule of fees and charges.

LEARNER CANCELLATION

Learners who cancel their enrolment part way through a training program must notify Hawkesbury Business School in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

STATUTORY COOLING OFF PERIOD

The Standards for Registered Training Organisations require Hawkesbury Business School 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 tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Hawkesbury Business School do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

OUR GUARANTEE TO CLIENTS

If Hawkesbury Business School cancels or ceases to provide training, Hawkesbury Business School must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 2 units of competency and paid \$600.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 1 of the 2 units. The learner's enrolment would be finalised, and the learner would receive a Statement of Attainment for the 1 completed units. The learner would also receive a refund of \$300.00 which represents that value of the training not delivered.

CHANGES TO TERMS AND CONDITIONS

Hawkesbury Business School reserves the right to amend the terms and conditions of the learner's enrolment at any time. If changes are made that effect the learner's enrolment the learner will be informed 28 days prior to changes taking effect. Learners are provided this advance notice to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

PROTECTION UNDER AUSTRALIAN CONSUMER LAW

As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](https://www.acclaw.com.au/).

VISAS AND CONDITIONS

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>



Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

Learners are advised that there are a number of 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. Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>.

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

EDUCATION AGENTS

Hawkesbury Business School uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: www.hbschool.edu.au

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the 'Fees and Refunds' section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

Please note that although we are required to offer you RPL, it would not be expected as an international student that you would pursue this opportunity as most likely you would not have relevant workplace experience and existing skills and knowledge.

COURSE ORIENTATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting.
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.



- Information about work rights.
- Question and answer session.
- Assistance in creating your USI if you have not done so already.

WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

REASSESSMENT ARRANGEMENTS

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the 'Fees and Refunds' information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the 'Fees and Refunds' section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

ACADEMIC INTEGRITY

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.

Hawkesbury Business School expects that all content generated in the course of undertaking studies with us will be your own original work.

Any use of AI will be for assistive purposes only, not to create substantive content for assessment.

Hawkesbury Business School has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.

The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.

Usage of text directly from AI or LLMs is plagiarism and is treated as such.

Hawkesbury Business School provides students with further information about academic integrity during orientation and your trainer and assessor will also discuss this with you in class.

SUPPORT AND WELFARE

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our 'Important information about Australia' section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

ISSUING CERTIFICATES

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

REISSUING CERTIFICATION DOCUMENTS

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our 'Fees and Refunds' section for more information.

IF YOUR DETAILS CHANGE...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

WHAT'S REQUIRED OF ME AS A STUDENT?

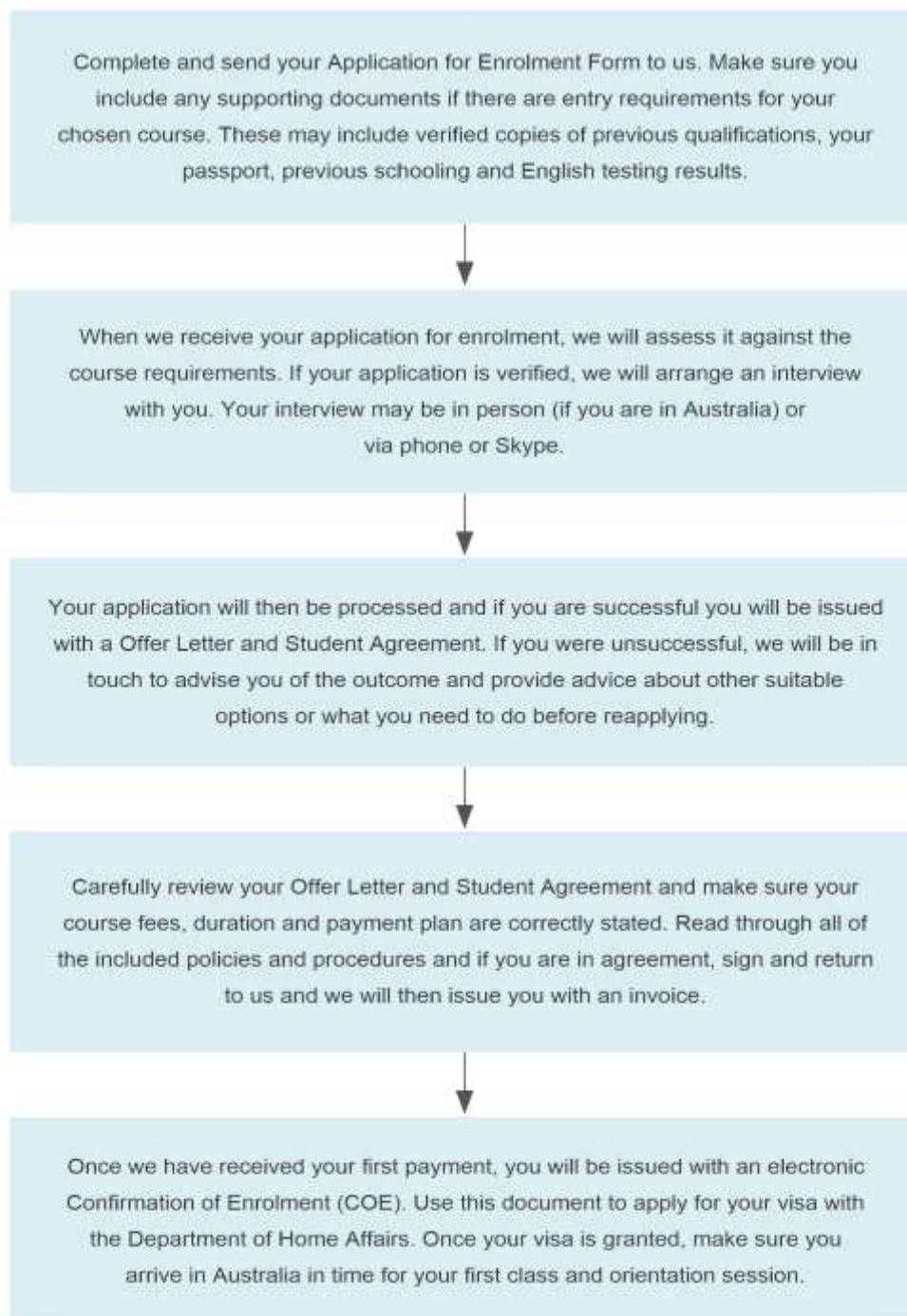
The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: <https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services/legal-rights-and-protections>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!

HOW CAN I APPLY?

The application process is outlined in the diagram below:



Pls note that Interview may be conducted using any platform which is deemed suitable by Hawkesbury Business School.

POLICIES AND PROCESSES

FEES AND REFUNDS

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times:

- by maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid
- through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees
- by not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Non-tuition fees that may apply include:

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Course Deferral fee- Non-Refundable	\$200
Reassessment fee - Non-Refundable (students have a total of 2 attempts and any attempt thereafter will incur the stated fee)	\$150
Fees for late payment of course fees - Non-Refundable	\$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of \$200 Unit fee \$500
Re-issuance of certificates/SOA - Non-Refundable	\$150

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Course Withdrawal Fees - Non-Refundable	\$350
Credit Card surcharge	2%
Printing / photocopying - Non-Refundable	\$.20 per page
Document urgent processing fee - Non-Refundable	\$100

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

REFUNDS

Please carefully read the following information about refunds. Please carefully read the following information about refunds. This applies whether you paid the fees or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

INTERNATIONAL STUDENT REFUNDS

In addition to the above circumstances, refunds apply as follows:

CIRCUMSTANCE	REFUND DUE
Hawkesbury Business School cancels course before commencement.	Full refund of all fees.
Hawkesbury Business School cancels course following commencement.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Hawkesbury Business School has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Hawkesbury Business School to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Hawkesbury Business School or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or	The refund amount is calculated as follows: The total amount of all course fees received before the default day minus either 5% of the

CIRCUMSTANCE	REFUND DUE
before the agreed starting day because of the visa refusal.	amount of course fees or \$500 – whichever is the lesser amount. <i>As an example, to illustrate this, if Raj has paid \$1,500 in course fees but has his visa refused, 5% of \$1,500 is \$75. As this is a lesser amount than \$500 this is what will be paid as a refund i.e., the refund amount will be \$1,425.</i>
The student is refused a visa and has already commenced their course.	The refund amount is calculated as follows: The weekly tuition fee x weeks in the default period. <i>As an example, to illustrate this, Raj is studying a 40-week course. Each term is 10 weeks. The total fees for Raj's course are \$10,000 in course fees and \$500 in material fees. Raj pays the first term's course fees of \$2,500 plus the material fee of \$500. However, Raj completes 2 weeks (14 days) of his course but then has his visa refused.</i> <i>The weekly course fees for this course amount to \$250 per week.</i> <i>The number of weeks in the default period is 8 weeks (56 days) i.e., to the end of the first term.</i> <i>Raj is therefore eligible to receive a refund of \$2,000 i.e., the weekly course fees of \$250 x the number for weeks in the default period of 8 weeks. Raj won't be eligible to have the material fees refunded.</i>

CONSUMER PROTECTION AND GUARANTEE

If Hawkesbury Business School cancels or ceases to provide planned training, Hawkesbury Business School must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased. As an example: A student enrolled in a course of 2 units of competency and paid \$600.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 1 of the 2 units. The student's enrolment would be finalised, and the student would receive a Statement of Attainment for the 1 completed units. The student would also receive a refund of \$300.00 which represents that value of the training not delivered.

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides

relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Students who are unhappy with Hawkesbury Business School arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Hawkesbury Business School complaints policy and procedure.

COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Hawkesbury Business School, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Hawkesbury Business School. An appeal is a request for Hawkesbury Business School's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception
- submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Hawkesbury Business School will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO)**.

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by Hawkesbury Business School
- incorrect advice given by an education agent
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

PROVIDING FEEDBACK

Hawkesbury Business School values your thoughts and experiences. Providing feedback helps us understand what we're doing well and where we can improve. Your input plays an important role in helping us create a positive, inclusive, and high-quality learning environment for all students.

Feedback is any comment, suggestion, or idea you have about your experience with us - whether it's about the course content, facilities, support services, communication, or anything else. Feedback can be positive or constructive and helps us grow and improve.

Feedback is different to a complaint or appeal as it is more informal and often general, while complaints and appeals follow formal processes.

You can provide feedback at any time by:

- completing a feedback form available on our website or through reception.
- speaking directly with your trainer or student support staff.
- sending us an email at info@hbschool.edu.au

Your feedback will be reviewed and, where appropriate, actions will be taken to improve services, processes, or the learning environment. Where changes are made because of your feedback, we aim to communicate those improvements to students, so you know your voice makes a difference.

If your feedback raises issues that require follow-up, we may contact you.

We appreciate your input and encourage you to share your thoughts—no matter how big or small. Together, we can make your learning experience even better.

Please note that you will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.



COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

COURSE PROGRESS AND MONITORING

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all of your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and is maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process; or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed:

- if you can provide evidence of compassionate or compelling circumstances
- where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

DEFERRING YOUR COURSE

Hawkesbury Business School allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

SUSPENDING YOUR COURSE

Hawkesbury Business School allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

TRANSFERRING COURSES

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from Hawkesbury Business School. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form – see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the [CRICOS course and institution search](#).

Hawkesbury Business School will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy

- you can prove that you need the transfer because of compassionate or compelling circumstances
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by Hawkesbury Business School, or by an education or migration agent, regarding the Hawkesbury Business School or the course, and the course is therefore unsuitable.

Hawkesbury Business School will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances
- you cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

HOW TO APPLY

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.



APPEALING THE DECISION

If your application is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

TRANSFERRING COURSES WITH HAWKESBURY BUSINESS SCHOOL

Hawkesbury Business School offers students the options to transfer to other courses within Hawkesbury Business School.

Hawkesbury Business School *will* approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

Hawkesbury Business School *will not* approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements
- you have unpaid course fees for the current study period.

HOW TO APPLY

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

APPEALING THE DECISION

If your application for internal transfer is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

STUDENTS WHO ARE STUDYING A PRINCIPAL COURSE WITH ANOTHER PROVIDER

In certain situations, international students in Australia holding a student visa can pursue extra courses alongside their main study program. If a student decides to take courses at Hawkesbury Business School alongside their primary study program from another CRICOS-registered provider, several conditions must maintain satisfactory attendance and course progress requirements in both courses.

Hawkesbury Business School will not admit students for concurrent study within their first six months of their principal course.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

EXTENSION OF STUDENT STUDY

Hawkesbury Business School 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 Hawkesbury Business School has not been able to offer a pre-requisite unit of competency)
- Hawkesbury Business School is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- Hawkesbury Business School 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, Hawkesbury Business School records this variation and the reasons on the student file and RTO Data. Hawkesbury Business School 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 Hawkesbury Business School specified in the student CoE will not exceed the CRICOS registered course duration.

REDUCTION OF STUDENT STUDY

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

Where a student course completes early, Hawkesbury Business School will notify this early course completion via PRISMS.

HOLIDAYS AND LEAVE

Hawkesbury Business School has timetabled in suitable holidays for students undertaking courses so students are not permitted to have additional holidays. Hawkesbury Business School 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 the website and must be completed with supporting documentation attached to set an appointment with the Training Manager. 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 Hawkesbury Business School as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Hawkesbury Business School 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. Hawkesbury Business School maintains copies of medical certificates in the student file.

CRITICAL INCIDENTS

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

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

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

Staff Responsibility

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the CEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Critical Incident Procedure

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring the Designated Officer is to contact Emergency Services by

dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.

3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The Training Manager or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the Training Manager or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.
6. The Training Manager and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Training Manager as necessary.
8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Critical Incident Tasks and Responsibilities

The Training Manager or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The Training Manager should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

EMERGENCY EVACUATION PROCEDURE

During the event of an emergency that requires the evacuation of any Hawkesbury Business School campus, all students should follow the instruction of their trainer. 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.

Hawkesbury Business School agrees to abide by the Work Health and Safety Act 2012 (SA) 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
- 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 senior Hawkesbury Business School representative.

PRIVACY AND ACCESS TO RECORDS

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

HOW WE USE YOUR PERSONAL INFORMATION

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

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

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

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts;

administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

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

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

We may be required to provide your personal information to the Tuition Protection Scheme (TPS).

The TPS may disclose your personal to third parties in accordance with their privacy policy, including but not limited to:

- a contracted service provider engaged by the TPS Director to assist in the performance of the TPS Director's statutory functions;
- education providers to facilitate replacement course arrangements;
- government departments, including the Service Delivery Office within the Department of Finance (Finance), the department, Department of Home Affairs, Services Australia, Overseas Student Ombudsman, VSL Ombudsman, Tertiary Education Quality and Standards Agency, Australian Skills Quality Agency and the Australian Government Actuary.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, you may contact Hawkesbury Business School to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled

- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

YOUR PRIVACY

Hawkesbury Business School takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here's what you need to know:

- Hawkesbury Business School will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Hawkesbury Business School 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 Hawkesbury Business School will seek the written permission of the student for such disclosure. Hawkesbury Business School 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 persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Hawkesbury Business School 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 Hawkesbury Business School 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: <http://www.oaic.gov.au/privacy/privacy-complaints>.

NATIONAL VET DATA POLICY

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Hawkesbury Business School.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Hawkesbury Business School and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2020, Hawkesbury Business School is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Hawkesbury Business School for statistical, regulatory and research purposes. Hawkesbury Business School may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

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

STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.

A student must at all times maintain a high standard of behaviour while engaged in Hawkesbury Business School activities either within the premises of Hawkesbury Business School or at another location.

Expected Behaviours

Students are expected to:

- Treat peers, staff, and property with respect.
- Comply with Hawkesbury Business School policies and procedures.
- Engage actively and responsibly in learning activities.
- Communicate respectfully, avoiding discriminatory, offensive, or harmful language.
- Avoid disruptive, violent, or unlawful behaviour.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of Hawkesbury Business School
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate activity or, by act or omission disrupts the peace or good order of Hawkesbury Business School
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any property, or the property of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of Hawkesbury Business School that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Staff responsibilities

Hawkesbury Business School staff are responsible to:

- Inform all students of expectations related to behaviour;

- Explain to students what constitutes behaviour misconduct;
- Model exemplary behaviour to act as a benchmark for students and other staff;
- Supervise student behaviour and the behaviour of other staff;
- Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;
- Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;
- If the observed behaviour misconduct is serious in nature, the staff member may suspend the student's continued participation in Hawkesbury Business School activities (training sessions, assessment, study sessions, lab sessions, field activities, etc);
- Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the *Student Behaviour Misconduct Report*.

If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and /or staff, or damage property, the CEO will be contacted immediately to assess the risk. If necessary, the Police will be contacted and requested to respond to control the situation.

STUDENT RESPONSIBILITIES

POLICIES AND PROCEDURES

You are expected to:

- read and follow our policies as documented in this Handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

LEARNING AND ASSESSMENT

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

CLASSROOM CONDUCT

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

RESPECT AND ETHICS

You are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

YOUR RIGHTS

POLICIES AND PROCEDURES

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

LEARNING AND ASSESSMENT

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.

CLASSROOM CONDUCT

You can expect your trainer and assessor to:

- be on time for classes

- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

RESPECT AND ETHICS

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- respect for yourself and your property.

IMPORTANT INFORMATION ABOUT AUSTRALIA

LIVING AND STUDYING IN AUSTRALIA

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.



This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyaustralia.gov.au/en>

When you study in Australia, you will also join a vibrant international student community. More than half a million international students from 192 countries choose to study in Australia. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study. Friendly and welcoming communities

International students from all over the world are welcomed by Australia's friendly, vibrant and multicultural communities.

Australia's culturally diverse communities make it a special place to live. Almost a third of the population was born overseas and 23 per cent speak a language other than English at home.

From the moment you arrive in Australia, you can expect to feel welcome. There are student welcome services at every international airport to help you find your way around your new home.

A safe place to live and study

Australia is a popular destination for international students because of its reputation as a safe place to live and study.

Personal and religious freedom

- In Australia, people are encouraged to respect the rights and freedoms of others, no matter where they come from, their political choices or religion. Whether you practise Buddhism,

Hinduism, Judaism, Islam, Christianity or any other religion, you will find communities and places of worship where you can connect with people of the same faith. You can feel safe to practise your chosen faith, with laws that protect your religious freedom.

- Australia is one of the world's most politically stable countries. The country's leaders are elected through a process that is transparent and fair.
- Citizens enjoy freedom of speech and individual rights.
- Australia's long-term stability is backed by a well-established system of law and government that protects the individual rights of citizens and visitors.

A high standard of living

Australia has a high standard of living supported by an educated workforce and a high level of innovation.

The quality of education, healthcare, transport, infrastructure and government services in Australia are all above international averages.

Australian cities and towns have some of the lowest crime rates in the world. Our streets and public spaces offer security and freedom not always found in other parts of the world.

Australia's clean, green environments are protected by strict laws, so you can enjoy a safe and healthy environment, including in our cities and regional centres.

Food to suit every taste

Whether you're looking for a taste of home or you want to try something new you will be spoilt for choice in Australia.

Thanks to Australia's diverse multicultural population and clean, green environments our food scene is thriving.

Fertile rural and coastal regions supply healthy produce to supermarkets in cities and towns around the country. This means you can enjoy fresh fruits, vegetables, meat, and seafood all year long.

Australia enjoys a rich variety of food from around the world. You can find almost every international cuisine in restaurants, cafés, takeaway eateries and hotels across the country.

You will also have plenty of opportunities to try traditional Aussie foods like Vegemite, ANZAC biscuits, Tim Tams, and lamingtons during your stay.

Relaxed lifestyle

People in Australia are known for their love of the outdoors, their laid-back approach to life and their weekend café culture.

- As most of Australia's major cities are found along the coastline, many people go to the beach for a swim, or to the park for lunch.
- Café culture is a big part of the lifestyle too. You will always find people enjoying a relaxed brunch (a mixture of breakfast and lunch) on Saturdays and Sundays.
- Watching or playing sports is a common way to relax and socialise. Cricket and Australian Rules football (AFL) are popular, as are rugby league (NRL), tennis, swimming, surfing, field hockey, basketball, soccer, netball and cycling.
- Australia's varied landscapes provide plenty of opportunities to keep active by going hiking or exploring the national parks and nature reserves in and around the cities.

- Australia also has a thriving arts and culture scene. Most cities and towns are home to museums, art galleries, theatres and entertainment venues.

COST OF LIVING

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> and make use of the cost of living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>.

ACCOMMODATION

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>.



TRANSPORT

Australia has great public transport options including trains, buses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.



HEALTH AND SAFETY

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

WORKING ON A STUDENT VISA

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit: <https://www.studyaustralia.gov.au/en/work-in-australia>.

OVERSEAS STUDENT HEALTH COVER (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>.

EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

EMERGENCY SERVICES

Dial 000 and advise whether you require:

- police
- fire
- ambulance.



POLICE STATION

The nearest police station is:

The nearest police station is:

The nearest police station is: 176 Grenfell Street. Adelaide South Australia 5000.

DEPARTMENT OF HOME AFFAIRS (DHA)

Address: 70 Franklin St, Adelaide SA 5000

Phone: 13 18 81

Website: <https://immi.homeaffairs.gov.au/>>

MEDICAL FACILITIES NEAR CAMPUS

- Clinic, H Basement/82 King William St, Adelaide SA 5000
- Royal Adelaide Hospital Port Road Adelaide
- City Clinic 7 Day & Night1/160 Grote Street, ADELAIDE, SA, 5000 Ph: 08 8241 1199
- City Medical Centre 1/80 Grote Street, ADELAIDE, SA, 5000 08 8120 1888

TRANSPORT SERVICES

<https://www.adelaidemetro.com.au/>

<https://www.cityofadelaide.com.au/>

<https://www.sa.gov.au/topics/driving-and-transport>

TAXI COMPANY

- **13cabs**
 - **Services Offered:** Standard taxis, SUVs, Maxi Taxis (up to 11 passengers), wheelchair-accessible vehicles, airport transfers, parcel delivery, and pet-friendly rides.
 - **Booking Options:** Phone (13 2227), online, or via the 13cabs app.

- **Suburban Taxis**
 - **Services Offered:** Standard, Elite (premium), Multi-Seater (Maxi), and wheelchair-accessible taxis.
 - **Booking Options:** Phone (131 008), online, or through their mobile app.

- **Adelaide Independent Taxis**
 - **Services Offered:** Standard and wheelchair-accessible taxis.
 - **Booking Options:** Phone (13 22 11), online, or via their mobile app.

- **Silver Service**
 - **Services Offered:** Premium rides in luxury vehicles, ideal for business travel, airport transfers, and special occasions.
 - **Booking Options:** Phone, online, or through the Silver Service app.

CRISIS SUPPORT

LIFELINE 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



BEYOND BLUE 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

For other important support services information, refer to the information given in the Appendix 1.

APPENDIX 1: SUPPORT SERVICES

Individual need	Support Service
Students everyday living support services	Close student liaison is to be maintained by the Office Manager who will act as a central point of contact. The Office Manager will provide advice and assist students with: – English language and study assistance support – Power Services – Electricity and Gas Suppliers: ○ AGL Tel: 131 245 www.agl.com.au ○ Citi power: Tel: 131 280 www.powercor.com.au ○ Origin Energy: Tel: 132 463 www.originenergy.com.au ○ TruEnergy: Tel: 133 466 www.truenergy.com.au – Career Development Centre Employment Agencies- Phone (08) 8388 6600 – Department of Home Affairs- 131 881 www.homeaffairs.gov.au – ATO – Australian Taxation Office – www.ato.gov.au

Individual need	Support Service
	– Health Cover- https://www.nib.com.au/overseas-students/, https://www.bupa.com.au/health-insurance/oshc, https://www.medibankoshc.com.au/oshc-support – College's 24 Hr Emergency Contact: 0469094924 – Alcohol and drug information: PH: 1300 13 1340 (South Australian callers only - local call fee). Interstate callers can contact ADIS on (08) 7087 1743 – Family Helpline - (08) 8207 0060 (The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance). – Adelaide Metro- 1300 311 108 (metropolitan customers) 1800 182 160 (regional customers) – Legal Aid- 1300 65 11 88 (Legal Aid offers free or low-cost legal services to the community. It can help if you have questions about the law, if you are going to court, or if you need advice on a legal problem). – Ambulance - 1300 13 62 72 08 8274 0600 (for interstate or international callers) – Medical and Health ○ Clinic, H Basement/82 King William St, Adelaide SA 5000 ○ Royal Adelaide Hospital Port Road Adelaide ○ City Clinic 7 Day & Night1/160 Grote Street, ADELAIDE, SA, 5000 Ph: 08 8241 1199 ○ City Medical Centre 1/80 Grote Street, ADELAIDE, SA, 5000 08 8120 1888 – Pregnancy Help: Phone: 1300 655 156 Email: info@pregnancysupport.com.au Website: https://www.pregnancysupport.com.au/ – In Emergencies – Dial 000 or 112 mobile (to override key locks)

Individual need	Support Service
	The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance. – Nearest Police Station: 131 444 - Nearest Police Station – Any student visa condition relating to course progress and/or attendance as appropriate. Please note that the official point of contact for student support requirements is: Mr. <i>Anil Dahiya</i> is the Student Contact Person. Contact number: +61-469094924.
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the Student Handbook, the applicable course brochure and the schedule of fees and charges. Students should read the handbook in conjunction with the Policies and Procedures of Hawkesbury Business School. It is preferable if these sessions are conducted face-to-face.
Have a complaint or seek to appeal a decision	Students should be referred to the Complaints and Appeals Handling policy and the student handbook which are available from the Hawkesbury Business School's website. The student is to be guided to these resources and shown where to access a complaint or appeal form.
Requires assistance to their employment rights and conditions, and how to resolve workplace issues	The student should be guided to the websites of the: – Fair Work Commission https://www.fwc.gov.au/ – Fair Work Ombudsman https://www.fairwork.gov.au/ The student should be supported in finding the information from these agencies relevant to the employment issue.
Minor LLN need that would inhibit the participation	Scheduled training during a weekday only. Allocate an additional trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. This support must be coordinated through the Training Manager to ensure suitable allocation of trainers is available.

Individual need	Support Service
	A verbal course can be offered, and course structured altered to accommodate the learner.
Language Support	The following option should be considered: Reading Writing Hotline The Reading Writing Hotline provides a national phone service for adults seeking English language, literacy and numeracy referral information, advice and support. The hotline provides information on: • adult reading, writing and numeracy classes held locally across Australia or via correspondence • Commonwealth-funded programs for Centrelink clients • Commonwealth-funded English as a second language programs for migrants • literacy and numeracy in the workplace for employers. Further information is available at the Reading Writing Hotline website or phone 1300 655 506 or visit the DEWR website at: https://www.dewr.gov.au/skills-support-individuals/reading-writing-hotline Skills for Education and Employment (SEE) program For those students who are Job Seekers: The SEE program is delivered across Australia by 20 Registered Training Organisations. Providers are located across Australia in all capital cities and many regional centres and remote communities. Providers deliver accredited training to help job seekers get a job or go on to further study. SEE caters to various groups including Aboriginal and Torres Strait Islanders, youth, people with disabilities, mature aged people, and job seekers from culturally and linguistically diverse backgrounds. To be eligible the person must be a registered job seeker, over the age of 15 and assessed as suitable for participation by the SEE provider. The SEE program can help participants improve their English speaking, reading, writing, maths and basic computer skills. These skills will help to them to: • improve their language, literacy, numeracy and digital skills • improve their confidence and ability to engage in the community • increase their confidence to undertake further study • learn new or improve their vocational skills for further study or employment. You can call the National Customer Service Line on 1800 805 260 or access further information including locating a local SEE provider at the DEWR website at: https://www.dewr.gov.au/skills-education-and-employment Accredited Foundation Skills Training Refer the learner to TAFE to complete Course in Language, Literacy and Numeracy. Courses are usually Part Time Day: 10 hours per week x 18 Weeks. This course is delivered part-time 2 days a week 9.00am - 1.00pm. Eligibility criteria may apply, and subsidised training may be available.
Recognised difficulties in studying and learning	Where appropriate to the program learners identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the learner and to engage the learner in discussion about the subject matter. These sessions should

Individual need	Support Service
	be structured in accordance with the planned learning applicable to the course program. The study sessions should direct learner back to the course reference material to encourage their individual self-paced effort. The following online resources are also useful for providing learner 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 learner life. https://www.educationcorner.com/study-skills.html Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. https://www.ucc.vt.edu/academic_support/study_skills_information.html
Extraordinary and unforeseeable events that would prevent the learner attending training during Monday to Friday. e.g., pregnancy, critical incident affects student long – mid term	Course can be offered as a weekend course to accommodate the availability of the learner. The learner can also attend split sessions to allow for half day participation. Where required, learners can also be supported to adopt a self-paced study method we scheduled support sessions to assist the learner to progress in the course program whilst taking into account their restricted availability.
Religious commitments	Hawkesbury Business School values religious diversity and deeply respects the sentiments of individuals with religious faith. If certain classes or sessions are disrupted due to significant religious commitments or prayers, students may request additional support sessions to be arranged at a convenient time, accommodating those unable to attend the affected sessions. However, it is important to obtain prior approval from the CEO for such arrangements.
English as second language	A verbal course can be offered and course structured altered to accommodate (split days so not consecutive, more time to study and more individual attention from our trainers).
Financial difficulties that prevent the full	Offer fees on payment plan with a small initial payment to be made in advance then small fortnightly payments as a direct debit.

Individual need	Support Service
payment of fees in advance.	
Inadequate clothing to attend or participate in training	Learner may be able to access suitable clothing and footwear at low cost via: St Vincent de Paul Society. Support Office: 202 Franklin Street Adelaide SA 5000 Assistance Hotline – SA 1300 729 202 (Monday - Friday, 9am - 1pm)
Learner required counselling support and advice about their personal situation	Learner may be referred to: – Lifeline 13 11 14 – Beyond Blue 1300 22 4636 – Salvation Army Family Welfare Centres – CatholicCare, Family Support Service
Learners with a disability or medical condition	All possible allowances may be provided to persons with disabilities. Assessors are to use their judgement in assessing the learner's ability to perform tasks in a safe manner.
Learners with visual impairment	Learners with visual impairment can be supported by supplying internal learning resources with a larger printed font. Learners can also be supplied with audio recordings of learning sessions where appropriate.
Learners who are Aboriginal and Torres Strait Islander	Refer to ATSI Cultural Awareness Policy

Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.

Other Community Service Contacts**:

Consumer Protection	Consumer protection provides advice and support regarding consumer issues such as tenancy. Adelaide: (08) 8204 9777
Crime Stoppers	Free call 1800 333 000 if you witness a crime
Department of Education and Training	International Education Group Department of Education PO Box 9880 Canberra ACT 2601 Website: www.internationaleducation.gov.au
Suicide Helplines	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected. 24/7 free counselling and support for people at risk of suicide, carers and bereaved Professional Suicide Support - Adelaide Counsellors AnglicareSA – Tel 1300 364 277 https://www.suicidecallbackservice.org.au/ - Tel 1300 659 467
Domestic and family violence	24/7 counselling, information and referrals for sexual assault, domestic and family violence. https://www.1800respect.org.au/ - Tel 1800 737 732

Poisoning Help Service	Information and advice for those who have ingested poisons and higher doses of medication than prescribed. Poisoning healthdirect – Tel 1800 022 222 or 13 11 26
A comprehensive list of Crisis Numbers	https://www.ruok.org.au/findhelp - Tel 13 11 14
Women's Helpline	Support and information for unplanned pregnancies Unplanned pregnancy healthdirect – Tel 1800 022 222 Support line for those impacted by domestic violence – Tel 1800 800 098 Yarrow Place – Rape and sexual assault service – Tel 1800 817 421 1800 respect -National 24 hr helpline – Tel 1800 737 732
Anxiety Support	Beyond Blue - a free helpline provides advice and support via telephone - 1300 22 4636 and Beyond Blue - Web Chat (between 3pm-12am) Mensline Australia - a 24/7 free online and phone counselling service for men - 1300 789 978 Mindspot Clinic - provides free, anonymous assessment and treatment for adults experiencing stress, anxiety, and OCD. mindspot.org.au
Grief and Loss	Contact Lifeline: 13 11 14 (available 24/7) or chat to a Crisis Supporter online at lifeline.org.au every night. Mensline Australia: 1300 78 99 78 (24hrs) Beyondblue: 1300 22 46 36. You may consider visiting your GP to discuss your current symptoms if they are problematic.
Financial Stress	Money Smart - offers tips, tools and guidance to help you take control of your money and build a better life. moneysmart.gov.au The Small Business Debt Helpline - a free and independent service for small businesses and sole traders in financial difficulty. 1800 413 828 Salvation Army: 1300 371 288 - business hours. Financial Assistance The Salvation Army Australia
Depression	Beyond Blue – a free helpline provides advice and support via telephone - 1300 22 4636 and Beyond Blue - Web Chat (between 3pm-12am). Moodfit – A free mental health app whose tools and insights can help to 'shape up' your mood. Moodfit Fitness for Your Mental Health (getmoodfit.com)
Disability Support Services	People with disability can now contact the Disability Gateway for information and referrals about coronavirus (COVID-19). The Disability Gateway can help families, carers and support workers, too. you can contact the Disability Gateway in the following ways: • Phone (free call) :1800 643 787 • If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service on 133 677 • If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service on 133 677 • The Disability Gateway is available Monday to Friday 8am to 8pm (AEDT)

LGBTIQA+ SUPPORT	Qlife: Phone 1800 184 527 Briend: Tel:1800 615677, Email Bfriend@unitingcommunities.org Gender Wellbeing: Tel 7099 5320, Email info@shinesa.org.au
Hunger Crisis	Foodbank SA (https://www.foodbank.org.au) provides eligible clients with food parcels, supermarket vouchers and can refer to other assistance with other cost of living concerns.
** For more information about other relevant community services organisation not listed above in south Australia, please visit https://sacommunity.org/ See a range of help lines and websites at https://www.beyondblue.org.au/get-support/national-help-lines-and-websites including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.	

APPENDIX 2: LEGISLATIONS

Legislative and Regulatory Responsibilities

Hawkesbury Business School is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Hawkesbury Business School has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Hawkesbury Business School.

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

Copies of State and Federal legislation can be found on the Internet at <https://www.australia.gov.au/> and www.comlaw.gov.au (Federal).

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

The **RTO Standards 2025** aim to improve quality, clarity, and accountability in vocational education and training. Key updates include a sharper focus on learner outcomes, industry relevance, and self-assurance. The revised standards consolidate requirements, reduce duplication, and emphasize continuous improvement, trainer and assessor capability, and fit-for-purpose assessment practices. RTOs must demonstrate robust governance, industry engagement, and learner support. Compliance now centers on outcomes rather than processes, giving providers flexibility while ensuring integrity and quality. These reforms align

with broader VET sector objectives to enhance trust, responsiveness, and skills development for current and future workforce needs.

Work Health and Safety Act 2012(SA)

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. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, 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.

Section 29 of the WHS Act requires that 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

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), 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

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- 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
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- 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
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and

facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

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 (eg. 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.

Fair Work Act 2009

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

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

