

PRE-ENROLMENT INFORMATION

Welcome to Hawkesbury Business School

Thank you for considering Hawkesbury Business School (HBS) as your education provider.

This Pre-Enrolment Information Guide has been developed to assist prospective students in making an informed decision before enrolling in a course. It contains important information about our courses, entry requirements, fees, support services, student responsibilities, visa requirements, policies and procedures, and living and studying in Australia.

We encourage all prospective students to carefully read this document, our Student Handbook, Course Information, and Student Agreement before accepting an offer of enrolment.

About Hawkesbury Business School

Hawkesbury Business School (HBS) is the trading name of ANA Institute of Education Pty Ltd, a Registered Training Organisation (RTO) and CRICOS registered provider delivering nationally recognised vocational education and training (VET) qualifications in Australia. HBS is committed to delivering quality education and training that meets the needs of learners and industry.

Our mission is to provide high-quality, industry-relevant education that supports students in achieving their academic, professional, and career goals.

Our Obligations as a Registered Provider

As a Registered Training Organisation and CRICOS provider, Hawkesbury Business School is responsible for:

- Delivering quality training and assessment services.
- Complying with the Outcome Standards for RTOs 2025.
- Complying with the Education Services for Overseas Students (ESOS) Act 2000.
- Complying with the National Code of Practice for Providers of Education and Training to Overseas Students.
- Providing students with accurate, current and complete information prior to enrolment.
- Issuing AQF certification documentation to eligible students upon successful completion of their course.

Course Suitability

Before enrolling, students should carefully consider:

- Their educational background and prior learning.
- English language proficiency.
- Work commitments and personal circumstances.
- Course duration and study load.
- Technology requirements.
- Career aspirations and employment outcomes.

Students who are unsure about the suitability of a course are encouraged to seek advice from the Admissions Team before enrolment.

Course Information

Prior to enrolment, students will be provided with information regarding:

- Course code and title.
- CRICOS course code (where applicable).
- Course duration.
- Delivery mode.
- Assessment requirements.
- Entry requirements.
- Fees and charges.
- Course outcomes.
- Qualification pathways.
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) opportunities.

Entry Requirements

Age Requirement

All applicants must be at least 18 years of age at the time of course commencement.

English Language Requirement

International students must demonstrate English language proficiency equivalent to IELTS 6.0 or an approved equivalent.

Academic Requirement

Applicants must satisfy the academic entry requirements specified for their chosen qualification.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Students who have previously completed relevant studies or gained skills and knowledge through work experience may apply for:

Recognition of Prior Learning (RPL)

RPL assesses skills and knowledge acquired through:

- Previous employment
- Formal study
- Informal learning
- Life experience

Credit Transfer (CT)

Credit Transfer recognises previously completed nationally recognised units of competency.

Students are encouraged to discuss RPL and CT opportunities during the enrolment process as successful applications may reduce the duration and cost of study.

Training Delivery

Courses are delivered through a blended learning model comprising:

- Face-to-face classroom training
- Structured Distance based mode/ Online Learning Mode
- Independent study

Students should expect to undertake additional self-directed study outside scheduled training hours.

Assessment Requirements

Assessment methods may include:

- Written knowledge assessments
- Short-answer questions
- Case studies
- Projects
- Presentations
- Role plays
- Practical demonstrations
- Workplace-based assessments
- Portfolios of evidence

Assessment is conducted in accordance with the Principles of Assessment and Rules of Evidence.

Technology Requirements

Students are required to have access to:

- A laptop or desktop computer
- Reliable internet connection
- Microsoft Office or equivalent software
- Webcam and microphone for online learning activities

Students must bring their own device to campus for learning and assessment activities.

Student Support and Wellbeing Services

Hawkesbury Business School provides a range of support services to assist students throughout their studies.

Support services may include:

Academic Support

- Language, literacy and numeracy support
- Study skills assistance
- Assessment support
- Additional trainer consultations

Wellbeing Support

- Welfare support
- Counselling referral services
- Accommodation guidance
- Community support services
- Emergency assistance referrals

Administrative Support

- Enrolment assistance
- Timetable enquiries
- Student records requests
- Course progress support

Students are encouraged to seek assistance as early as possible when difficulties arise.

Student Code of Conduct

Students are expected to:

- Treat staff and fellow students with respect.
- Maintain professional behaviour.
- Act honestly and ethically.
- Respect diversity and inclusion.
- Comply with policies and procedures.
- Maintain academic integrity.
- Use facilities and resources responsibly.

Academic Integrity

Students must submit their own work and acknowledge all sources used.

Academic misconduct includes:

- Plagiarism
- Collusion
- Cheating
- Contract cheating
- Falsification of documents

Breaches may result in disciplinary action.

Fees and Charges

Students will receive a detailed schedule of tuition and non-tuition fees before enrolment.

Information provided includes:

- Tuition fees
- Enrolment fees
- Material fees
- Payment schedules
- Refund arrangements
- Additional costs (if applicable)

Students must pay fees according to their Letter of Offer and Student Agreement.

Fees, Refunds and Cooling-Off Period

Students are encouraged to carefully review the Fees and Refunds Policy before accepting an offer.

The policy outlines:

- Refund eligibility
- Withdrawal procedures
- Visa refusal refunds
- Provider default arrangements
- Student default arrangements
- Cooling-off period provisions

Complaints and Appeals

Students have the right to access a fair, transparent and accessible complaints and appeals process.

Complaints may relate to:

- Training and assessment
- Student services
- Staff conduct
- Administrative matters
- Third-party services

Students may lodge complaints without fear of disadvantage.

Deferral, Suspension and Cancellation

Students may request to defer or suspend studies only under compassionate or compelling circumstances.

Examples include:

- Serious illness or injury

- Bereavement
- Major family emergencies
- Natural disasters
- Significant personal hardship

Supporting evidence will be required.

Course Progress Requirements

International students must maintain satisfactory course progress and comply with all student visa conditions.

Students identified as being at risk will be offered intervention support to assist them in successfully completing their course.

Student Visa Obligations

International students are responsible for:

- Maintaining enrolment in a registered full-time course.
- Maintaining satisfactory course progress.
- Keeping contact details up to date.
- Maintaining Overseas Student Health Cover (OSHC).
- Complying with visa conditions.
- Informing the College of any changes to personal details within 7 days.

Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia must obtain a Unique Student Identifier (USI).

Students must provide their USI before certification documentation can be issued.

Overseas Student Health Cover (OSHC)

International students must maintain Overseas Student Health Cover (OSHC) for the duration of their student visa.

OSHC assists with medical and hospital expenses while studying in Australia.

Critical Incidents and Emergency Support

Hawkesbury Business School maintains procedures for managing critical incidents affecting students.

Critical incidents may include:

- Medical emergencies
- Missing students
- Natural disasters
- Serious accidents
- Personal safety concerns

Emergency support and referral services are available where required.

Privacy and Personal Information

Hawkesbury Business School collects, stores and manages personal information in accordance with applicable privacy legislation.

Student information is used only for authorised educational, regulatory and administrative purposes.

Living and Studying in Australia

International students should familiarise themselves with:

- Accommodation options
- Cost of living
- Transport services
- Health and safety information
- Working while studying
- Australian laws and customs

Additional information is available through:

- Study Australia
- Department of Home Affairs
- Department of Education

Further Information

Before accepting an offer, students should review:

- Student Handbook
- Course Brochure
- Letter of Offer
- Student Agreement
- Fees and Refunds Policy
- Complaints and Appeals Policy

If you require further information, please contact:

Hawkesbury Business School

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Email: info@hbschool.edu.au

Website: www.hbschool.edu.au