



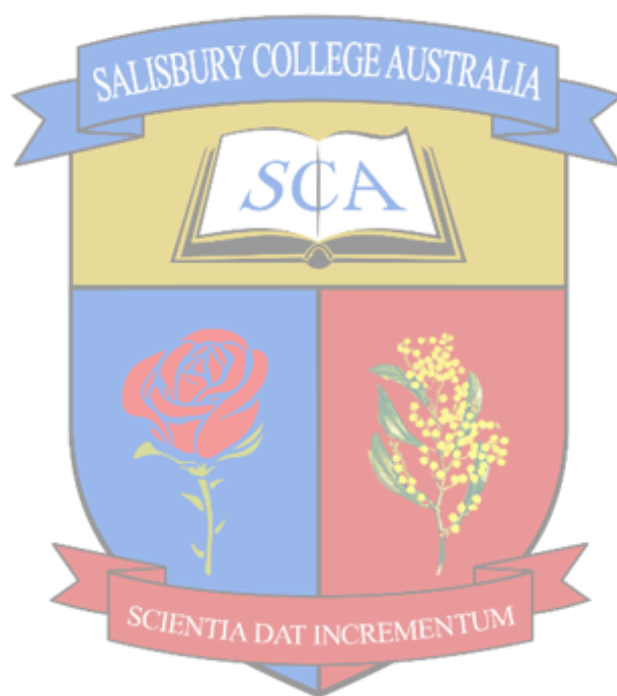
SALISBURY COLLEGE AUSTRALIA



HANDBOOK

Knowledge gives power

INSTITUTE OF GLOBAL EDUCATION AND TRAINING PTY LTD
L4 & L5, 14 Railway Parade, BURWOOD NSW 2134
RTO ID: 45062 I CRICOS ID: 03565E



Welcome message from PEO



Dear Students,

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

To us, teaching and learning involves more than just providing academic instruction. It is about nurturing students to face challenges beyond college.

We work in partnerships with industry experts to educate and prepare our students to be successful, independent and resilient.

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

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

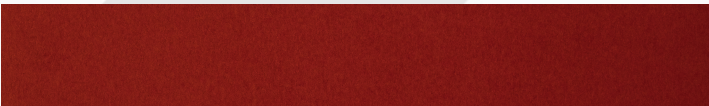
To all students who are enrolling at Salisbury College Australia, I believe you are making an excellent choice.

Kind regards,

Pirapakaran Subramaniam
Principal Executive Officer

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WELCOME TO SALISBURY COLLEGE AUSTRALIA (SCA)



Salisbury College Australia is a prestigious and evolutionary college, which commenced its endeavors in 2017. Our college provides a sincere, kind and welcoming atmosphere for our staff and students. At SCA an individual can advance to their full potential in a united learning environment. We are committed to providing a quality service to our students, which will ensure that they are supplied with all the tools necessary to fulfil their career goals. We currently offer courses in Vocational Education and English. We would like to welcome you on your learning journey to walk into your future.

Institute of Global Education and Training trading as Salisbury College Australia is a Registered Training Organisation (RTO), RTO ID Number 45062 and is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enroll and teach overseas students. (CRICOS Provider Code 03565E). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas. at Salisbury College Australia we have been a CRICOS Registered Organisation (RTO ID: 03565E) since 2017. SCA holds a strong commitment to the provision of refined educational services. All nationally accredited programmes have been delivered at levels of excellence. Such a performance has reached Australian Skills Quality Authority (ASQA) recognition. Salisbury College Australia maintains effective training and assessment patterns that are compliant with the Standards for Registered Training Organisations (RTO) 2015 as well as the National ELICOS Standards. Furthermore, SCA preserves the issuance of the Australian Qualifications Framework (AQF) certification documentation. SCA provides a vast range of VET, ELICOS, and package programmes. All courses are taught by qualified and experienced trainers.

Why study at Salisbury college Australia?

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

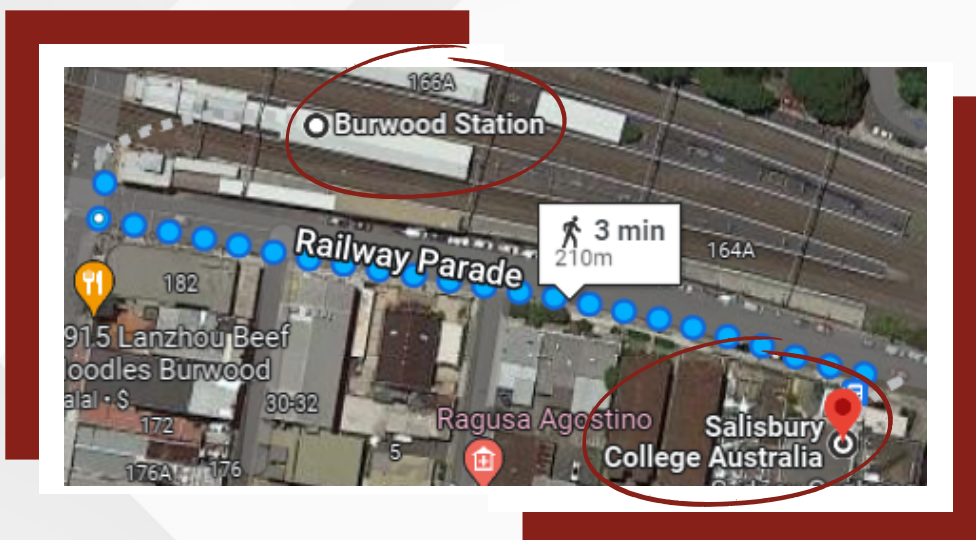
Salisbury College Australia will ensure that students are provided with all the information required by prospective students to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals. Salisbury College Australia strives to achieve excellence in vocational education for students so as to make them job ready for industry.



SALISBURY COLLEGE AUSTRALIA LOCATION

Salisbury College Australia is located on Levels 4 and 5 at 14 Railway Parade Burwood NSW 2134. Salisbury College Australia (SCA) is situated next to Burwood train station and is only minutes' walk to Westfield Shopping Centre, which encompasses various restaurants, shops and a cinema.

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



EMERGENCY EVACUATION PROCEDURE

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

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

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

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

Emergency Procedure is as follows:

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

MISSION STATEMENT AND CORE VALUES

Salisbury College Australia (SCA) is a prestigious and evolutionary college, which commenced its operations in 2017. At SCA, we are committed to providing the best possible educational experiences for our students. Our commitment to outstanding teaching, high-quality programmes and learner support will optimise learning experiences and deliver successful educational outcomes. Our main vision statement is “Walk into your future”. This direct and personal statement reflects our mission to empower our students in creating better opportunities in securing their future beyond college. Our purpose is to ensure that we deliver quality teaching on a practical level to our students, making sure that they are engaged and actively learning. Salisbury College Australia aims to be one of Australia's leading providers of quality education in the areas of English language, Business and Marketing. The cornerstones that underpin all our operations are:

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

This defines the type of working environment that we wish to demonstrate in society and in the business world. In order to achieve our core mission statements, we endeavor to provide a quality learning environment for our students with the best resources that we have to offer, and also to ensure that we provide a well-balanced and creative atmosphere for our staff and our stakeholders.



INTRODUCTION TO ENGLISH LANGUAGE COURSES FOR OVERSEA STUDENTS



The Australian Government has officially recognised ELICOS as a reliable means to learn English as a second language. There are 4 different ELICOS courses given at Salisbury College Australia. ELICOS courses are particularly designed for international students. As an international student, you are required to study at least 20 hours per week to effectively complete your study plan and be awarded your achieved certificates. General English helps the improvement reading, writing, speaking, listening, and speaking in everyday situations like work, entertainment, and social gathering. Academic English prepares the international student to better understand a specific field of study like tourism, nursing, business, to name but a few. IELTS is used for the purposes of employment, study, and employment. PTE is a computer-based test, which is approved by the Australian Government to measure the language proficiency of individuals who want to tertiary courses or to migrate to Australia.

Our ELICOS programmes are as follows:

Entry Requirements:

- General English - CRICOS 094154D
 1. Starter
 2. Elementary
 3. Pre-Intermediate
 4. Intermediate
 5. Upper-Intermediate
 6. Advanced
- No Entry requirement for General English course.



INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING



Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Training Packages represent the national industry benchmarks for Vocational Education and Training. Competency based training develops the required knowledge and skills to the standard of performance required in the workplace. In turn, Salisbury College Australia recognises the qualifications issued by RTOs in all other States and Territories. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed.

Our Vocational courses are as follows:

- BSB40120 Certificate IV in Business (administration) - CRICOS 108155F
- BSB50120 Diploma of Business (Business Development) - CRICOS 108157D
- BSB60120 Advanced Diploma of Business - CRICOS 108154G
- BSB40820 Certificate IV in Marketing and Communication - CRICOS 108156E
- BSB50620 Diploma of Marketing and Communication - CRICOS 108158C
- BSB60520 Advanced Diploma of Marketing and Communication - CRICOS 106775E
- BSB50420 Diploma of Leadership and Management - CRICOS 104311J
- BSB60420 Advanced Diploma of Leadership and Management - CRICOS 108152J
- BSB80120 Graduate Diploma of Management (Learning) - CRICOS 108153H
- SIT40521 Certificate IV in Kitchen Management - CRICOS 109524M
- SIT50422 Diploma of Hospitality Management - CRICOS 0100892
- SIT60316 Advanced Diploma of Hospitality Management - CRICOS 10677D
- ICT60220 Advanced Diploma of Information Technology (Cyber Security) - CRICOS 108155F

Entry Requirements:

- Student must have satisfy one of the following as their minimum English proficiency to enroll in vocational courses
 - IELTS 5.5
 - PTE 42
 - TOEFL 46
 - Successfully complete language and numeracy test conducted by SCA
- In addition to English proficiency, each vocational courses may have additional entry requirements, please refer to course brochure or on our college website <https://www.sc.edu.au/vocational- courses>

COURSE DELIVERY AND ASSESSMENT



Training and Assessment

Salisbury College Australia is a proud vocational education provider believe in delivering high quality Training and Assessment. According to Australia Skill Quality Authority, High-quality training and assessment means students are well equipped for employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.

In turn, high-quality training and assessment means that employers can have confidence that vocational education and training (VET) graduates in the workplace will safely and productively apply the skills described by their qualification.

Vocational Training

Vocational training refers to skills and knowledge-based education to a specific trade or occupation, provide instructional and participation based programs and courses that focus developing skills to deemed competent to that trade or occupation. As per the RTO standard 2015, Training is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Assessment

Assessment refers to the process of evaluating student's knowledge and competencies on that particular unit or qualification by collecting evidence and confirm that an individual can perform to the standard required in the workplace, as specified in the training package.

It refers to performance criteria, tasks, and techniques that training providers use to pass objective judgment and certify trainees fit for the workplace.

Competency

According to RTO standard 2015, Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Based on the student responses and submitted knowledge and skill evidence, An assessor will assess the student and deemed the student "Competent" or "Not Yet competent".

Delivery of Courses

Students are required to undertake 20 hours' study per week during terms. Salisbury College Australia courses are structured to ensure the delivery and assessment process is both rigorous and relevant. Salisbury College Australia adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of unsatisfactory academic progress. Your initial course fees include a materials fee for textbooks and workbooks indicated as "Non-Tuition Fees" on the SCA course fees and refund policy. This policy is available on our website: www.sc.edu.au

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

Course Progress Policy

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

Satisfactory course progress

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

Unsatisfactory course progress

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

Assessment Submission

Students will receive an assessment summary at the beginning of each module.

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

Missed Assessment

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

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

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

Recognition of Prior Learning (RPL)

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

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

- Meets the requirements of the relevant training package;
- Is conducted in accordance with the principles of assessment and rules of evidence;
- Meets workplace and, where relevant, regulatory requirements;
- Is systematically validated Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence.

For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS. Salisbury College Australia provides the student with a 'Confirming Outcome of RPL Application' letter.

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

The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students' file.

National Recognition (Credit Transfer)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs.

National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

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

National recognition guidelines

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

- Students may not apply for national recognition for units of competence or qualification which are not included in Salisbury College Australia's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.

National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework. Where a student applied for and was granted credit through National Recognition after orientation/commencement, Salisbury College Australia will notify this early course completion to DET via PRISMS.

Assessment Outcomes

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

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

Full details of the Appeals process are contained in this Student Handbook and on our college website: <https://www.sc.edu.au/complaints-and-appeals/>

Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Yet Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged. Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical or compassionate and compelling reasons, will be given the opportunity to request additional time to resubmit and in this time, they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee. Reassessments are organized by Student Services and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with Salisbury College Australia's policy.

Student Services will advise of the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Issuing Qualifications and Statements of Attainment

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

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

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in a training package or an accredited course.

A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a Testamur and a record of results. A Testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

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

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Certificate issuance (ELICOS)

On successful completion of the course, students will obtain a Certificate of Achievement/Attainment for their course, provided that the student has attained 80% attendance across all their classes and achieve satisfactory academic performance.

This condition will apply to all duration of course including short course (gap filling course). Student required to achieve the assignments/tests/activities and demonstrate improvement in English language skills during class (referred to duration of Confirmation of Enrolment (CoE)).

If student do not meet the requirement of certificate issuance, student required to contact Student Services Department to make appointment with Academic Department to re-exam (Administration fee apply) depending on the duration of enrolment.

General English course: \$100 per 1 exam

- Enroll less than 6 weeks: minimum 1 exam required
- Enroll 7 – 12 weeks: minimum 2 exam required
- Enroll more than 12 weeks: not eligible for re-exam

Academic English course: \$200 per 1 exam

- Enroll less than 6 weeks: minimum 1 exam required
- Enroll 7 – 12 weeks: minimum 2 exam required
- Enroll more than 12 weeks: not eligible for re-exam



Plagiarism

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

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

Results and Certificates

On completing the training program with Salisbury College Australia, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework (AQF). Salisbury College Australia qualifications are formatted to a uniform standard that are valid documents and will instantly be recognised throughout Australia. All qualifications, issued by Salisbury College Australia, will be accompanied by a transcript which will details of the units of competency issued within the qualification. A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

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

Australia Country Education Profile

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

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

Other departmental information and services to support recognition include:

- Country Education Profiles an online recognition tool providing guidance on the comparability;
- Of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries;
- Professional development for recognition authorities;
- Providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments;
- Assessments of overseas postsecondary qualifications for individuals for general purposes.



For more information see www.internationaleducation.gov.au

EDUCATION SERVICES FOR OVERSEAS STUDENTS FRAMEWORK

Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) 2000 legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Immigration law lays the boundary for professional integrations of courses and education. This law requires systematic observation of attendance for student visa holders. 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. Breaches of the Act are treated seriously, and the penalties can be significant. Salisbury College Australia like 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. SCA has the CRICOS ID of 03565E. You can find further information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 (ESOS 2000) which can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/educationsystem/esos-act>



Tuition Fee Protection

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

The TPS ensures overseas students can either:

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

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

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS. PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care. 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 institutions and their courses are listed on PRISMS. Each student studying in Australia on a student visa is also listed on PRISMS. This system interfaces with the Department of Home Affairs (DHA) data. Education providers use PRISMS to notify DHA of students who may have breached the terms of their student visa.

Student rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent. The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and Salisbury College Australia.
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.

- The right to know:
 - a. How to use the provider's student support services.
 - b. Who the contact officer is for overseas students.
 - c. How to apply for course credit.
 - d. How to apply for enrolment deferment, enrolment suspension or cancellation.
 - e. The provider's requirements for satisfactory progress in the courses of study.
 - f. How to use the provider's complaints and appeals process.
 - g. Your rights as a student of the RTO, or a third-party delivering training and assessment on our behalf, closes or ceases to deliver any part of the training product that the student is enrolled in.

The student responsibilities include:

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

The Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1st January of each year onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

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

These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances.



Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar.

Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals.

If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively. Further details can be accessed at www.usi.gov.au

Conditions of your visa

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

- Be over the age of 18;
- Demonstrate good command of written and spoken English;
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience;
- Meet the following Student Visa 500 subclass requirements;
- 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;

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

Permission to Work Arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study).

However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements.



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.





Salisbury College Australia



COLLEGE POLICY AND PROCEDURES



Student Support Services Policy

Salisbury College Australia is committed to the provision of support for all of its students regardless of their existing level of experience, skill or LLN ability.

To ensure we meet the specific needs of our students, Salisbury College Australia will:

- Determine the support needs of individual students during the enrolment process;
- Ensure trainers are fully informed of student support needs prior to commencement of training;
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages.

For more comprehensive information please visit our college website :

<https://www.sc.edu.au/student-support-services-policy/>

Course requirements and payments

In accordance with applicable legislation, Salisbury College Australia is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as tuition fees, course materials or textbooks, and student services. This policy and procedure should be read in conjunction with the Salisbury College Australia Schedule of Fees and Charges.

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course;
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider;
- If the student has nominated an authorised agent, Salisbury College Australia will honor that agent until the completion of the enrolled course;
- Students must pay the enrolment application fee, first tuition instalment and other applicable fees in full prior to commencement;
- Students must pay their tuition fee and follow the payment schedule as stated in the letter of offer.



- Note that there is a late fee charged per day for late payments. The fee for this is listed in the Fees and Charges document in letter of offer;
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid. Student's enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct or non-academic misconduct.

Terms and Conditions

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

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to Salisbury College Australia. Students have the option to pay more than 50% of their fees upfront if they wish.

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

All course fees are deposited into Salisbury College Australia Student Fees Account.

When the student commences their course, Salisbury College Australia will draw down these funds from the designated account.

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

Refund and Cancellation

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

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

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

Refund Procedures

- All requests for refund of fees must be made in writing using the Refund Request Form;
- Students must complete the 'Refund Request Form' which may be obtained from Salisbury College Australia Reception or download on Salisbury College Australia website: <http://www.sc.edu.au/fee-refund-application-form/>

- The refund requested form must be signed by the student or authorised third party;
- The refund will be processed within 4 weeks (28 days) of receipt of your completed refund request form if it includes all the required documents;
- The students are required to email the completed ‘Refund Request Form’ to *admissions@sc.edu.au*
- A written statement will be provided to the student that will explain how the refund is calculated, if the requested is made by the student or an authorised third party;
- SCA's Refund policy is very simple and strictly subject to conditions mentioned in the next page of this hand book and also can be accessed through our website:
<https://www.sc.edu.au/fees-and-refunds-policy/>

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

Student Accommodation (Onshore) – Prior or After Commencement	<p>No refund, unless the student has purchased and organised Student Accommodation through Salisbury College Australia then unused fess are refunded the student’s visa is refused.</p> <p>But there is no refund for Accommodation placement fee.</p>
Student Accommodation (Offshore)	<p>No refund, unless the student has purchased and organised Student Accommodation through Salisbury College Australia then a full refund is provided.</p> <p>But there is no refund for Accommodation placement fee.</p>
Airport Transfer (Offshore)	<p>No refund, unless the student has purchased the Airport Transfer through Salisbury College Australia if the student’s visa is refused then a full refund is provided.</p>
<p>Before Course Commencement Date</p> <p>If the student cancels 28 or more days before the course starts</p>	<p>70% refund of paid tuition fees</p> <p>Application/ Enrolment fees are not refundable</p>
Application/ enrolment fees (if applicable)	<p>No refund, unless the student has purchased the OSHC through Salisbury College Australia then a full refund is provided.</p>
Oversea Bank transfer fee	<p>No refund, unless the student has purchased and organised Student Accommodation through Salisbury College Australia then unused fess are refunded the student’s visa is refused.</p> <p>But there is no refund for Accommodation placement fee.</p>
<p>Withdrawal notified in writing and received by Salisbury College Australia less within 28 days prior to semester commencement, or the student does not commence on the agreed date or withdraws from the course once it has commenced.</p>	<p>No refund, unless the student has purchased and organised Student Accommodation through Salisbury College Australia then a full refund is provided.</p> <p>But there is no refund for Accommodation placement fee.</p>
Written notification of withdrawal received after commencement	<p>No refund, unless the student has purchased the Airport Transfer through Salisbury College Australia if the student’s visa is refused then a full refund is provided.</p>

Student has paid the deposit fee and withdraws, does not commence or applies for cancellation for Graduate Certificate or Graduate Diploma course	Non-refundable Deposit Fee
If the student cancels after course commencement date	No refund of paid tuition fees or application/ enrolment fee
CoE Amendment fee	Any changes to a CoE requested by student, after it has been issued, a \$150 administration fee will be charged.
Student has overpaid & has documentation to support overpayment	Full refund of overpaid monies
Student has paid monies and the course is unavailable to commence	Full refund of all course fees paid
Cancellation of a course by the RTO (including closure of RTO)	Application/ Enrolment fees are not refundable
SCA is unable to issue CoE since the student has not been released from the previous provider and refund is requested by student	Tuition fees and material fee are refunded in full; a \$200 administration fee will be charged.

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

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

For further information on deferral or suspension, please refer to the Deferral, Suspension and Cancellation Policy. Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with a Refund Request Form so the request can be properly considered by the Principal Executive Officer. Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship. This will be at Salisbury College Australia's convenience and with the approval of the Department of Education and Training.

Payment of goods and services tax (GST)

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. These are outlined in the Salisbury College Australia Schedule of Fees and Charges.

Currency

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

Miscellaneous charges

Salisbury College Australia will levy some miscellaneous charges for services.

These may include:

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

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

The tuition protection service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either: complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

Provider default

In the unlikely event Salisbury College Australia is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found. In the case of provider default there is no requirement for a student to lodge a Refund Request Form. In Australia there are also very strong protections for student's fees, which you can learn more about on the fact sheet provided by Australian Government – Department of Education and Training, you can access to the fact sheet by the following link:

<https://www.dese.gov.au/esos-framework/resources/international-students-factsheet>

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

Fees being paid in advance

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

Following course commencement, no further pre-paid tuition fees are taken before the beginning of the second study period. Salisbury College Australia maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

Keeping students informed

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

- The total amount of all fees including tuition fees, enrolment application fees, materials fees and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment application fee;
- The nature of the guarantee given by Salisbury College Australia to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- The fees and charges for additional services, including such items as issuance of a replacement qualification Testamur and the options available to students who are deemed

‘not competent’ on completion of training and assessment;

- The amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) and
- The Salisbury College Australia refund policy.

Student complaints about fees or refunds

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

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

Statutory Cooling Off Period

The Standards for Registered Training Organisations require Salisbury College Australia to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that Salisbury College Australia does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the Salisbury College Australia Refund Policy.

Deferring, Suspending or Cancelling a Course

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

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

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

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

Process for Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Salisbury College Australia will only consider giving a release to a student who has a valid enrolment offer from another registered education provider.

Students must also complete an application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student. All requests for a transfer are recorded on PRISMS by Salisbury College Australia including the reasons for refusal of release. Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access Salisbury College Australia's complaints and appeals process within 20 working days if they want a review of the decision. Applications for transfer from Salisbury College Australia will be assessed and replied to within 5 working days. Students applying to transfer to another provider must use the following process:

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

Extension of Student Study

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

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

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, Salisbury College Australia records this variation and the reasons on the student file and SMS. Salisbury College Australia will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study. The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa. Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Salisbury College Australia specified in the student CoE will not exceed the CRICOS registered course duration.

Complaints and Appeals

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

What is a complaint?

A complaint is generally negative feedback about services, whether provided by Salisbury College Australia or others on its behalf, other students or staff which has not been resolved locally. A complaint may be received by Salisbury College Australia in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students. The complaint may be about the student's dealings with Salisbury College Australia, its education agents or any related party it has an arrangement with to deliver the course or related services. It may also be Salisbury College Australia's staff or other students.

What is an appeal?

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



Salisbury College Australia



Early resolution of complaints and appeals

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

Complaint and appeals handling

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

- A written record of all complaints and appeals is to be kept by Salisbury College Australia including all details of lodgment, response and resolution;
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost;
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting;
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost;
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting;
- The handling of a complaint or appeal is to commence within 10 working days of the lodgment of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable;
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome;
- Salisbury College Australia shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process;
- Decisions or outcomes of the complaint or appeals process that find in the favor of the student shall be implemented immediately.

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

Complaints Handling Procedure

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

- A Complaints and Appeals Form is received by Salisbury College Australia and is to be immediately recorded into Salisbury College Australia's Complaints and Appeals Register;



- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register;
- The Complaints and Appeals Form is to be forwarded to the Principal Executive Officer who is to review the matter and make recommendation as to how to respond to the matter.
- The Principal Executive Officer may choose to consult with others within Salisbury College Australia or relevant agencies external to Salisbury College Australia in determining their recommendation;
- The Principal Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy;
- The Principal Executive Officer is to finalise their response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received;
- The Principal Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome;
- Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where Salisbury College Australia Principal Executive officer considers that more than 60 calendar days are required to process and finalise the complaint, the PEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Salisbury College Australia should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Salisbury College Australia and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals;
- If complainant is not satisfied with the outcome of the complaint handling, the PEO may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <https://www.ombudsman.gov.au/making-a-complaint/overseas-students> phone: 1300 362 072

Salisbury College Australia believes the Resolution Institute, the national association of dispute resolvers, is an appropriate third party.

Head Office details as follows:

Address: Level 1, 13 Bridge Street, SYDNEY NSW 2000

Phone: +61 2 9251 3366

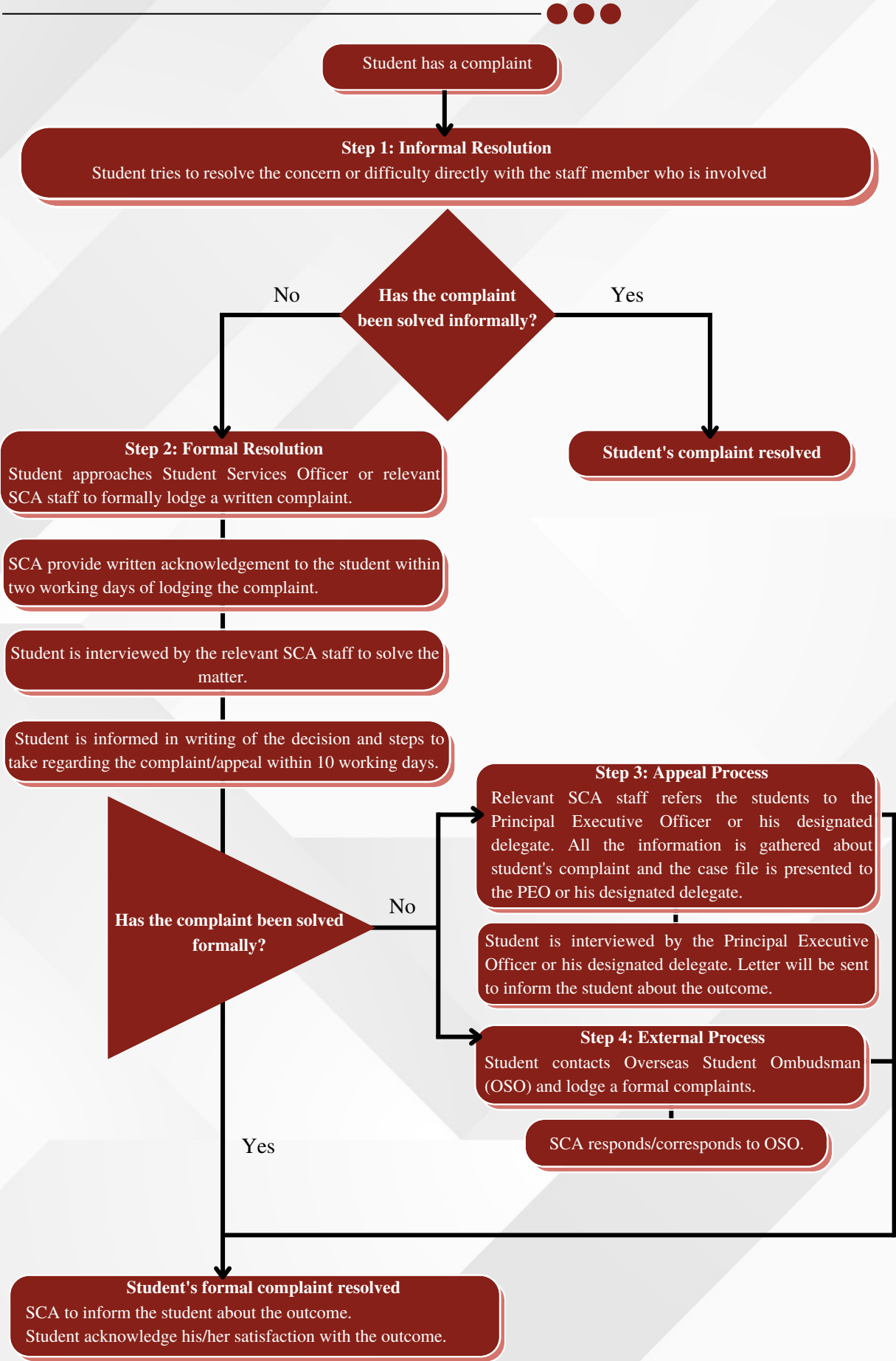
Free call: +61 1800 651 650

Email: infoaus@resolution.institute

Website: <https://www.resolution.institute>

- Staff are to provide assistance to students during the complaint handling process;
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

SALISBURY COLLEGE AUSTRALIA COMPLAINTS & APPEALS FLOWCHART



Appeals Handling Procedure

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

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

Critical Incidents

Salisbury College Australia is committed to maintaining a safe and supportive environment for staff and students. Salisbury College Australia has a policy that underpins its approach to responding to critical incidents that may occur and impact on the people both studying and working at Salisbury College Australia.

We are particularly mindful of our responsibility to support our students from overseas who may not have access to a normal support network.

A Critical Incident is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals.

Critical incidents may include (but are not limited to) events such as:

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

Staff Responsibility

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

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

Responding to a Critical Incident

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

International Student 24 Hour Emergency Contact

Pirapakaran (Praba) Subramaniam

Email: peo@sc.edu.au

Mobile: 0426 828 170

The office will assist you to fill out the critical incident form as soon as possible and submit to the PEO. This form is important in helping Institute staff to capture all the vital information. The senior staff member present at the time is the lead representative at the site until the arrival of the PEO. When the PEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The PEO will ensure that any necessary debriefing occurs promptly and that support services are available to those affected by the incident. The ESOS Act 2000 requires Salisbury College Australia to notify Department of Home Affairs as soon as practical after the incident.

In the case of a student's death or other absence affecting the student's attendance, the Liaison Officer at the State DHA office should be contacted by phone prior to reporting via the PRISMS reporting system.

Disclosure of Information

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

Information about a student from the student:

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

Information about a student from a third party:

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



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

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

required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Salisbury College Australia will seek the written permission of the student for such disclosure. Salisbury College Australia will not disclose your information to any person or organisation unless we have written instructions from you to do so.

If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied. You have the right to access information that Salisbury College Australia is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

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

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:

<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

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

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

While Salisbury College Australia has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you. Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au (Federal).

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



LEGISLATIVE AND REGULATORY RESPONSIBILITIES



Salisbury College Australia is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Salisbury College Australia has recognised for which it has compliance responsibilities. During your day-to-day experience and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you. While Salisbury College Australia has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you. Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au (Federal). Following is a summary of the legislation that will generally apply to your day-to-day experience and training.

Work Health and Safety (WHS) Act 2011

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

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work. The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities. Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

(a) both of the following apply:

(i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;

(ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

(b) the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

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

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability. Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to:

- 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.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator. Copyright is not a tangible thing.

It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter.



These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material. There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study.

A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

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

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

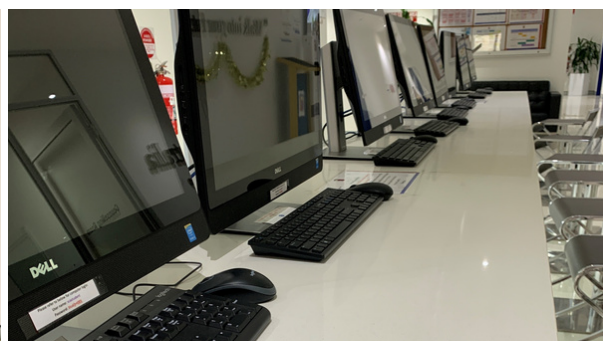
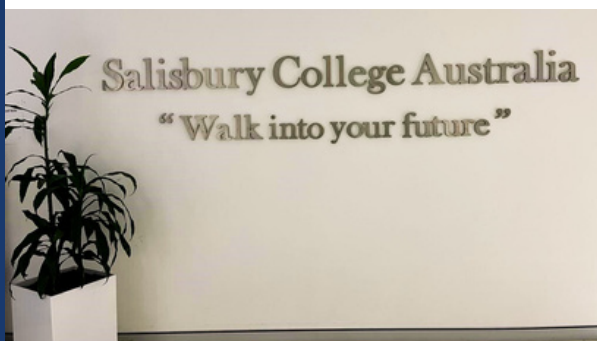
Fair Work Act 2009

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

You can find more information about your workplace at the following link:

<https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>

Level 4



Level 5



Salisbury College Australia



INFORMATION AND EMERGENCY CONTACTS



International Student 24 Hour Emergency Contact

Pirapakaran (Praba) Subramaniam

Email: *peo@sc.edu.au*

Mobile: 0426 828 170

Overseas Students Ombudsman:

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

Email: *ombudsman@ombudsman.gov.au*

Website: *www.oso.gov.au*

GPO Box 442, Canberra ACT 2601, Australia

Education Provider Contact Details

Address:

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

Hours of Operation:

(Teaching hours) Monday to Sunday 8:00 am – 6:30 pm.

Office hours:

Monday to Friday 8:00 am – 6:30 pm.

Website: *www.sc.edu.au*

Email: *studentsupport@sc.edu.au*

Phone: 1300 121 888

For any inquiries please contact Student Support Department:

Email: *studentsupport@sc.edu.au*

Phone: 02 8322 9606

For enrolment please contact Admissions Department:

Email: *admissions@sc.edu.au*

Phone: 02 8322 9606

For assessments/submission/course progress please contact Academic Department:

Email: *academic@sc.edu.au*

Phone: 02 8322 7881 or 02 8322 9602

Other contacts:

Hyunyoung (Jace) Kim (Korean - English)

Email: *jace@sc.edu.au*

Phone: 02 8322 8976

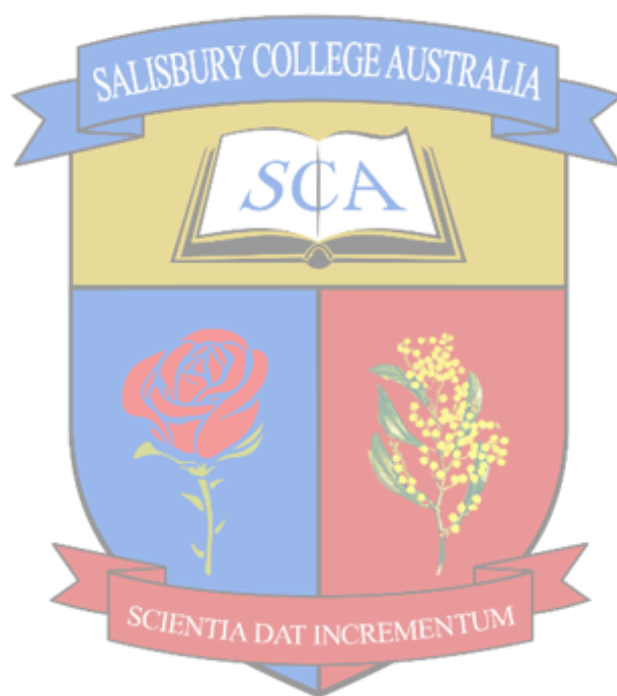
Cindy Ma (Chinese - English)

Email: *cindy@sc.edu.au*

Phone: 02 8322 8973

A group of four graduates in black gowns and caps are walking through a shower of colorful confetti in a bright, modern building. The graduates are smiling and holding rolled-up diplomas. The background shows large windows and a high ceiling.


Your success starts with Salisbury College Australia





SALISBURY COLLEGE AUSTRALIA

CONTACT US

 Visit our campus at Level 5,
14 Railway Parade, Burwood NSW 2134

 PHONE
1300 121 888

 WEBSITE
sc.edu.au

HANDBOOK



Knowledge gives power