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Mission Statement

Canterbury Business College (CBC) aims to provide quality education so that all students have a better chance for a brighter tomorrow.

Goals & Objectives

CBC is a private organisation committed to providing quality education and training for the students in the most effective and professional manner. CBC has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of education.

CBC values:
- a commitment to excellence in learning, teaching and promoting learning as an enjoyable experience.
- the importance of academic, physical, social, emotional, moral and spiritual development of each student.
- respecting and recognising all people as valuable assets
- supportive learning environment where all people on campus are treated fairly and respectfully
- conducive learning environment to enhance effective teaching and learning.
Quality Statement

CBC is committed to continuous improvement in the following areas of operations:

- Administration
- Core Business
- Finance
- Human Resources
- Marketing and Liaison
- Organizational Planning

Quality will be ensured through:

- Monitoring of academic activities by the Director of Student Services and Principal
- Institute planning
- Assessing teaching and learning outcomes
- Evaluating key Institute services

This will be achieved through:

- Benchmarking with selected other higher education institutions acknowledged as the best practice exemplars in one or more areas
- General surveys of the students
- Student evaluations
- Student and academic support programs
- Providing formal feedback mechanisms for students.
Strategic Planning Policy

A planning session will be held annually, usually late in the calendar year, to plan for the coming year. The planning process must be consultative and opportunities for participation should be inclusive of all stakeholders.

The planning committee will include the Principal, Financial Controller, Director of Student Services and other key staff.

The purpose of the day is to highlight management issues that need to be addressed in the coming 12 months and identify present and emerging education needs of the community.

The session will commence with an evaluation of the organisation's performance over the previous 12 months. This will be followed by a brainstorming session of what everyone would like to see happen in the next 12 months.

A planning committee will be established to draw all the information together, develop a list of objectives, strategies and resources that will be needed. The planning committee will need to ensure the objectives are within the organisation's mission statement and vision.

A draft plan will be circulated to all members for further input. If any further input is provided the plan will be re-drafted and presented to the Principal/DSS for final approval.

The final management plan is to be available to all staff for a clear understanding of their role in fulfilling the aims of the plan and how their job contributes to the success of the organisation.

The plan will be subject to regular review, which will become a part of the business plan amendments on an annual basis. A major review of the plan should be carried out annually ensuring any changes and/or expected changes do not affect Canterbury Business College’s ongoing success.

Educational Planning

The following steps will be part of the training and assessment program planning, delivery and assessment process undertaken by the Director of Student Services.

Programs/courses

Programs to be offered should be selected as a result of:
POLICIES AND PROCEDURES

• Identification of overseas student needs and interests
• Outcome of strategic planning meetings
• Suggestions from students, staff, industry consultation & government agencies
• Academic staff suggestions
• Networking with other organisations
• Consultation with Directors

Review of the education programs will take place routinely by:
• reviewing student satisfaction surveys
• Discussions with trainer/assessors
• Assessment validations
• Liaison with Directors
• Liaison with industry representatives

Evaluation of the training outcome and student’s satisfaction will be carried out by:
• discussions with the trainer/assessors
• student satisfaction surveys
• Assessment results

**Academic Staff**

Academic staff will be identified and employed on the basis of:
• qualifications and/or experience
• availability at the time
• Recommendations from other trainers or providers.
• Via third party agreements with employment organisations.

Delivery of the programs is the responsibility of the trainer; however the Director of Student Services will monitor the training and assessment delivery by maintaining contact with the trainer/assessors and students as required. CBC student services team and teaching staff will meet at least once per term.

**Campuses**

Venues, other than the CBC will be used for training and assessment programs on the basis that:
• they are appropriate for the type of training and assessment program or activity
• they are available at the time required
• they are affordable
• there fully equipped
• they are ideal for operating as an educational institution

Resources

Resourcing of the training and assessment program will be subject to:
• Identification of resources required in consultation with the trainer/assessor
• Identification of resources required in consultation with industry representatives
• Availability of any specialist requirements
• Identification of resources supplied by the trainer/assessor
• Identification of resources supplied and developed by CBC
• Identification of resources that the students should bring

The structure of the training and assessment program should be clearly understood by the Director of Student Services, teaching staff and students.

Advertising

Advertising of the education programmes will be through various media to ensure the widest possible coverage, including but not limited to:
• CBC brochures
• CBC’s International educational consultant network
• Newspapers
• Fiji Times
• Community newsletters if appropriate
• CBC’s Website
Organisational Chart

*All trainers for Information Technology / Business & Management are provided by Cogninet Australia Pty Ltd.*
### Duty Statements

**For overall governance & management of the organisation.**
Director will demonstrate leadership in educational & business excellence, is a role model to other staff, is committed to their success. Overall responsibility and end accountability of the entire organization.

<table>
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<tr>
<th>Company Director - Shailendra Kamal Kumar</th>
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<tr>
<td>Phone: 9280 3733</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:nick@usgsydney.nsw.edu.au">nick@usgsydney.nsw.edu.au</a></td>
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<tr>
<th>This role sets out to provide administrative excellence in the implementation of the student entry and exit systems. The role will ensure that all information is managed to comply with ASQA &amp; DIBP requirements, to provide CBC staff with accurate and complete reports on the student status. For complaint/appeals handling, immigration issues, tuition fees, transcripts, enrolment, timetable and general administration related issues. Director of Student Services is responsible for managing all student enrolment, academic &amp; certification records, offer leadership and guidance to all administrative staff (Reception &amp; Academic Support Department), is responsible for overseeing all activities of the student services and administration department. As a financial controller, the key responsibilities include financial management, budgeting, company tax responsibilities, management of debtors &amp; creditors, risk &amp; facilities management, Marketing, Agent management, Student enrolment, induction and pre-visa queries.</th>
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<tr>
<td>Director of Student Services / Financial Controller &amp; Marketing Director - Gajinder Paul</td>
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<tr>
<td>Phone: 9280 3733</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:gpaul@canterburybc.com.au">gpaul@canterburybc.com.au</a></td>
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<th>This role sets out to provide administrative excellence in the implementation of the student entry and exit systems. The role will ensure that all information is managed to comply with ASQA &amp; DIBP requirements, to provide CBC staff with accurate and complete reports on the student status. MSS is responsible for managing all student enrolments, academic &amp; certification records, offer leadership and guidance to all administrative staff (Reception &amp; Academic Support Department), is responsible for overseeing all activities of the student services and administration department. This role works basically alongside the DSS / ACC. MSS executes the initiatives directed by the DSS and coordinates local and international marketing. The profile basically replicates the role of the Principal, however the capacity of operation and decision-making is restricted.</th>
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<tr>
<td>Manager of Student Services – Navneet Mago</td>
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<tr>
<td>Phone: 9280 3733</td>
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<tr>
<td>E-mail: <a href="mailto:nmago@canterburybc.com.au">nmago@canterburybc.com.au</a></td>
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<td>Responsibilities</td>
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<td>admissions/enrolments team; • Contribute to the CBC Management Team; • Set and maintain standards of excellence in customer service ensuring that CBC is a customer led organization creating educational services in response to customer needs; • Plan recruitment strategies and meet or exceed enrolment targets; • Provide the setting and maintaining professional standards of excellence in achieving student satisfaction.</td>
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<tr>
<td>For academic queries, HR recruitment, assessment, RPL/CT, accreditation, Quality &amp; compliance, related issues. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA &amp; DIBP requirements. Responsibilities include Trainer &amp; Student management, training, assessment &amp; marking guides, assessment validation (moderation), student evaluation &amp; analysis, professional development, monitoring course outcomes. To provide leadership to trainers; To promote teaching excellence; Oversee faculty operations; oversee teaching operations. Other duties may include responding to queries both internal and external (government departments).</td>
</tr>
<tr>
<td>For academic queries, assessment, RPL/CT, accreditation, certification, course delivery Quality &amp; compliance, related issues. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA &amp; DIBP requirements. Responsibilities include Trainer &amp; Student management, training, assessment &amp; marking guides, assessment validation (moderation), student evaluation &amp; analysis, monitoring course delivery and outcomes. To provide leadership to trainers; To promote teaching excellence; Oversee teaching operations and student satisfaction. Ensure that unit outlines are current and that trainers comply with the standards set by the compliance/operations manager. Ensure feedback from the students/trainers regarding academic issues are implemented based on the continuous improvement model.</td>
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This role sets out to provide compliance excellence in the implementation of the student entry and exit systems. The role will ensure that CBC is managed to comply with ASQA & DIBP requirements, to provide CBC staff with accurate and complete reports on the CBC’s compliance and operations status.

- Supervise and nurture a productive and professional trainer/admissions/enrolments team
- Comply with departments legislation/standards changes or updates and implementation across CBC campuses.
- Contribute to the CBC Management Team;
- Set and maintain standards of excellence in student services ensuring that CBC is a training/education led organization.
- Monitor trainer compliance and ensure currency of trainer knowledge.

The role of Trainers include but is not limited to:

- Lecture/ teach, assist and evaluate students in the relevant unit/s taught.
- Update training and delivery materials every semester/term. Ensure that all training material complies with relevant national competency standards, and with the standards set by the CBC.
- Provide assistance in the development of the training and assessment program, training materials and resources by suggesting necessary changes and improvements in training delivery and assessment strategies.
- Follow and enforce rules, policies and guidelines outlined in the Student and Staff Handbooks.
- Prompt submission of required training materials and other documents by the due dates stipulated in CBC’s calendar. This includes: unit outlines, attendance updates, feedback on students, final results, etc.
- Consistently follow the operational procedures and standards as set by CBC management.
- Enforce the level of standards expected of the students.
- Assessment Validation and Moderation

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<th>Compliance (CRICOS/VET) - Prabal Barua</th>
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<tr>
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<tr>
<td>E-mail: <a href="mailto:pbarua@canterburybc.com.au">pbarua@canterburybc.com.au</a></td>
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Reception is the first point of contact for all students/customers/agents). The receptionist staff is responsible for providing exceptional service at first point of contact, either by phone or in person for all students/customers/agents.

Following are the some of the key responsibilities:

- Pre-enrolment & post enrolment activities.
- Manage all Student Registration / Enrolment Academic & Graduation records
- Produce Quality Reports
- Customer Relationships – Attending to customer enquiries and client services
- Provide support and relief for other team members
- Responsible for the administration & preparation of course orientation
- Student attendance monitoring and reporting
- Telephone Services
- Reception & General Administration Support
- Assure Quality
- Manage library system

Receptionist & Office Administration
Phone: 9280 3733
E-mail: reception@canterburybc.com.au
Code of Practice

Administration

Canterbury Business College (CBC) will ensure, through a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of courses, which safeguard the interest and welfare of students.

CBC will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, high quality facilities and methods that are appropriate to the training needs of the students.

CBC ensures all training and assessment programs are registered with the appropriate state and national registers.

CBC trainers will collaborate with admin staff to ensure that all students enrolled will be monitored and assessed in their performance, attendance and progress.

CBC will employ appropriately qualified staff, providing adequate professional development to maintain up to date qualifications.

CBC ensure that all staff are mindful of student needs, both academically and culturally.

CBC adapts and maintains the changing educational / training needs of its students and industry.

Marketing and Liaison

CBC will market the courses it provides with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian International Education. In the provision of information no false or misleading comparisons are drawn with any other training organization.

CBC will ensure that appointed agents/representatives act in the best interest of the applicant and the provider. CBC will be responsible for the actions of our agents/representatives in marketing CBC’s training and assessment programs.

CBC will not accept students from an agent if they know or reasonably suspect the agent to be:

- Engaged in dishonest practices
- Facilitating the enrolment of students who do not comply with their visa requirements
- Engaged in false or misleading recruitment practices
**Fees**

CBC TPS are explained on page 26 in this handbook.

CBC has a refund policy, which is fair and equitable. CBC will refund students if CBC is unable to deliver the agreed course.

**Dissemination of information**

CBC will ensure its entire staff and student body have accurate and current information regarding policies and procedures.

The Principal will ensure that these policies and procedures are circulated, understood and implemented consistently.

CBC will ensure that staff are provided with information about current legislation and regulatory requirements that significantly affect their duties.

CBC will ensure that all its students are provided with information about current legislation and regulatory requirements that significantly affect their studies.

CBC will ensure that each student is provided clear information, prior to enrolment, about:

- Selection, enrolment and induction/orientation procedures
- Program information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity, and
- Recognition of Prior Learning / Credit Transfer (RPL/CT) arrangements.

CBC’s Policies and Procedures document, current legislation and regulatory requirements are readily accessible and available at all times. These documents will be available with the receptionist in electronic copy and emailed to any interested individual.

Where necessary, arrangements will be made for those students requiring literacy, language and numeracy support programs.
Any changes and/or updates made to the existing CBC Policies and Procedures due to organizational and legislative reasons shall be disseminated and be made available to all CBC staff and students by any one, or any combination of the methods outlined below.

- handbooks
- circulating memos
- emails
- meetings
- notice boards.
CBC

CRICOS Provider Code 01899K RTO Code 6554

POLICIES AND PROCEDURES

Core Business

CBC will continuously review all information provided to students to ensure its accuracy and relevance.

CBC will recruit students in an ethical manner. For International students their proficiency in English will specifically be assessed.

CBC will ensure through training that all appointed agents are aware of the educational standards required for students enrolling at CBC.

CBC will offer program placements that clearly include the proficiency of English required. If assistance is required CBC will provide training and support programs through qualified support trainers.

CBC will notify the relevant authorities when a student is no longer participating in a program for which they were enrolled.

CBC will ensure that the recruitment and placement of International students comply with DIBP and DoE requirements.

CBC will meet the needs of students, being sensitive to cross-cultural issues and paying special attention to the social and academic needs of all its students.

National Code of Practice

The Department of Education, Employment and Workplace Relations (DEEWR) regulates the education and training sector’s involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework (ESOS). This protects Australia’s reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation’s interface with immigration law.

This imposes visa related reporting requirements on both students and providers. The National Code of Practice is established under the Education Services for Overseas Students (ESOS) Act 2000.

This National Code sets out guidelines for the ethical conduct of registered providers like Canterbury Business College (CBC).
CBC offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider CBC understands and implements the National Code for the following purposes:
- To ensure that recognition of prior learning of students is conducted and recorded in a formal process.
- To provide refunds to the students as per the refund policy of CBC.
- To recruit students in accordance with the National Code of Practice and CBC’s enrolment policy.
- To ensure that all trainers and assessors are suitably qualified and experienced.
- To commit to professional development of staff.
- To comply with the guidelines issued by Department of Immigration and Border Protection (DIBP).
- To provide adequate support services to students prior to arrival, on arrival and during their study at CBC.
- To ensure student personal information is up to date.

For further information on the ESOS Act 2000 please refer to:

For further information on the National Code 2007 please refer to:

For further information on Department of Education International Education please refer to:
Code of Conduct and Ethics

- The Code of Conduct is constituted to ensure that CBC operates effectively with a commitment to equity and fairness.
- The Code of Conduct will assist CBC to meet its goals through staff / students. It outlines what is expected of a member of CBC’s community.
- CBC expects its staff members to remain informed, act within the spirit of and comply with the CBC’s policies, directions & relevant legislations as well as meet any requirements demanded by their discipline or profession.
- All members of CBC are entitled to be treated with respect & given an equal opportunity regardless of personal, social or cultural characteristics.
- CBC enforces the idea of fair and open discussion recognising the rights of individuals and supporting the principles of freedom of speech. However, it is expected that staff / students will restrict their personal viewpoint or comments that will compromise the CBC’s reputation.
- CBC is committed to the idea of freedom to undertake intellectual inquiry without undue interference.
- In the interest of privacy of individuals/organisation, the staff must ensure that those who have legitimate need and lawful authorisation to do so only access the information.
- CBC’s facilities and equipment are provided to achieve our mission and goals. However, no one is approved to use these for their private, commercial or party and political interests.
- CBC does not allow the consumption of alcohol or any other illegal drugs on its premises at any time. Staff / students must not attend work / study if they are under the influence of alcohol or drugs.

Responsibility to Students and Staff

Responsibility to Students

It is the responsibility of all staff and trainers to ensure CBC teaches in an environment free from discrimination, sexual harassment, and victimisation and bullying. It is also CBC’s and its employee’s responsibility that all students are treated equitably.

Responsibility to Co-Workers

Equally, all staff and trainers must ensure CBC teaches in an environment free from discrimination, sexual harassment, and victimisation and bullying. CBC is committed to equity with regards to employment, performance and promotion.
**Anti-Discrimination**

Discrimination means treating someone unfairly because they belong to a particular group of race, sex, marital status, physical ability, age, political conviction or religious beliefs.

CBC takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on CBC’s premises complies with the NSW Government’s Anti-Discrimination Act 1977.

It is against the law and action will be taken against those in breach of Anti-Discrimination laws. Any matters in relation to discrimination must be reported to the Director of Student Services.

Further information can be obtained by phoning the Anti-Discrimination Board on 02 9268 5555.

**Equal opportunity**

CBC integrates equal opportunity and affirmative action principles into all decisions and operations. CBC is committed to the examination of all its practices, as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious beliefs.

CBC is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any CBC staff/student who feels that they have been discriminated against is free to discuss the matter with the Director of Student Services.

CBC’s Access and Equity Policy is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in training,
- Equality of outcome within training for all students without discrimination,

CBC will apply the following rules in support of access and equity. All students will be:

- Given fair and reasonable opportunity to participate in relevant decision making processes,
- Provided with timely and appropriate information, advice and support services which assist students to identify and achieve their desired outcomes, and
- Allocate resources and services.
**Harassment**

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If a student considers that they have been harassed, the student should let the person know that they object to such behaviour and do not want it repeated. If the student does not feel comfortable talking to the person or the person continues with their behaviour, the student should speak to their trainer or any other CBC staff member.

All complaints / discussions are treated as confidential. The student also has the right to lodge a formal complaint of misconduct against the person harassing them or can discuss the matter without making a formal complaint.

**Discrimination**

Discrimination is treating someone less favourably because of a personal characteristic. Discriminating behaviours include but are not restricted to:

- Offensive statements about personal characteristics
- Negatively stereotyping individuals or groups
- Judging a person’s performance based on personal characteristics rather than skills and abilities.

Under the Anti-Discrimination Act (NSW) and the Racial Discrimination, Sex Discrimination and Disability Discrimination Acts (Commonwealth) it is illegal to discriminate against someone in their work, or education because of their:

- Sex
- Marital Status
- Pregnancy
- Parental status
- Race or nationality, ethnic or ethos-religious background
- Age
- Impairment (physical, mental, or illness)
- Lawful sexual activity
- Political belief or activity
- Trade union activity, or
- Association with a person having any of these attributes
Sex-based harassment / Victimisation / Bullying

CBC understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

CBC does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by staff or other students. This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

CBC will ensure that this policy is implemented, and CBC will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially.

Examples of sexual harassment include but are not restricted to:
- Distribution or display of offensive pictures or written material;
- Repeated unwelcome requests for social outings or dates;
- Offensive comments about a person’s appearance, dress or private life;
- Unsolicited comments, messages or telephone calls of a sexual nature;
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of the CBC staff.

Victimisation

Victimisation is threatening or harassing a person because they;
- Have made a complaint or intend to make a complaint
- Are acting as a witness or intend to act as a witness
- Are supporting a victim or intend to support a victim

CBC does not allow victimisation of staff by other staff, students or other workplace participants nor does it allow victimisation of students by staff or other students.
Bullying

Bullying is inappropriate treatment of a person by another that intimidates, offends, degrades or humiliates. Bullying will not be tolerated at CBC.

Examples of bullying include;

- Verbal / Physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- 'Mucking about' that goes too far
- Harassment or any form of discrimination based on disability, gender, race or religion.

Reporting Discrimination, Sexual Harassment, Victimisation & Bullying

All students should report an incident of concern to the Director of Student Services. A written complaint is not required. Any complaint of discrimination, sexual harassment, bullying or victimisation will be treated seriously and investigated promptly, confidentially and impartially. You do not have to put up with discrimination, sexual harassment, bullying or victimisation.

CBC will follow up any report discreetly and will undertake an appropriate investigation.

If the report is verified, CBC will view the matter and will take appropriate actions, which may include penalty and counselling (CBC will assist the student to appropriate and professional counselling services).

If the complainant is dissatisfied with the action taken, then a recourse may be through CBC’s internal student complaint/appeal procedure and if the complainant is still dissatisfied, they may consider contacting the following organisations:

Director of Equal Opportunity
Level 14
Bligh House
4-6 Bligh Street
Sydney NSW 2000

Telephone: No: (02) 9272 6000
Email: enquiries-psc@psc.nsw.gov.au
Website: http://www.psc.nsw.gov.au
Breach of Conduct

An employee who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- Counselling
- Disciplinary action
- Civil action
- Reporting of the breach to appropriate authorities
Student Support Services

CBC has the resources and staff available to help students. CBC staff members are always happy to help students whenever possible.

The Student Support Services are designed in line with the Education Services for Overseas Students (ESOS) Act 2002 guidelines and the National Code. The following support services are available to students:

**Orientation program**

The orientation program is conducted for all new students arriving on campus at the beginning of the course. A briefing is conducted on Australian culture and course outline. Information is given to students regarding student visa conditions, accommodation, overseas health cover, and use of information technology facilities within CBC. Students are also given a campus tour and are introduced to academic and administrative staff.

**Orientation Schedule**

- Introduction & welcome
- Student registration form
- USI Number (Unique Student Identifier)
- Medibank – Overseas health cover (OSHC)
- Course information, time table, learning & assessment strategies
- Student rights and obligations
- Resource / Library information
- Student Welfare support services
- Complaints and appeals processes
- Legal Services
- Learner needs survey
- Emergency evacuation directions & protocol
- Department of Immigration & Border Protection (DIBP) regulations & legislation
- In and around Sydney
- Accommodation assistance
- Student ID Cards

CBC provides support services to its students. Manager of Student Services is appointed for the provision of support services to:
- adjust to life and study in Australia.
- Assist in the resolution of problems, which could impede in their studies.
**USI Number help**

The USI system generates a unique student number which students can use throughout their studies in Australia. The USI allows access to a full range of study information fast and easy.

CBC Administration staff will request consent from the student to generate a USI for them
Or
Will record the students generated USI into CBC’s student management system.

**Personal Counselling services**

CBC does not offer professional counselling service to students / staff. The Manager of Student Services (MSS) acts as a point of contact and offers support to students and staff on matters and issues that fall within his capacity. However if the student / staff needs professional counselling or support services, then MSS will seek or recommend professional counselling agency.

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.

The Manager of Student Services at CBC is not professional counsellor, however can assist students as a first point of contact.

If the Director / Manager of Student Services identifies the need for a student to be referred to a professional counsellor, he will make recommendations and suggest a reliable and qualified psychologist.

**Academic Counseling**

CBC ensures that all its students are offered appropriate course counseling prior to their arrival in Australia or prior to them commencing their course. CBC offers these services to discuss student’s academic interests and objectives to make sure that they are enrolled in the right qualification. If required, CBC would recommend and facilitate options for students to seek professional career counseling.

All information is confidential and is not disclosed to other departments of CBC except in the following circumstances:

- The student has permitted the disclosure of information to another party;
• In exceptional situations where failure to disclose information would place the student or another person at serious and imminent risk; or
• Where CBC is required by law to disclose information

Academic support

CBC offers academic support to students in addition to their regular scheduled lectures. To assist students with their assessments, there are referencing workshops, formatting workshops, language workshops, and plagiarism workshops.

Additional tutorial support is organized for students requiring academic assistance. Workshops are conducted for students with academic difficulties.

Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support.

Language, literacy & learner needs

Canterbury Business College has as part of its enrolment process the requirement for each students to complete a ‘Learner needs questionnaire’. Once all the questionnaires have been collated, the data acquired allows CBC to set out the provisions for not only the requirements of standard learning resources such as IT equipment, books, software and facilities for students but also to further support our students where they have identified that they need support. (Note: students may be also identified during the period of their study aswell in the requirement of extra support). In the case where a student identifies the need for extra support classes on the questionnaire or by the notice of trainers or by the results of assessments, CBC has a range of support services that enhance student learning. Students can easily choose to have extra support classes that help academic language support.

As CBC is part of the Canterbury Education Group there are significant resources and access to student support staff from the ELICOS sector of Canterbury.

Canterbury Language Academy facilitates CBC students with English language support. The support is based on the principle that “as students become more proficient, the support structure is gradually reduced”. Three types of support / scaffolding have been identified as being especially effective for CBC students.

1. Grammatical language lessons: The support staff can help students that have identified their need for improvement in grammatical areas. These lessons can be based around a grammatical area, tenses, nominalisation, active and passive tenses, avoiding first language acquisition changes to their English use, etc.
2. English for Academic purposes: The support staff can have students participate in the necessary skills required to complete tertiary level assessments. This can include the composition of essays in their various forms, the creation of business reports, case studies, swot analysis, presentation skills. Student support teachers are experienced in teaching EAP for the ELICOS sector which already provide pathways towards CBC / USQ.

3. Using visuals: The support staff can present information and ask for students to respond through the use of graphic organizers, tables, charts, outlines, and graphs. The interpretation of graphs etc is highly important to successfully complete business and management course. This is normally identified after assessments or when a student asks their trainer for support on assessments.

The development of academic language is vital to student success in the classroom. Each of the content area subjects contain a unique and demanding technical vocabulary. Keeping this in mind, CBC has the support classes available on call with the Director of Studies at CLA. Students are able to attend on any day that their timetable allows with the member of student support staff being available for their one to one support class. CBC understands that active student involvement is the key to a student's academic success, therefore if a number of students are noted to require certain support classes, then the classes themselves will be setup based on their timetable.

In addition to the ELICOS support classes, CBC also holds tutorial classes based on the subjects taught on-site. The tutorial classes with small class sizes makes individual attention possible and ensures that what is learnt in lectures is put to practice and application. There is an emphasis on understanding practical applications as well as theories and models. Tutorial and assignment work involves real-world applications and questions.

Procedure

1. During orientation CBC (Manager of Student Services) will explain the need for the “Learner Needs” survey to the student
2. Students will complete it during the orientation session and hand it back to the person in charge.
3. Manager of Student Services will analyse each individual form.
4. If any needs are established, the Manager of Student Services will further discuss the options with the concerned student.
5. Manager of Student Services / ACC will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of students performance via student’s evaluation sheet or academic progress and performance.

In the event that a student needs access to language, literacy and numeracy skills training, CBC will make available a staff member with appropriate qualifications (Adult Teaching qualifications). CBC will dedicate at least 2 hours a week to teach students language, literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.
Domestic Students

Please see the Policy and Procedures manual for VET FEE HELP Domestic students.

Student Enrolment Policy

This policy outlines the ways in which suitability of a course is assessed for an applicant and how reasonable adjustments are made to aid in the academic goals of the student.

Entry Requirements

CBC has in place the following generic entry requirements to ensure that successful applicants have every opportunity to complete their chosen program of study.

CBC does have some common course entry requirements, however individual qualifications may have specific criteria's depending on the training package requirements.

Entry requirements for international students

- Must be 18 years of age or over
- Completed Year 12 (HSC or equivalent)
- Minimum 5.5 * IELTS score or equivalent
- Work experience and an understanding of the course chosen
- Successful completion of the Pre-training review / CLA English Proficiency Test

For more information on courses at CBC, please refer to ‘Courses’ on page 46
* Students with a band under 5.5 need to successfully complete an EAP Course or unless the student has successfully completed a qualification from another local provider.

Student engagement prior to enrolment

Prior to accepting a student, or an intending student, for enrolment in a course, CBC will provide, in print or through an electronic copy or through its approved & authorised agent, current and accurate information regarding the following:
1. CBC will enter into a written agreement with the student, signed or otherwise accepted by that student via “Acceptance of Offer”, concurrently with or prior to accepting course money from the student. The agreement will:
   a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
   b. Provide an itemised list of course money payable by the student;
   c. Provide information in relation to refunds of course money;
   d. Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
   e. Advise the student of his or her obligation to notify the registered provider of a change of address within 7 days while enrolled in the course.

2. The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.

3. The course also has a pre-training review that aims to confirm the applicant’s knowledge in the course field.

4. The course content and duration, qualification offered if applicable, modes of study and assessment methods.

5. Campus locations and a general description of facilities, equipment, and learning and library resources available to students.

6. Details of any arrangements with another registered provider, person or business to provide the course or part of the course.

7. Indicative course-related fees including advice on the potential for fees to change during the student’s course and applicable refund policies.

8. Information about the grounds by which the student’s enrolment may be deferred, suspended, withdrawn or cancelled.


10. Relevant information on living in Australia, including:
   a. indicative costs of living
   b. accommodation options, and
   c. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.
Application Selection and Assessment

CBC will ensure that the student’s qualifications, experience and English proficiency skills (Academic English) proficiency are appropriate for the course in which enrolment is sought and are assessed by the Student Admissions team for the following standards:

Has the student recently worked in the industry?

Does the student have any vocational experience relevant to the course they are choosing to study?

What is the highest level of study achieved by the student?

What previous course studies has the student completed?

Is the student aware of all the conditions of their enrolment (e.g. CBC’s refund policy, RPL/CT process/college rules/ costs/ Information on living and studying in Australia)?

Reviewing the student’s experience/studies to date: would the student be able to, or reasonably expected to, achieve results in the course they choose to study?

Does the student have any special needs? If yes, what does CBC need to do in order to support this student?

Does the student have suitable Academic English Skills for the course they are choosing?

Does the course the student is choosing to study have any pre-requisites? If so, has the student completed them? Or, what is the strategy for the student to complete the pre-requisites prior to the course?

If the study is of an international origin, does the student have the financial capacity to afford the costs of tuition and living expenses in Australia?

Pre-Training Skills & Knowledge Review

Prior to the enrolment process, students are required to complete a pre-training review, which aims to confirm an individual’s previous learnings. The review is designed to determine if CBC needs to deploy additional resources (support classes) to accommodate any student’s learning needs and offer equal learning opportunities to all.
CBC management understands that students must be aware of pre-entry requirements applicable to their chosen course. CBC as an education provider also understands the importance of setting entry requirements that ensure the quality of course delivery to all students.

If a student can prove or can provide an official academic transcript / statement of attainment / qualification that demonstrates the student has completed or has previously studied related units of competency; then a student can directly enrol into their chosen course. If a student is unable to demonstrate the above, the student will be required to complete a pre-training review prior to requesting an offer letter.

**Onshore testing.**

The pre-training based reviews are supervised and marked by a qualified staff member at CBC. The review consists of questions based on the course the student is wishing to commence.

Prior to pre-training review, the staff member will outline the course entry requirements to the student via website and student handbook.

1. Applications for enrolment at CBC are checked against the policy requirements.

2. If the applicant is deemed to require a pre-training review, then the student will have the reasons for the review explained to them before its commencement by CBC / Approved agent.

3. The applicant is provided with a copy of the review to demonstrate their knowledge and skills, either physical or online via the CBC website to complete in the allocated time.

4. DSS/MSS will determine the outcome of the review in order to ascertain the applicant’s capabilities.

5. Students are informed if they meet the entry requirements or of their options if they do not meet the course entry requirements.

6. Where a student has not met the requirement for their desired course, the applicant will be notified in writing of their test / review result. The enrolment process will cease. The student may choose to apply for a lower level course.
Offshore testing.

Prior to pre-training review, a CBC approved agent or staff member (if applicable based on geographic office locations) will outline the course entry requirements to the student via the website and student handbook.

1. Applications for enrolment at CBC are checked against the policy requirements.

2. If the application is deemed to require pre-training review, then the student will have the reasons for the review explained to them before its commencement.

3. The applicant is provided with a copy of the pre-training review to demonstrate their skills and knowledge, either a physical copy or online via the CBC website to complete in the allocated time.

4. The agent acting on behalf of the applicant submits the pre-training review to the MSS/DSS to document the outcome of the applicant’s capabilities.

5. Students are informed if they meet the entry requirements or of their options if they do not meet the course entry requisite.

6. Where a student has not met the requisite for their desired course, the applicant will be notified in writing of the test / review result. The enrolment process will cease. The student may choose to apply for a lower level course.

CBC’s Students’ Admission Team will retain the results of the pre-training review on the student file. Where a student has met the requirement for an offer, the enrolment process will commence, including issuing an offer letter and a COE upon payment. Conditional offers may be issued which specify additional requirements/documentation that must be met by the applicant prior to their enrolment in the course of study. Applicants will not be permitted to enrol unless they met the conditions stated in the offer letter.

CBC reserves the right to withdrawal course offers at any time. The decision to withdraw an offer may be based on the following grounds:

1) There was insufficient or inaccurate information provided by the applicant or party acting on behalf of the applicant; or
2) The information provided was questionable or misleading documentation was supplied; or
3) The eligibility requirements have changed; or
4) At the discretion of CBC management.
Where a student has not met the requirements for their desired course, the applicant will be notified in writing of the result. The enrolment process may not commence but the student may choose to apply for a different course and resit another pre-training review for a new course application.

**Procedure**

1. An approved CBC agent or staff will explain to the student the need of a pre-training review before choosing to pursue a course.
2. Students will be required to complete a pre-training review prior to being issued an offer letter. (if the pre-training review is completed online, the results will be emailed to the student).
3. Director of Student Services / CBC Agent will document the outcome of the review.
4. If special needs are identified, the Director of Student Services/ agent will discuss the options with the student.
5. The Manager of Student Services / ACC will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of students performance via students’ evaluation sheets and/or academic progress and performance.

In the event that a student needs access to academic language skills, CBC will make available a staff member with appropriate qualifications (TESOL - Adult Teaching qualifications).

If students with special needs are identified during the assessment of the application, MSS will discuss them with the student how best to provide assistance with training and learning strategies (tutors, support classes).

The student may be required to enter into an EAP (English for Academic Purposes) course prior to the commencement of the desired course.

Please refer to Appendix 2 - Pre-Training Review FLOW CHART.

**Guidelines to assist Agents in Student Enrolment.**

1. The student is advised of the course entry requirements
2. Student completes pre-training review / English proficiency test
3. Agent receives the student’s application form
4. The student submits all required documentation; including all qualifications, transcripts, and work experience to meet the pre-requisite requirements. All original documents need to be sighted by the agent. No photocopies are accepted.
5. The agent verifies the qualification & transcripts to check if they meet the skill requirements as described by CBC in its verification process. The agent needs to check their validity with the stated training provider, if required or in doubt.

6. Upon approval, the agent completes and attaches all required documents with the CBC application form.

7. The agent forwards all documents to CBC.

8. The Director of Student Services checks all documents including student enrolment form and advises the agent if the application has been successful.

9. An ‘Offer Letter’ is issued to the student. If not, the agent is advised of any missing documents or the reason for refusal.
Student selection procedure for agents

1. Prompted by CBC brochure
   → Prospective student applies

2. Student Selection procedure
   → Student submits all qualifications & transcripts to meet pre-requisite reqs including pre-training review/English.

3. Student Selection procedure
   → Agent verifies qualifications (As per the student selection procedure, using the "verification tools")

4. Agent submits verified evidence with application to CBC
   → Agent assists with enrolment for CBC approval

5. CBC student services reviews the application with all attached documentation
   → Application accepted & Letter of offer issued
   → Application rejected

6. Application accepted & Letter of offer issued
   → Student signs the "Acceptance of Offer" & returns it to CBC
   → ECoE issued
   → All documents retained in a student folder

7. Application rejected
   → Agent informed about the reasons for refusal.
**Pre-enrolment procedures to assess student eligibility**

The Director of Student Services is responsible to:

1. manage all direct student enrolment or via authorised agents.
2. ensure the enrolment form has been filled in; check student’s passport, previous attendance (if any) and overseas health cover,
3. assess all applications made to CBC and approve their eligibility
   a) If a student meets the selection criteria they are given an “Offer Letter”.
   b) The student is then directed to pay their fees. After the fees have been paid to CBC, a “Confirmation of Enrolment” is given to the student. The student is also given a “Pre-arrival Pack” (also available online at www.canterburybc.com.au)
4. ensure no personal information about students is divulged to unauthorized individuals or organisations
5. ensure student enrolment details are recorded on RTO Manager.
6. ensure that the student has a USI (unique student identifier) number.
7. monitor that all the records are kept as specified in the Record Management Policy.

**Student Access & Equity**

During the enrolment & orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs that they may have to fulfil their study requirements. This would be with regards to any arrangements they would need while being a student at CBC. For example: children, family commitments, disability or medical condition, other commitments, and religious obligations.

The Director / MSS / ACC will make a note of this on the student application form OR add notes to the students' enrolment file (RTO Manager).

CBC will exercise the right to approve / disapprove any special needs or requirements that the candidate might have depending upon the feasibility and CBC’s capacity to facilitate the students special needs

This will assist CBC to deploy additional resources to accommodate potential student’s learning needs to achieve their desired outcome and offer equal learning opportunities.
**Procedure**

1) During the enrolment CBC representative (Authorised agent) will ask the prospective student if they have any special needs. OR the MSS will ask the student on the orientation day if they have special needs.

2) The Agent / MSS will make note of the request on the “Application Form” and discuss the possibilities of approval.

3) Director / Manager of Student Services will analyse the special needs or requirement of the student in comparison to CBC’s ability to facilitate the request.

4) If the candidate is selected, the Director / Manager of Student Services will further discuss the request with the selected student and inform them of arrangements.

5) The student then would have the final option of either accepting the position or rejecting it, depending on the arrangements suggested by CBC
Payment of Fees Policy:

Policy

Student fees are to be paid as a condition of enrolment at the Canterbury Business College.

Procedures

1. CBC will invoice students per semester/term.
2. Student fees are due before the commencement of each semester/term.
3. If students are unable to meet this deadline they are to see the Manager of Student Services to determine a fee schedule.
4. If students are more than one week late with their fee schedule payment, a letter of notice will be sent.
5. If fees are more than two weeks late, the student may be sent an Intent to Cancel Enrolment notice.
6. If a student is having difficulties paying fees on time, the student has to make an appointment with the MSS and discuss his / her position. MSS will assist in resolving the student’s fee problem and propose a plan to the student. If the student is not satisfied with the proposed plan they will be required to apply to the DSS stating their issues and concerns with regards to the paying their outstanding fees.
7. If the fees are not paid for more than two weeks and the student has not made a genuine effort to discuss the circumstances with administration or respond to the Intent to Cancel Enrolment notice, the students’ enrolment with CBC will be cancelled and this may also result in the cancellation of the student’s visa. In this case, students are strongly advised to contact DIBP for more information on how this may impact their visa.
8. If CBC grants the student RPL/CT, CBC will issue an offer letter with the pro-rata fees only for the units the student will be studying at CBC.

Methods of Payment

Fees will be directly deposited into the CBC’s trust account by following payment methods

- Cash
- Direct Deposit
- Credit card
- Bank draft
- Telegraphic transfer
Overdue Fees

If the student has overdue fees due to CBC, the student may not be eligible to:

- Undertake/submit assessment
- Continue study
- Enrol into further study with CBC
- Borrow books from the library

Student Documentation request charges

Students will be charged $15.00 as document-processing fee on request of the following:

- Holiday letter
- CBC Enrolment Confirmation letter
- Certificate of Attendance
- Release letter
- Additional copies of “Statement of Attainment / Transcript / Qualification”
- Any other formal document requested from CBC for personal and/or work related reasons
Academic Course Progress Policy & Procedure

Under Standard 10 of the National Code part D, CBC implements the DoE-DIBP Course Progress Policy and Procedures for its education and training courses. It is also referenced in the ESOS Act and VET Quality Framework SNR 15.2 and SNR 16

Policy Purpose

Canterbury Business College is committed to assisting all students in successfully progressing through their studies towards gaining their qualification. The purpose of this policy is to monitor and assess the academic progress of all students to ensure that student achievement and retention is consistent with CBC’s educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress.

Policy

1. CBC will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
2. CBC will assess each student’s progress at the end of each compulsory study period.
3. CBC study periods are 10-week terms to make an assessment of a student’s course progress.
4. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements over a period of a semester (2 terms = 1 semester), this is also a breach of visa conditions (ESOS Act standard 19(2)).
5. When a student has not passed or demonstrated competency in 50% (at least competent in 1 term) or more of the course requirements over a semester CBC will initiate its intervention strategy for any student who is not making satisfactory course progress at the end of each term, or sooner if deemed appropriate, as recorded in the student's results.
6. The Academic Progress policy is made available to staff and students via Student / Staff handbook and specifies:
   a. procedures for contacting and counseling students;
   b. strategies to assist identified students to achieve satisfactory course progress; and
   c. the process by which the intervention strategy is activated.

Academic Progress & Student Intervention
CBC will maintain and monitor student’s academic progress throughout the duration of the qualification. CBC will put in place all required student support services to assist them in achieving their desired results. Students are expected to achieve a minimum of **50% pass rate** each term.

Students failing to do so will be counselled and warned before they are directed to re-enroll into the course or their enrolment may be cancelled. On a case by case basis, students will be given an extension at the end of the course duration, if they have not completed all the required units of competencies.

An intervention strategy could be activated by:

- a letter to the student;
- personal contact with the student by CBC authorised staff members;

The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:

- attending tutorial or study groups;
- receiving individual case management;
- attending counseling;
- receiving assistance with personal issues which are impeding course progress;
- mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above or another intervention strategy specific to the student’s needs.

1. **The intervention strategy will include** provisions for:

   - where appropriate, advising students on the suitability of the course in which they are enrolled;
   - assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to; and
   - advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.

2. At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first four weeks of the following study period.

3. However, if CBC identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, CBC will implement its intervention strategy as early as practicable.
4. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, CBC will notify the student of its intention to report the student to DIBP for unsatisfactory progress.

5. A student is identified as being at risk of not making satisfactory progress; if their attendance drops below 80% and/or they are assessed as not yet competent in at least half the units studied.

6. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access CBC’s complaints and appeals process under Standard 8 of the National Code – Part D and has 20 working days to do so. A student may appeal on the following grounds:
   a. CBC’s failure to record or calculate a student’s marks accurately and/or attendance,
   b. compassionate or compelling circumstances, or
   c. CBC has not implemented its intervention strategy and other policies according to its policies and procedures that have been made available to the student.

7. Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.
   a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), CBC will not report the student, and there is no requirement for intervention.
   b. if there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider’s intervention strategy, and CBC will not report the student.

8. Where:
   a. the student has chosen not to access the complaints and appeals process within the 20 working day period, or
   b. the student withdraws from the process, or
   c. the process is completed and this results in a decision supporting CBC (ie. the student’s appeal was unsuccessful) then CBC will notify the Secretary of DEST through PRISMS as soon as practicable.

**Procedures for monitoring Academic Progress & managing student Intervention**

- Students will have to maintain a 50% competency throughout each term.
- The student competency will be demonstrated at the end of each term, once the trainers have submitted the results of the term to the administration department.
• MSS/admin will review all results to identify and contact those students who have been identified as not meeting course progress via letter / phone / email.

• However if CBC identifies that a student is at risk of making unsatisfactory course progress before the end of the term, MSS will implement CBC’s intervention strategy as early as practicable.

• MSS will invite the student to a personal interview / counseling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. MSS will make recommendations to the student to improve their performance.

• As part of the intervention strategy, MSS will document the meeting in the student management (RTO Manager) system for future reference and complete a “Student Counseling/Support Form”.

• Students failing to maintain the minimum course progress will be issued with a letter of concern. The student will be initially given an opportunity to discuss their reasons / problems with the Manager of Student Services (MSS), for their failure to achieve the minimum academic progress. This provides an opportunity to the student to discuss his/her situation with MSS. The MSS will counsel the student and seek clarity on the issues to address any of their concerns.

• MSS also informs the student that they run a risk of their enrolment being cancelled and being reported to DIBP via PRISMS.

• The Manager of Student Services (MSS) acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However, if MSS considers the need of professional counseling or support services for the student, then CBC will seek or recommend professional counseling to the student.

• However if the student continues to under achieve in the subsequent terms and is deemed Not Yet Competent, despite attempts by CBC to assist the student in their learning, MSS will issue the student an “Intent to report” letter via email or post.


• Students can access CBC’s complaints and appeal process within the next 20 working days of the “Intent to report” letter being issued to explain the reason why this decision should not be imposed by CBC.

• If the student does not appeal within 20 working days of the “warning letter” issue date, he / she will be reported to DIBP via PRISMS.
**Academic Appeals**

If a student at Canterbury Business College is not happy with his/her results, the student may appeal against their result via a written request, clearly stating the grounds of appeal to the MSS / DSS. This should be submitted after completion of the subject and within 14 days of commencement of the new term.

- If the student is dissatisfied with their results, he/she has a right to appeal.
- The notice of appeal should be in writing addressed to the MSS / ACC and submitted within seven days of notification of the assessment results.
- If the appeal is not lodged in the specified time, the result will stand as marked.
- In the event of an emergency, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate.
- The decision of MSS / ACC will be discussed with the DSS.

**Procedures for academic appeals & complaints**

CBC motivates students to express any concern they may have about assessments / study-related issues if necessary. Students need to follow CBC’s defined procedures, while addressing their assessment / study-related concern or wishing to make a complaint.

1. The student is expected to first contact their subject trainer to address their work/study-related concern.
2. If the student is not satisfied with the trainer’s response or has difficulty discussing matters with the trainer, they have the right to escalate the matter and discuss with the Manager of Student Services to seek resolution.
3. Every student has an opportunity to formally present their case with the Manager of Student Services. The student is welcome to bring a support person if they wish.
4. If the resolution reached is not to the satisfaction of the student, the student has a further right of appeal, which has to be done in writing, “complaint form” to the Director of Student Services.
5. The student needs to include all relevant information within their documented complaint.
6. The student may submit the documented complaint in writing by letter, email or in person to the Director of Student Services.
7. The Director of Student Services will respond to the complaint in writing about the appeal outcome including the reasons for the decision within 10 working days from the date of submission. The decision will be reviewed by the ACC / MSS prior to informing the student.
8. If the complainant is not satisfied with the solution provided, or if you want to complain or appeal this decision, you can contact the Overseas Students Ombudsman. The Overseas
Assessments resit policy

All students will be offered an opportunity to resit/resubmit a failed exam/assessment only once. If the student still does not succeed after the re-submission the student has to pay $150 per cluster reassessment fee for every subsequent attempt.

Students do not qualify for an automatic re-sit:

- If they are absent on the assessment due date without prior approval from the trainer / Principal
- Do not meet the minimum attendance requirement

CBC will inform the student of re-submissions / resit dates.

CBC will consider a student’s request for late-submission / extension on a case-by-case, provided that the evidence submitted by the student is valid.

Resit/Re-assessment Procedure:

- An appeal in writing is made to the ACC / MSS providing reasons for re-assessment /appeal.
- ACC / MSS will review the assessment in consultation with the trainer.
- The student will be advised of the review result.
- If the student is still not satisfied and further challenges the decision, then a review panel is formed comprising the lecturer/trainer in charge, the ACC, the MSS and the DSS OR if need be an external assessor.
- CBC will advise the student of the appeal decision within 14 days from the submission date of the appeal. The decision of the panel will be final.
- If the student is still not satisfied with the result, the he / she has the right to seek independent advice or follow external mediation option with CBC’s nominated mediation agency.
- Any student who fails a compulsory subject or appeals unsuccessfully will be required to re-enrol in that subject.

The cost of reassessment will be borne by the CBC. The external assessor will base his/her judgement based on principles of assessment. These principles require assessment to be reliable, fair, practical and valid.
Completion within expected duration / Course deferment

CBC’s policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the student’s COE. CBC will only consider extending a student’s study if they fall under the conditions specified in Standard 9 of the National Code, Part D.

CBC will review each student’s case based on the evidence and reasons submitted being that the student is either requesting for deferment or if he/she is not expected to complete the course within the expected duration.

CBC will only amend / extend the duration of the COE only if the student has compassionate or compelling circumstances, which are beyond the control of the student and which have an impact upon the student’s program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies; or
- Where the student is at the end of their enrolled course (intervention strategy – granted under standard 13) and the student has not completed every unit of study successfully and CBC deems the extension necessary for the student to complete the qualification.
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident;
  - Witnessing or being the victim of a serious crime.
  - When this has impacted on the student. (Note these cases should be supported by police or psychologists’ reports)
- Where the registered provider was unable to offer a pre-requisite course/unit; or
- Inability to begin studying on the program commencement date due to delay in receiving a student visa.
- Where there is a variation in the student’s enrolment load, which may affect the student’s expected duration of study in accordance with 9.2 of the National Code, CBC will record this variation and the reasons for it on the student file. CBC will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study
- CBC may allow the student to undertake no more than 25 per cent of the student’s total course by distance and/or online learning. However, CBC will not enroll the student exclusively in distance or online learning units in any compulsory study period.

Note: CBC does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. CBC recommends that students plan their family engagement / weddings during term breaks. Students are encouraged to discuss their individual cases with the MSS before making any arrangements.
**Leave application / Course Deferment / Course cancellation**

CBC will consider the request for “approved leave / course deferment / cancellation” conditional to the student’s circumstances at the time when students make the request. In case of any other situation or requirement, the MSS will evaluate the situation on a case by case basis and make the decision of approving / denying students request for leave / deferment / cancellation.

**Leave of Absence**

CBC expects its students to plan their course of study without any interruption based on the term dates and break periods. However, CBC does understand where this is not possible CBC makes reasonable provision for students who cannot temporarily suspend their studies.

A student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a “Student Request” form and be submitted to the ACC / MSS.

CBC will consider all leave application based on DIBP’s rules on the basis of compassionate or compelling circumstances. Students must realize that a request for Leave / Course Deferment / Cancellation will affect their student visa and / or the duration of their course of study. This information will be provided by the MSS through the orientation program and also when making the application for leave.

Students will normally be required by DIBP to leave Australia for the period of the Leave of Absence where it exceeds 28 days. Students should be aware of their visa durations and must make appropriated arrangement to renew / extend their visa prior to leaving Australia.

Approved Leave is not be considered as “absence” and will not affect the students overall attendance percentage. The student needs to contact CBC and make arrangements prior to returning to CBC with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, following efforts by CBC administration staff to contact the student, CBC will report the student to DIBP via PRISM as "student notified cessation of studies". CBC is not obliged to notify the student of the intent to report nor to allow 20 days for an appeal.

**Course Cancellation**

Course cancellation may be initiated by either the student or CBC.
**Student Cancellation**

- Students wishing to cancel their enrolment must complete a “Student Request” form and submit to the MSS.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from CBC’s ‘Transfer between Providers Policy / Procedure’.
- All application documentation for the cancellation will be kept on the student file and DIBP will be notified via PRISMS of the decision to cancel the enrolment as a result of the student’s request.
- CBC will regard a student who fails to re-enroll in a study period as having abandoned their course and thereby will be deemed to have notified CBC of their cessation of studies. The student’s cessation will be reported on PRISMS, which may result in their visa being cancelled.

**Provider Cancellation / Suspension**

CBC has the ability to suspend / cancel a student's enrolment on the following grounds:

- Misbehaviour, this may include but is not limited to: Acts of discrimination, sexual harassment and vilification or bullying, and/or acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories.
  1. Academic Misconduct
  2. Behavioral Misconduct

- CBC may cancel the enrolment of a student who does not pay fees when they are due.
- Should CBC initiate the suspension or cancellation of a student's enrolment, it will notify the student of its intention and allow the student 20 working days to access the complaints and appeals process.
- If a student appeals a decision to suspend or cancel his or her studies CBC will not report the student on PRISMS until the internal appeal process is completed, unless extenuating circumstances apply.
- Extenuating circumstances may include medical concerns, severe depression or psychological issues, endangers or threatens to endanger other students, or is at risk of committing a criminal offense. Claims of extenuating circumstances need to be supported by evidence.
- CBC will report the students changed enrolment status on PRISMS once the internal process is complete, even if the student pursues an external appeal process.
- DSS and / or MSS is responsible for ensuring students are reported on PRISMS when a decision is made to suspend or cancel their studies and ensuring that all relevant correspondence and documentation is retained on the students files.
Application procedure for Leave / course deferment / course cancellation

A student’s study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the COE:

• Student will make a written application requesting the MSS for leave / deferment / cancellation.

• Student has to attach all necessary evidence, while requesting for leave / deferment / cancellation. (*For example, medical certificates /death certificates in case of deferment due to death in the family. Airline ticket if student intends to cancel his course and return to country of origin*)

• The application will detail the following content:
  - Reason for leave / deferment (Medical / Compassionate / Bereavement / Parental / Family / Personal / Work related) or cancellation
  - Dates (start date & end date with date of return to CBC)
  - Details of what the study / course responsibilities are on the date(s) leave is requested for (*not applicable if applying for course cancellation*)

• The written application will be reviewed by MSS and the student will be advised with the copy of the “leave / deferment / cancellation application” signed and authorised by MSS confirming on the top “Approved” or “Denied”.

• An intervention strategy has been implemented to assist the student to successfully complete the course of study

• CBC will Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and

• An approved deferment or suspension has been granted under Standard 13 of the National Code.

• A copy of the application will be retained in the student file.

• CBC will notify the Secretary of DOE via PRISMS as required under section 19(1) of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.
Marking

**Competency-Based Assessment**

The purpose of a competency-based assessment is to ensure that students can perform to the standards expressed in the relevant industry competency standards. These standards are made up by units of competencies or outcomes for the range of skills and knowledge required in industry.

Students are either assessed as competent or not yet competent on a given unit of competency. Students are provided with feedback on their assessments. Assessment feedback on Not Yet Competent will serve as constructive criticism on the areas that the student needs to improve in. It will also involve information regarding resources, training programs and other relevant materials that can guide the student to become competent.

All assessments conducted are based on the endorsed national competency standards - these outline all the units of competence that need to be assessed. The assessments demonstrate whether a student can perform in the workplace as expressed in the relevant industry competency standards (eg. in the information technology industry).

These competency standards serve as benchmarks for assessment. Assessments at Canterbury Business College are kept holistic and integrated to cover as much as possible a range of interconnected competency units.

CBC trainer/assessors conduct assessments. CBC keeps and maintains all records of assessment events, procedures and outcomes for future reference and for the issuance of qualifications.

**Exceptional circumstances**

Examination / assessment arrangements may be considered for students with disabilities, temporary incapacity, hospitalisation or students who have family emergencies during the assessment / examination period.

In events as noted above:

- Students who cannot attend the scheduled examination or complete the assessment by scheduled date due to hospitalisation or on compassionate grounds should apply to the Director/Manager of Student Services for a deferred examination, supported by appropriate documentary evidence.
- Students with special needs will be appropriately accommodated.
Examinations / Assessments

Students are reminded at least two weeks prior of the examination / assessment due date(s).

If a student is late for an examination by more than 20 minutes, the student may be refused entry. Unless approved by the trainer, the student can not bring into an examination any devices capable of conveying information about the examination such as: mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, calculators, textbooks and program notes. Please ensure that mobile phones are turned off during the examination time.

During an examination session a student can not:

- communicate verbally with any person other than the trainer;
- assist any other person to communicate with another person
- willingly receive a communication from any person.

If in the opinion of the trainer, the student's behaviour is disturbing or distracting to any other student, the trainer may direct the student to exit the examination.

If a student considers that their performance in an examination was adversely affected by illness, disability, bereavement or other exceptional circumstances, the student may apply for special consideration.

Assessment Feedback

- A student has the right to receive written feedback for an assessment.
- It is the student’s responsibility to contact the assessor / trainer to obtain the result of their assessment and feedback.
- A student should contact their assessor / trainer the first instance they are dissatisfied with the result of an assessment and the feedback. If the assessor /trainer is unavailable, the student should contact the student services department.

If a student needs to lodge an academic appeal for reviewing a result(s), please read the Appeals Policy on page 43 of this document.
Attendance Monitoring Policy

According to National Code Standard 11 - Registered providers systematically monitor students’ compliance with student visa conditions relating to attendance. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students under Section 19 of the ESOS Act who have failed to meet the attendance requirements.

This policy outlines the circumstances in which CBC will notify the students of their attendance, the process in which attendance is collected and monitored and initiate the cancellation of a student’s enrolment for unsatisfactory attendance.

For more Information:

CBC follows the Department of Education - Course Progress Policy and Attendance Policy to monitor the academic progress and attendance of each student.

Purpose

This Policy is designed to monitor student attendance to ensure that each student complies with their visa conditions and enables CBC to comply with the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training (“The National Code”). This policy aims to provide all students with the best opportunity to achieve the learning outcomes of their selected course while studying at Canterbury Business College.

Scope

This Policy/Procedure applies to all students enrolled at Canterbury Business College.
**Attendance Monitoring (Recording) Procedure**

1. Each student is provided with an official timetable for their course of study, including the days/time/duration.

2. Students are advised in the orientation program of the requirement to attend a minimum of 80% of classes which includes any medical related absences. Students can contact the MSS/Principal to enquire about the current attendance (%).

3. All trainer/assessors are provided with a five week attendance sheet twice in a 10 week term to record their class attendance. Attendance sheets include details of the students and the sessions/days that they are required to attend.

4. Attendance is recorded two times during each class. The trainer/assessors are responsible for the accuracy of attendance records taken during class sessions. It is of paramount importance that clarity and accuracy be maintained in marking attendance as incorrect information may lead to student visa cancellations.

5. The following key is used for attendance marking:
   a. P (Present) - If a student is present all session / day
   b. A (Absent) - If a student is absent all session / day
   c. HS (Half Session) - If a student arrives 30 mins late to the class.
   d. S (Sick) / MED (Medical Certificate) - If a student has called in sick or has submitted a Medical certificate.
   e. AL (Approved Leave) – If a student is on Approved leave or has travelled overseas due to medical / compelling / compassionate circumstances.

6. Trainer/assessors/admin staff are required to notify the Manager of Student Services if a student is at risk of falling below 80% attendance.

7. Trainers/assessors are required to submit completed Attendance Sheets to reception at the end of each week (Note: The attendance sheets are legal compliance documents and should not leave the college premises at any time).

8. The Manager of Student Services (MSS) / Principal are responsible for checking, monitoring, reporting and the collation of data regarding attendance.

9. Attendance is recorded to a web based Student Management Program / in-house software on a fortnightly basis (RTO Manager).

10. Students identified as not maintaining satisfactory attendance are considered ‘At Risk’ of falling below the minimum attendance requirements and are issued a non-attendance letter.
11. If a student is identified as failing to maintain the attendance requirement, CBC will commence counselling to ascertain the student’s circumstances surrounding their current attendance.

12. If a student is absent for more than 3 consecutive days without prior approval, the Administration staff (MSS / Principal) will contact the student to offer assistance if needed or advise the student to return to their classes immediately.

13. In week 5 of the 10 week term after analyzing the Accumulative Attendance, students falling below 80% are contacted and counseled (as per the Reporting Students Policy). A Non-Attendance letter is sent out via email / post advising the student’s current attendance is unsatisfactory and the need to contact the college immediately.

14. Non-attendance and a lack of response to the college’s request to explain the circumstances surrounding the student’s absence, or not attending a scheduled counselling session without reason may lead CBC to issue an Intention to Report letter. (Interventions, counselling and warning letters support this process).

15. If a student fails to provide valid reasons/circumstances surrounding the decline of attendance, an Intention to Report is issued.

16. The student has 20 working days to appeal CBC’s decision. The student may appeal the above decision on the following grounds:
   a. CBC failed to record or calculate a student’s attendance accurately,
   b. There are compassionate or compelling circumstances, or
   c. CBC has not implemented its intervention strategy and other policies according to its documented policies and procedures.

   If the student choses not to appeal the decision or if the appeal is not upheld, CBC will report the student.

17. The student can lodge an internal appeal by following these steps:
   1. Fill in the Appeal, Complaint and Grievance Resolution form
   2. Provide all the supporting documentation.
   3. Attend an interview with the Principal / DSS

   CBC will provide a formal letter outlining the details and reasons of the outcome.

18. After the 20 working days period has lapsed:
   A) If the student’s appeal has been rejected, CBC will notify the student in writing stating the reasons why the appeal was rejected. Following this, CBC will report the student through PRISMS for unsatisfactory Attendance.

   B) If the student’s appeal has been upheld, CBC will notify the student in writing.
If the student is dissatisfied with the outcome of the internal appeals process, the student can access the external appeal process through the Overseas Student Ombudsman. [http://www.oso.gov.au/making-a-complaint/](http://www.oso.gov.au/making-a-complaint/)


**Reporting Students Policy**

Canterbury Business College will record the attendance of students to support their academic progression and compliance with their visa conditions. Overall monitoring of class attendance is managed by the Manager of Student Services (MSS), who works in conjunction with the Principal and Director of Student Services (DSS). Attendance is recorded and monitored for each study period, and includes all scheduled classes allocated to each student's timetable.

Canterbury Business College complies with the ESOS Act and National Code, which require private educational providers to monitor overseas student attendance. Therefore, Canterbury Business College has a legal obligation to report overseas students who fail to comply with their attendance requirements. CBC's attendance requirements consider a student's attendance to be satisfactory where they maintain a minimum of 80% attendance. Students are actively encouraged to attend all scheduled classes to achieve the best outcome. The policy is made available to staff and students through orientation, staff induction, workshops, staff & student handbook & the CBC website.

In certain circumstances, CBC may decide not to report a student for breaching a minimum of 80 per cent attendance requirement under the following circumstances:

- Where the student has attended 70% of the scheduled contact hours in a term and has maintained satisfactory course progress through the study period/course duration, or (Satisfactory course progress is defined where a student has completed 50% of the total subjects in a semester).
- Where the student has maintained satisfactory attendance in previous study period/s, or
- Where there is documentary evidence that supports the student's absence e.g. a serious illness or injury, compassionate or compelling circumstances may apply.

These could include:

- Where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or family;
- Major political upheaval or a natural disaster in the home country requiring emergency travel.
A traumatic experience which could include:

- Involvement in, or witnessing of a serious accident; and
- Witnessing or being the victim of a serious crime

If a student’s attendance falls below the 70% of the scheduled contact hours and the student has failed to achieve satisfactory course progress, in spite of CBC’s previous notifications to the student. CBC will issue an Intention to Report. The student has 20 working days to appeal CBC’s decision. If the student chooses not to appeal or if the appeal is not upheld, CBC will report the student to DIBP/DOE via PRISMS.

Approved Leave

The Principal in conjunction with the Manager - Student Services / Academic Course Coordinator will consider the grounds for granting the student leave under exceptional circumstances or on compassionate/compelling reasons. The student is required to submit all relevant documentation with the leave request.

Illness

In case of an illness, a student must provide certified document(s) (i.e. Medical Certificate) from a registered Medical Practitioner. The document(s) must state the reason for a student’s absence and also the dates he / she were deemed unfit for class. The student must present the medical certificate as soon as practicable. Students must retain a copy of the document in the event of an appeal.

Notifications to Doe via Prisms (DIBP) Policies and Procedures

Policy

CBC will notify DOE via PRISMS after CBC has exhausted its efforts to contact the student with regards to the breach of his / her student visa conditions. The following details will be reported on the PRISM system, including:

- student's full name, gender, date of birth, nationality, country of birth,
- amount of money paid before confirmation of enrolment,
- whether premiums have been paid for health insurance,
• an estimate of the total amount the student is required to pay to undertake the training and assessment program,
• the visa number, if the student holds an Australian visa,
• the office where the student’s application for a student visa was made or is expected to be made,
• the student’s passport number if the student was in Australia when he/she became an accepted student,
• the CRICOS course code,
• any English language proficiency test undertaken and the score achieved,
• commencement date,
• the date the student is expected to complete the training and assessment program.

Termination and Changes on PRISMS

CBC will update and maintain all the enrolment details of its international students in PRISMS. CBC will terminate the student’s enrolment via PRISMS after following its internal policies and processes (attendance & academic progress policies).

This includes, if the student:
• does not commence (i.e. simply does not turn up, or has not arranged with the provider for a later start because of health or compassionate reasons); or
• terminates their studies before course completion; or
• changes their course
• changes their course duration; or
• fails to comply with their visa conditions regarding attendance and academic performance.
Results & Awards - Final Results

The student’s final results will be issued to them on the completion of a competency or a group of competencies. If a student only completes a part of the units within a qualification then a “Statement of Attainment” will be issued to the student reflecting the unit completed.

The Statement of Attainment (SoA) will list the code(s) and name(s) of the competencies and the result the student has achieved.

Interim academic transcripts

A student may apply for an Interim Transcript (charges apply) anytime during their course. The Interim Transcript lists the codes and names of the competencies and the result the student has achieved.

An Interim transcript cannot be used as a proof of academic achievement.

Qualification issuing policy

A qualification is a formal certification, issued by CBC in recognition that a student has achieved the learning outcomes relevant to the student’s enrolled training package.

Issuance of the qualification follows satisfactory completion of the requirements set by CBC. Individuals will be able to obtain a Statement of Attainment where they have partially completed the requirements of the qualification.

Procedures for issuing / applying for Qualification:

1. Students will complete the “Student request form” requesting for Qualification completion certificate / Statement of Attainment (SOA) to the MSS.
2. MSS will review the request and check relevant information via the student management system (RTO Manager) to confirm if the student has completed the requirements of the enrolled qualification to be issued with a completion certificate / SOA
3. The documents will be issued to the student within 3 working days after the application is made.
4. MSS will enter the record into the “Qualification / SOA issuing” register
Note: A student cannot receive an award, transcript or statement of attainment without a USI verified by CBC.

If a financial debt is owed to CBC, the award may be withheld until the debt is cleared.

Replacement awards can be obtained to:

- recognise a name change;
- replace a damaged award or;
- replace a lost award.

NOTE: Additional copies of awards cannot be issued, that is, a student can not have more than one copy of an award at any given time.

A student must officially apply for replacement award(s) from CBC. The student must include the original award with their application or a witnessed Statutory Declaration, declaring the circumstances in the event that the original has been lost or destroyed.

The student will need to include a certified copy of evidence of a name change.

**Cancellation of Qualification or Statement of Attainment**

CBC may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If CBC cancels the student’s award, the student will be advised in writing.

The student must return the cancelled award to CBC within 21 days of receiving written notice from CBC. The student has the right to appeal this decision through the Director of Student Services.
Transfer between Registered Providers

Transfer from CBC to another provider and vice-versa for International Students

Under Standard 7.1, CBC will not knowingly enroll a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study. The principal course is the highest qualification in a package of courses.

The only exceptions to this are where:

a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
b. the original registered provider has provided a written letter of release;
c. the original registered provider has had a sanction imposed on its registration by the Australian or state or territory government that prevents the student from continuing his or her principal course; or
d. any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

Unless any of the conditions in Standard 7.1 apply, CBC will not enroll a student before he or she has completed six months of the principal course. Importantly, cancellation is not equal to a letter of release as it is not one of the exceptions outlined in Standard 7.1. For best practice purposes, CBC will advise students requesting the cancellation of their course, without a letter of release, of the serious visa implications of course cancellation.

In the event that a student applies to study at CBC and has previously studied / completed a relevant course with a registered Australian provider, then CBC will follow National Code Standard 7 Guidelines prior to accepting the student.

If a student is requesting a transfer from CBC, the student should have an accurate understanding of what the transfer represents to their study options. The release letter will be denied if the student still owes CBC course fees for their current qualification or that it is suspected that they are seeking transfer only to avoid being reported to DEEWR for failure to meet academic progress or attendance. The Manager of Student Services will make the final decision as to whether to grant / refuse a release letter for the student.

Procedure for assessing Students wishing to transfer IN to CBC qualifications

1. The Student Services office receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
2. The Student Services office uses PRISMS to decide if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.

3. If they have, the application process proceeds as for all offshore students.

4. If they have not, they are asked to provide an appropriate letter of release in support of their application. They can be provided with a “conditional” offer, which clearly states that an offer of a place is contingent on their obtaining a letter of release.

5. If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all offshore applicants.

6. If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.

7. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.

Procedure for assessing students wishing to transfer OUT of CBC

1. Students make a written request (e-mail is satisfactory) to the Student Services office to transfer to another provider.

2. The student is asked to provide a valid offer of enrolment from the new institution.

3. With these documents sighted, the Manager of Student Services will assess the transfer request considering the following questions:
   a. Is the student fully aware of the study issues involved in the transfer? (MSS checks any notes on student records).
   b. Is the student simply trying to avoid being reported to DIBP for unsatisfactory course progress or unsatisfactory attendance? (Again MSS checks the relevant notes on student records).
   c. Provide the student with advice on CBC’s procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
   d. Advice the student that their request may take as long as, but will not extend past a 5 working day assessment period.
   e. Refuse an application for transfer where a transfer is considered detrimental to the student’s academic progress or where the provider has evidence to believe that the student is abusing the student visa system by providing fraudulent documents.

4. If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted. The student will also be advised of the need to contact DIBP.

5. The Student Services office report students termination of studies through PRISMS.
6. If any of the answers are unclear, they should be referred to the Director of Student Services, to interview the student and gain a better understanding of the circumstances.

7. The Manager of Student Services will make a recommendation to CBC’s Director of Student Services if they believe the request should be refused or alternatively grant the letter of release. The Director will inform Manager of Student Services and the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the Student Handbook if they seek a review.

Notes:

- The above assessment procedure will not take more than 5 working days once the student has provided the necessary documentation.

- All requests, considerations, decisions and copies of letters of release will be placed on student’s file, and

- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
Discipline

Policy

CBC will at all times conduct its dealing with students in a fair and equitable manner, complying with specific requirements of the code of conduct and other relevant legislation in order to ensure equitable outcomes for both CBC and its customers.

CBC provides its students adequate access to appropriate guidance, support systems and welfare services. In doing so, CBC will ensure:

a) Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programmes or related activities;

b) Teaching and management staff proactively implement intervention strategies if skill gaps are identified;

c) Support and guidance are appropriate to the mode of delivery for each particular course of study;

d) Guidance, support systems and welfare services are made known to students;

e) Any necessary health and safety procedures are made known to students.

Rules and Regulations

Rules and regulations that govern student behaviour are necessary in order to maintain a safe learning environment.

The Manager / Director of Student Services will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

Rules and regulations are provided to all students during their first day of study.

Rules and Regulations are commonly known by all teaching staff and enforced at all times, being communicated and explained in a manner that is empowering and non-threatening to students.

Students will be dealt with in a fair and equitable manner should any of the rules and regulations be broken.
Managing Student Discipline

Manager / Director of Student Services will carry out disciplinary procedures and issue warnings to students.

The Director of Student Services, with the assistance of the ACC / MSS, will carry out dismissal procedures or suspend a student from their programme.

All serious offences must be reported to the Manager / Director of Student Services as soon as possible. The report may be verbal, but must be followed up in writing in the form of a report.

Disciplinary & Dismissal Procedures

An offence involving the rules and regulations can lead to dismissal. If you carry out a serious offence, CBC will carry out the following process:

Procedure:

a) CBC will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;

b) Give the student the opportunity to explain;

c) Consider the student’s performance, duration on the programme and past actions, including any warnings or reprimands issued in the past by their teaching staff;

d) Issue a verbal warning to a student who breaches CBC rules. The Academic Course Coordinator / Director of Student Services will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)

e) The Director of Student Services will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension

f) After a written warning has been issued, further breaches of CBC rules may result in suspension or dismissal at the discretion of the management and training team.

g) CBC will make decisions that are supported and justified, based on objectivity (actual performances and behaviour);

Not with standing the above, instant suspension or dismissal may occur if a student:

b) Attends any CBC course, while processing or under the influence of alcohol and drugs

c) Poses a physical threat to CBC staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless the Director of Student Services deems the student to be a risk to CBC and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.
Student has the right to appeal the decision of dismissal in accordance to the complaints and appeal policy and procedures.
Misconduct

Student misconduct includes:
1. academic misconduct, and
2. behavioural misconduct.

Academic Misconduct - Cheating, Plagiarism and Collusion

Academic misconduct is a very serious offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment.
- Failing the competency
- In some cases expulsion

Note: A student may, at the discretion of CBC, be given the opportunity to resit an assessment. Students need to have at least a minimum of 80% attendance and above to be given an opportunity for a reassessment.

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer.
- Obtaining information about an examination before it is held, except for information provided to all the class by the trainer.
- Copying from another student's examination paper.
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.
- Using any sources of information during an examination or assessment that has not been agreed to by the trainer.
- Substituting for another student to take an examination (vice versa).
- A student giving their password to another student thus enabling that student to log on and undertake any academic activity, including assessment. (vice versa)
- Working with other students to produce work in groups that has not been agreed to by the trainer.
- Making up or falsifying data in experiments or other research.
- Altering the record of any grade or result.
- Giving untrue information in order to obtain exemptions from program requirements.
POLICIES AND PROCEDURES

- Bribery in any form. This includes offering or giving CBC staff members money or any other benefit as a means of influencing them or their decisions.
- Handing in someone else's work as your own. This includes anything that the student may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement
- Using or developing another person's ideas without acknowledging them
- Using the work of other students (with or without their permission) and claiming it as your own.

A student should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:

- if a trainer believes that a student is involved in academic misconduct, the student will be informed.
- the matter will be referred to the Director of Student Services for appropriate action.

**Behavioural Misconduct**

Behavioural misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document, or impair the reasonable freedom of other student/staff to pursue their studies/work and participate in activities at CBC.

Examples of behavioural misconduct include but are not limited to:

- failure to comply with any CBC guidelines;
- breaches of any CBC policy, including but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources;
- stealing, destroying, impairing the accessibility of, or defacing any part of CBC;
- refusing or failing to identify oneself truthfully
- failure to comply with any lawful order that was given by CBC staff in order to ensure the safety of any person and the orderly conduct of learning programs and other activities at CBC;
- any act or failure to act that endangers the safety or health of any other person;
- actions that impair any persons' participation in a CBC activity or, by act or omission disrupts the peace or good order of CBC;
- conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within CBC;
• acting in a way that causes students or staff or other persons within CBC to fear for their personal safety;
• assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well-being;
• being under the influence of prohibited drugs and/or substances including alcohol while on CBC premises or while participating in a CBC related activity.
• unauthorised possession of a weapon on CBC premises or while participating in a CBC related activity.

How to lodge a misconduct complaint

A CBC employee or student may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the Manager of Student Services.

The MSS can provide the student with advice on options for the resolution of a particular complaint and can provide assistance with a written statement, if required.

Consequences of Misconduct

CBC staff may in respect to any misconduct committed by a student immediately suspend the student from CBC for a determined period of time.

If a suspension action is taken the CBC staff shall:
• advise the designated MSS immediately
• provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct.

The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

If required, following the receipt of advice from the MSS, the DSS may review the circumstances and may:
• determine further appropriate action;
• suspend or exclude the student from CBC for a specified period of time; or
• expel the student.
The student must be informed of their right to appeal the decision.

Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

**Misconduct Appeals**

If the student has been found guilty of misconduct, the student can appeal the decision or the decision process in writing to the Director of Student Services.

- A date for a review meeting will be set as quickly as possible and the student will be notified of the time, date and venue in writing.
- If required, the CBC will provide an interpreter or the student may bring a support person to assist them during the meeting.
- If the student does not attend the meeting or provide a written submission, the DSS may assess the matter and where necessary impose a penalty.
- The DSS/MSS will advise the student in writing of the decision within two working days of the meeting concluding.
- The decision of the DSS will be deemed final.
Staff Communication

Staff meetings for student services will be held at least once every term. All staff relating to student services are expected to attend.

An agenda for the meeting will be prepared, allowing for staff to have input. The agenda will be distributed to all staff prior to the meeting.

Chairing of these meetings will rotate amongst senior management staff. Minutes of the meeting will be recorded on a rotating basis; copies of the minutes will be distributed to all staff.

Academic staff meeting will be held once every term for assessment validation and also to discuss any matters related to students or training and assessment program. These meetings will also include a discussion of the previous terms delivery and a check through all academic staff’s recommendations of course delivery improvement as part of continuous improvement.

The selected senior staff member will chair the meeting and all academic staff will be informed at least one week prior to the meeting.
Quality Training And Assessment

Policy

Staff that will assess units must have the following qualifications:

The following competencies from the Training and Assessment Training Package or are able to demonstrate equivalent competencies:

- TAEASS401B Plan assessment activities and processes
- TAEASS402B Assess competence
- TAEASS403B Participate in assessment validation
- TAEDEL401A Plan, organise and deliver group-based learning
- TAEDEL402A Plan, organise and facilitate learning in the workplace
- TAEDES401A Design and develop learning programs
- TAEDES402A Use training packages and accredited courses to meet client needs

Staff that will deliver training must have the following qualifications:

- Certificate IV in Training and Assessment from the Training and Assessment Training Package or is able to demonstrate equivalent competencies;

Or

- Be under the direct supervision of a person who holds a Certificate IV in Training and Assessment from the Training and Assessment Training Package

Or

- Be able to demonstrate equivalent competencies and is able to demonstrate vocational competencies, at least to the level of those being delivered.

Assessments

Summary

Assessment is defined as the process of making judgments about whether competency has been achieved.

The programs offered by CBC incorporate competency based assessments. The purpose of assessing competency is to confirm that the student can perform to the standards expected in the
workplace. The student will be given the option of providing evidence that the student meet the requirements of competency through Recognition of Skills and Experience or the student can undertake training and assessment against the competency.

The assessor/trainer will advise prior to the commencement of course how unit competency is to be assessed. Assessments will generally be progressive and involve multiple assessment tools for each competency. Assessment items can include, but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations and/or observation of activities.

Policy

All assessments and evaluations will be conducted in line with the criteria laid down in the Training Package units and ensure that:

- comply with the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses
- lead to the issuing of a statement of attainment or qualification under the AQF when a student is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in applicable accredited courses
- are valid, reliable, fair and flexible
- provide for applicants to be informed of the context and purpose of the assessment and the assessment process
- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills
- involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained
- provide feedback to the applicant about the outcomes of the assessment process and guidance on future options in relation to those outcomes
- are equitable for all persons, taking account of individual needs relevant to the assessment,
- Provide for reassessment on appeal, and
- Candidates with special needs are appropriately accommodated.

Assessment Procedures

- Assessments must be submitted to the assessor by the due date for a result to be recorded, unless an extension has been granted.
POLICIES AND PROCEDURES

- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your trainer in writing 48 hours prior to the submission due date.

- The length of extension is at the discretion of the trainer.

- In case of illness, a doctor's certificate must be produced for verification. (or other documentary evidence, where applicable).

- Students are responsible for complying with the procedures for assessment submission.

- To avoid plagiarism the student must properly acknowledge & reference all information sources.

- If a student has submitted an assessment by the due date, and it is assessed as requiring additional work, the student can request an opportunity to resubmit again.

- If a student does not resubmit their assessment by the due date, the assessment outcome will be recorded as 'Not Yet Competent' for that competency.

Assessment Requirements

- Students need to maintain 80% attendance in any given term to be given the opportunity to attempt any form of assessment.

- Student with less than the minimum attendance requirement will have to re-enrol into the cluster of units to attempt any assessments.

- Students with a minimum of 80% attendance and above are offered a maximum of 2 opportunities (including 1 resit opportunity) to prove competency for every assessment completed.

- If the student is graded as 'Not Yet Competent', the student will have to pay $150 per cluster.

- If the student still fails to achieve competency, the student will need to re-enrol the following term/semester.

- All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

Exceptional circumstances

Examination / assessment arrangements may be considered for students with disabilities, temporary incapacity, hospitalisation or students who have family emergencies during the assessment / examination period.
In events as noted above:

- Students who cannot attend the scheduled examination or complete the assessment by scheduled date due to hospitalisation or on compassionate grounds should apply to the Director/Manager of Student Services for a deferred examination, supported by appropriate documentary evidence.
- Students with special needs will be appropriately accommodated.

**Trainer/assessors process for Assessment**

All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

All assessment and evaluations will adhere to relevant OHS rules and regulation.

**Procedures**

Prior to assessment:
- Students will be familiarised with the Training Packages.
- Trainer/assessors will design assessment tasks in line with the criteria’s of the units of competency within the training package documents.
- Trainer/assessors will write a learning and assessment strategy guide for each qualification. This contains details regarding topics, the mode and types of assessments.
- Trainers will issue this to the student within the first week of course commencement.

During assessment:
- A Competency Record Sheet is to be completed by the assessor at the time of the assessment of the candidate. This must be signed and dated both by the candidate and the assessor. This sheet provides details on the assessment of the competency.

End of the assessment:
- A CBC Competency Results Sheet is filled by the assessor and submitted to the Office Administrator / Receptionist. This document shows the competence level of the candidate. These documents are to be handed to the receptionist at the end of each assessment.
Completion of the unit:

- The trainer/assessor is required to hand in to the MSS, all assessment evidences that are to be recorded in each student file.

Students have the right to request for feedback on their assessment competency. If a student is dissatisfied with the outcome of the assessment and the issue cannot be resolved, the student should follow CBC’s complaint and appeals policy, which outlines the procedures for student academic appeals.
Assessment Validation and Moderation Policy

CBC conducts assessment validation and moderation procedures for all training and assessment programs within its scope of registration.

The Principal/ACC ensures that the training packages are reviewed at least annually to check if there have been any new updates or amendments (as per the Course Transition Policy). The updates could relate to any criteria within the training package. (For example: new units, modified criteria’s, changes in elements, outcomes, pre-requisites or duration).

Procedures meet the requirements of the Australian Qualifications Framework (AQF) and ensure that:

- reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards, at least annually;
- for each task the assessment and assessment tool is appropriate to the learning outcome being assessed and meets the requirements of the relevant training package;
- assessment and standards of achievement are applied consistently by all assessors/trainers and for all students completing the assessment task;
- evidence used to make an assessment is valid, fair and reliable;
- feedback is obtained from students, facilitators and assessors/trainers;
- changing industry standards are considered in reviewing assessment tasks, and
- any action taken to improve the quality and consistency of assessments is documented in line with CBC’s policies.

The Principal /ACC approves policies, principles and procedures for validation and moderation of assessment in any training and assessment program and monitors compliance in line with CBC’s policy.

Procedures

1. CBC conducts a regular internal assessment validation and moderation reviews for each VET qualification included in the CBC’s scope of registration according to policies, principles and procedures approved by the Principal/ACC.

2. At least two weeks prior to the commencement of each term, the Principal / Academic Course Coordinator organises moderation meetings with assessors/trainers to validate the assessment process, including identifying the tools and evidences to be gathered to ensure consistency of assessment. This process is conducted for units scheduled to be offered in the current term.
3. After each assessment event, the student is given a feedback sheet to gather his/her feedback about the assessment event.

4. The Academic Course Coordinator reports the outcomes of assessment validation and moderation reviews, including any proposed changes to the means of assessment, to the Principal.

5. All the assessment changes and amendments are documented within the “assessment validation template”.

6. After the assessment validation and moderation reviews, the Principal approves the final changes.

Responsibilities

The Principal / Academic Course Coordinator (ACC) are assigned as the responsible people to maintain compliance with regards to the moderation and validation policy and procedures.
Course Transition Policy

Definitions

Transition – All actions required to change the delivery operations from an existing training product to a replacement endorsed training product including resourcing, registration and transfer of students.

Teach-out – Allowance to complete all training, assessment and qualification issuance of current students in an inactive training product following expiry of any applicable transition period of the training product replacement.

Version Upgrade – update of the unit of competency.

Roll Over – superseded training package, for example (ICA05 transitioning to ICA11)

Purpose

CBC’s course transition policy and procedure aims to ensure that all courses on CBC’s scope are the current National Training Packages.

The aim of the course transition policy is to efficiently manage the students who are currently enrolled in courses that are affected by revision, updates and/or are soon to expire Training Package (by advising the student of the status of their courses, the new course information, and how it will affect the student with course duration, credit transfer or recognition of prior learning arrangement if applicable).

CBC will always endeavour to keep its qualification updated and current in line with the training package and Industry skills council’s recommendation in order to avoid delivering expired courses and enrolling students after the course expires.

This policy comes into effect in the event that the courses in the Training package are due to expire, be revised or updated. All relevant parties are given a 12 month period to manage the transition from the superseded Training Package qualification to the newly endorsed Training Package/qualification.

Policies
1. As directed by ASQA, the transition from superseded training package qualification or superseded unit of competency must be done within 12 months of publication on the national register.

2. Affected students will firstly be assessed to determine the number of units to be credit transferred and the number of additional units to be undertaken to complete the qualification before being transitioned.

3. Teach-out provision will only be implemented if CBC believes that the newly endorsed qualification will genuinely disadvantage students. The teach-out provision is when CBC may continue to deliver training and assessment services and issue awards to current students of the superseded qualification, who would be genuinely disadvantaged if required to transfer to the replacement qualification - for up to 6 months after the expiry of the transition period of its replacement.

4. Students choosing to terminate their studies instead of transitioning to the superseded course will be released upon request without cost. The students will be issued a Statement of Attainment upon release.

Procedure

In compliance with SNR 25 – Transition to Training Packages/qualification – maintaining quality training delivery and continuous improvement, CBC has in place the following course transition procedures:

The ACC will receive via email (from training.gov.au) the changes or revision of a qualification on CBC’s scope. Upon receiving the notification for transition or version upgrade, the ACC will contact the following:

1. Director,
2. Principal,
3. Marketing staff,
4. Admin (financials) / Student Services

- The ACC will gather more information from relevant departments, in order to clarify if CBC needs apply for a roll-over to the new raining package or if it is a version update.

- If it is a version update, then the ACC will initiate analysis and revision of the unit of competency affected by the version update- this change should reflect in:

   Training and assessment Strategy, Learning and Resource materials.
Policies and Procedures

• The ACC will put together the training and assessment strategy, identify the resources needed, course duration, review the trainer’s matrix and if required recruit new trainers to suit the delivery of the revised qualification, purchase new resources, obtain comprehensive industry consultation with the focus on the appropriateness of the resource materials and if the training and assessment delivery is suitable for the target market.

• In case of a roll-over, the ACC will apply to ASQA and analyse the mapped changes. The ACC will then organise a meeting with trainers to implement the changes.

• ACC will apply online via ASQANET or by mail and action appropriately in a timely manner.

Student Services

• MSS/Admin upon confirmation of the changes to the training package will ensure that Letter of Offer or any enrolment enquiry will consider the course duration and the expiry of the qualification that is being transitioned.

• MSS/Admin will inform current student of the status of the qualification that is being transitioned and how it would affect their study.

For current student, MSS/Admin will determine the last date or term for them to complete their course.

For new enrolments in the expired training package, MSS/Admin will confirm the cut-off date for admission to receive applications from prospective students in the affected course.

• MSS/Admin will collate student data to organize information sessions, forms and/or letters for students as per instructions from the ACC.

• MSS/Admin will discuss the list of options available to students from ACC/Principal and assess the likelihood of the impact on the duration and also on the fees.

• Students who choose to transfer to the new training package will have their course fees consistent with the old training package. Course fees may be impacted if the duration has changed.

• Students who wish to continue with the old training package may be required to fast track to complete the remaining course within the required period of time. The total course fees applicable will not be changed although the duration maybe altered. Students will be required to settle the full remaining balance for that course. Special payment arrangements can be organised to assist, upon approval by the management.
Students who are enrolled in packaged courses with multiple enrolments may be offered the following options upon completion of their first course:

- Continue to the Second Course under New Training package
- Continue to the Second Course under Old Training package with fast track option (If applicable)
- Change the course-Change of course fees may be waived
- Terminate the course-Management may grant special consideration for termination

Once the approval from ASQA has been received the following steps must be initiated;

- ACC/Principal will inform all departments of the approval.
- ACC will ensure that all resources for the new qualification have been acquired and customised to meet student requirements.
- Advise Admin/MSS to update RTO Manager - Student Management System to reflect the new or revised qualification information with the new CRICOS code.

MSS/Admin will identify the number of students affected by the transition to complete the required documentation.

**Marketing**

- The Director will advise the agents about the approved new or revised qualification that has been added to CBC’s scope.
- Marketing / promotional material will reflect the new / revised qualification on the following:
  - Website
  - Enrolment Form
  - Flyers
  - Brochure
- An Email will be sent to all concerned parties of the changes implemented.
Complaints and Appeal Procedures

Complaints and Appeal Handling Policy and Procedures

Policy
Canterbury Business College (CBC) endeavours to maintain a harmonious studying environment which is free from intimidation and harassment and which affords equality of opportunity. CBC and its staff members will act on any complaint that can be substantiated.

It is CBC’s policy to act upon the subject of any complaint found to be substantiated immediately. Complaints may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

Procedures for general complaints, appeals & dispute resolution

A complaint can be about a situation, a process, a person or people, a facility or a service provided by CBC.

A “complaint” is not about an academic result. (Students appealing academic results or matters – please see “Academic Appeal Policy”.)

1. A complaint / appeal / dispute can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any CBC staff. Students are encouraged to lodge their initial complaint at reception. A written record of the complaint will be retain in the student’s file.
2. If the student chooses to access CBC’s complaints processes, their enrolment will be maintained while the process is ongoing.

3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.

4. CBC’s Manager of Student Services / Principal can respond to a complaint / appeal / dispute. A student must lodge their complaint with only one member of staff at CBC. If the complaint / appeal need to be escalated, the staff member must follow the complaint policy.

5. CBC will investigate and respond to all complaints lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

6. CBC treats all complaints / appeal / dispute in confidence and will seek the permission of the student before discussing the complaint with relevant staff. The student will be given a written statement, including details of the reasons for the outcome.

7. If the process results in a decision that supports the student, CBC will immediately implement the decision or preventive action required and advise the student of the outcome.

8. Any student who feels that their case has not been adequately heard or if they want to complain or appeal this decision, they may contact the Overseas Students Ombudsman.

**Overseas Students Ombudsman**
GPO Box 442 Canberra ACT 2601
www.oso.gov.au or phone 1300 362 072
The Overseas Students Ombudsman is free and independent.

9. Following the independent mediator outcome if the student remains unhappy with the findings they may contact other independent mediation/arbitration services such as the examples listed below:

**LEADR**
Level 1, 13-15 Bridge Street Sydney, NSW, 2000
Telephone: (+61 2) 9251 3366
Fax: (+61 2) 9251 3733
Freecall: 1800 651 650

*Mediation costs*

CBC will bear the part of the mediation cost. Should a student need further information, please contact the MSS.
If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider’s registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday.
Risk Identification and Management

Introduction

Risk is inherent in all academic, administrative and business activities, and every CBC staff member continuously manages risk. CBC recognises that the aim of risk management is not to eliminate risk totally, but rather to provide the structural means to identify, prioritise and manage the risks involved in all its activities. It requires a balance between the cost of managing and treating risks and the anticipated benefits that will be derived.

CBC acknowledges that risk management is an essential element in the framework of good corporate governance, and is an integral part of good management practice. The intent is to embed risk management in a very practical way into business and educational processes and functions via key approval processes, review processes and controls, not to impose risk management as an extra requirement.

The Risk Management policy has been created to:

- protect CBC from those risks of significant likelihood and consequence in the pursuit of the CBC's strategic goals and objectives;

- provide a consistent risk management framework in which the risks concerning business processes and functions of CBC will be identified, considered, and addressed in key approval, review and control processes;

- encourage pro-active rather than re-active management;

- provide assistance to, and improve the quality of decision making throughout CBC;

- meet legal and statutory requirements; and

- assist in safeguarding the CBC's assets - people, finance, property and reputation.

This policy is applicable to all areas of Canterbury Business College. All CBC staff have a role in the effective management of risk by actively participating in identifying potential risks in their areas, and contribute to the implementation of appropriate treatment actions.

The director is responsible on behalf of CBC to ensure that a risk management system is established, implemented and maintained in accordance with this policy. The director and principal are responsible for oversight and assurance of the processes for the identification and assessment of the strategic-level risk environment.
The director executes the lead role in the risk management process via the following methods:

- The ACC conducts an internal audit for the RTO at least once a year.
- The ACC/Principal receives student evaluation outcomes to draft corrective actions if required.
- The Principal analyses staff evaluation outcomes to draft corrective actions if required.
- The ACC/Principal reviews “learner needs” to draft corrective action for the trainer, if required.

Once the corrective actions are drafted, the Principal delegates a responsible staff member to execute the suggested recommendations in a reasonable time frame.

The Director reviews the completed tasks on the scheduled completion date and if satisfactory ensures that it is monitored on an ongoing basis, which forms a part of the continuous improvements. If the tasks are not completed, then the Director reviews the reasons for the delay and schedules another date with further recommendations.

**Policy**

CBC treats every risk that concerns the compliance with standards for Registered Training Organisations seriously.

Risk management covers the following steps:

- Risk identification
- Risk analysis / mitigation
- Corrective Actions
- Implementation of actions
- Continuous monitoring and improvement

The tools used to identify risks affecting compliance with the RTO’s standards are:

- Learner need questionnaire
- Student Evaluation form
- Staff feedback form
- Self-Evaluation forms for trainers
- Annual internal audit

The main areas of risks would be in the following areas:

- Course delivery
- Assessment delivery
- Marketing strategies
Procedures

CBC is committed to employing the following procedures:

1. CBC’s director will designate the Principal who has defined responsibility and authority to:
   a. ensure that CBC complies with the Standards for Registered Training Organisations across all of its operations and in all of its training and/or assessment activities,
   b. Report to the director on CBC’s compliance with the Standards for Registered Training Organisations, for review and as a basis for improvement

2. CBC will conduct an internal audit across all of its operations relating to its compliance with the Standards for Registered Training Organizations and its own policies and procedures annually.

3. An internal audit will be conducted by staff members (responsible for compliance) or alternatively CBC will contract an external agency to conduct an annual NVR & National Code audit.

4. The director will review CBC’s compliance with the Standards for Registered Training Organisations annually, and ensure that corrective and preventive action in relation to failure to comply with the Standards for RTOs and CBC’s quality system, policies or procedures are undertaken.

5. CBC will keep, maintain and update policies and procedures to ensure quality training and assessment consistent with its scope of registration and scale of operations.

6. The Principal will ensure that CBC’s Policies and Procedures are circulated, understood and implemented.

7. CBC will document and implement its policies and procedures for dealing in a constructive and timely manner.

8. CBC will collect and analyse stakeholder and student feedback and surveys on the services it provides to review its policies and procedures and as the basis for improvement.
Continuous Improvement

NVR Std 15.1
The NVR RTO collects, analyses and acts on relevant data for continuous improvement for Training & Assessment.

Training & Assessment Products

- Industry input into qualification L&A Strategies
- Assessment Validation & Moderation
- Trainers/ Assessors
- Professional development activities
  - E.G Upgrade to BSB07
  - Updating resources materials
  - E.g Awareness session for BSB07 internal workshops

NVR Std 16.2
The RTO continuously improves client services by collecting analysing and acting of relevant data

- Gathering Feedback
- Feedback Analysis & Action Plan
- Changes/ modifications made
- Student &/or Industry &/or Employers

NVR Std 17.2
The RTO uses a systematic and continuous improvement approach to the management of operations

- Our Management Services
  - Internal Audits & Reviews
  - Student Evaluation Agent feedback
  - Staff Meeting & Feedback
  - Analysis
    - E.G SWOT
  - Risk Management Plan & Improvement Objectives

E.G Upgrade to BSB07
- Updating resources materials
- E.g Awareness session for BSB07 internal workshops
Continuous Improvement

Policy

This policy specifies the CBC’s approach to quality assurance and continuous improvement as well as its principles, features, structures and standards.

The aim of the CBC’s quality assurance policy is to enhance the effectiveness of its core activities of learning, teaching and effective management and to the continuous improvement of its operations. The Principal and Director are the key personnel in charge of monitoring and implementing continuous improvements.

CBC’s quality and continuous improvement policy is as follows:

1. A commitment to widespread involvement of staff, students and stakeholders in the QA process, such as:
   - critical self-evaluation and rigorous peer review of academic and administrative areas;
   - methodical collection of evidence about service satisfaction and student experience;
   - multiple avenues for student and staff input to QA.
2. A focus on efficient management, planning and resource processes to achieve excellence and ensure continuous improvement
   - Institute-wide strategic goals linked to plans, priorities and the review system;
   - A regular cycle of reviews of all departments and administrative services units;
   - Allocation of funding to address areas for improvement;
   - Annually-updated faculty teaching and learning plans and resources, and
   - A performance management and development system for all staff, including managers.
3. Using the information gathered to review policies and procedures as a basis for the continuous improvement of its operations; and
4. Acting on opportunities for improvement identified by any means continuous improvement of its systems.

Procedures

To ensure the implementation of its policy on quality and continuous improvement, CBC employs the following procedures:

1. CBC will designate a staff member with direct access to the Principal, who has defined responsibility and authority, to:
   a. Ensure that CBC complies with the Standards for Registered Training Organisations across all of its operations and in all of its training and/or assessment activities,
b. Ensure that CBCs Policies and Procedures meet the requirements of Commonwealth or state/territory legislation and regulatory requirements that is relevant to CBCs operations including industry legislation and regulatory requirements specific to its scope of registration,

c. Report to the Principal on CBCs compliance with the Standards for RTOs, for review and as a basis for improvement.

2. CBC will conduct an internal audit across all of its operations relating to its compliance with the Standards for RTOs and its own policies and procedures annually.

a. CBC will conduct an internal audit of its operations to assess compliance with policies and procedures articulated in the “Policies and Procedures” manual annually and will highlight to the management team (Principal & Directors), areas of non-compliance and suggest improvements to procedures where necessary. The management team will then meet to discuss and review the findings of the internal audit of the CBC’s “Policies and Procedures” manual.


   i. The audit panel will comprise of at least one internal auditor with an assistant and / or may also include an external auditor(s). (*Range for External auditor: Another existing RTO representative / qualified contract ISO auditor / contract independent ASQA auditor*)

   ii. External auditor/s are employed under contract by CBC and are selected on the basis that they meet a range of selection criteria’s including:

       1. Substantial experience in the vocational education and training (VET) sector and relevant industry knowledge auditing experience. (As per recommended NVR standards)

       2. An undertaking to participate in moderation forums and ongoing professional development.

3. CBC will collect and analyse student feedback that may be gathered in any one, and/or a combination of the following feedback mechanisms:

   a. Student feedback forms handed to each student after the conclusion of the delivery and assessment of each unit to measure training delivery and assessment effectiveness,

   b. Staff self-assessment appraisal handed to staff on a regular basis to identify areas for improvement and professional development,

   c. A suggestion box located strategically at the reception area to gather anonymous comments and suggestions from students and staff,

   d. Formal complaints and grievances stated in writing using the complaints form,

   e. Suggestions from staff during staff meetings.

4. CBC maintains a Continuous Improvement Register and Corrective Actions register that complies with the flow chart below.
CBC
CRICOS Provider Code 01899K RTO Code 6554
POLICIES AND PROCEDURES

Data is collected from questionnaires and surveys (such as Orientation feedback forms, Midway evaluation, AQF – Learner Needs).

CBC follows the cycle for continuous improvement as follows:

a. Data is collected from each campus at the beginning of each new class (orientation feedback, midway and at course completion).
b. Data is collated into tables that are shown in tables, charts and graphs. Student quotes on specific points are also gathered, specifically on negative findings.
c. A business report is then created that shows all positive and negative feedback by admin staff at head office.
d. Conclusions are drawn based on data and figures tabulated.
e. Improvements requests are actioned in consultation with the director and principal
f. Steps/Actions undertaken are added to the corrective actions register.
g. Actioning occurs with a planned desired outcome.
h. Minutes of the meeting are created with the previous meetings minutes as the first point of order to discuss the monitoring of past actioned ‘points of order’ (Corrective actions brought up previously).
i. The entire process repeats in order of the flow chart and marked of the corrective action to the continuous improvement register.
Student Satisfaction

Policy

Student satisfaction is a vital component of the success of CBC. To ensure CBC is meeting the needs of its students and is providing them with a high level of service and educational outcomes, CBC implements an ongoing survey / feedback process to achieve student satisfaction.

Procedures

In order to achieve a documented record of student satisfaction the following process will be followed:

1. Student questionnaires (Evaluation Sheets) will be the basis of the survey process and used to record the information.
2. All students will be asked to respond to a “course evaluation” at the completion of each term.
3. In the event of dissatisfied students, an immediate response by the Manager of Student Services is required locally to establish the facts and resolve the problem. In the event the problem cannot be resolved quickly, informally and at the local level the Grievance Policy will come into effect.
4. All CBC survey responses will be returned to the Director of Student Services for review and collation.
5. Any complaints will be referred back to the Director of Student Services for follow up with the student and staff.
6. Any suggestions for other training and assessment programs will be referred back to the Director of Student Services for future program planning.
Administrative and Records Management

Records Management Policy

The CBC Records Management Policy is written to ensure the integrity, accuracy and currency of records.

CBC adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All CBC student records are stored in the administration offices. Non-current student records (graduated students and discontinuing students) are scanned and electronically stored as digital records on the cloud (off site servers).

Confidentiality of Student Records

This information should be read in conjunction with the CBC’s ‘Privacy Policy’.

(a) Exceptions to Disclosure of Student Records & Information

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted.

Federal and State Acts require the release of confidential information and therefore override confidentiality policies. If a CBC staff member receives a request or demand of this nature, it should be referred to the Manager of Student Services.

Information given will be to the extent requested by the agency.

(b) Emergencies

Student Record Information may be released to a relevant emergency service, the student’s legal representative or other relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the bonafides of the person requesting the information but unnecessary delays must be avoided.
Authority to release information in an emergency should be obtained from the Manager of Student Services, unless to do so would cause unreasonable delay in the circumstances.

If the Manager of Student Services is unavailable, the Director of Student Services must be contacted. After hours problems should be referred to the Director of Student Services. The following are the contact numbers for after hour’s emergencies to request student records / information:

Manager of Student Services (Navneet Mago): 0413 656 896 (1st point of contact)
Director of Student Services (Gajinder Paul): 0414 780 573 (2nd Point of contact)

(c) Student Access

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the Manager of Student Services. All information regarding clients will not be disclosed to any third-party unless there is a written consent from the client authorising the third-party to act on behalf of the student.

CBC will ensure that:

- Electronic and paper records are stored on a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of CBC;
- All information gathered by CBC regarding students will be safeguarded and disposed of as per legal, ethical and statutory requirements.

CBC keeps student records for administrative and legislative purposes. These will include:

- filled enrolment forms,
- confirmation of enrolments,
- assessments,
- letters issued,
- attendance / academic progress letters,
- RPL/CT results issued,
- qualifications register,
- all academic correspondence to the student,
- fee invoice/statements/paid/refunds, and
- DIBP correspondence
**Staff Records**

These will include:

- verified training and/or assessment and vocational competencies of all staff and persons working on behalf of CBC as trainers and assessors,
- employment contracts,
- certificates of qualifications,
- duty statement/s,
- wages records,
- reimbursement records,
- taxation, and
- Superannuation.

Staff records in paper form are filed and recorded. Staff records are only accessible to the Principal, Director of Student Services. Files will be disposed 6 months after the staff member has resigned.

**Financial Records**

CBC’s financial records management follows state/territory and government laws.

Financial records include but not limited to:

- bank deposit books,
- cheque butts,
- bank statements,
- reconciliation and trail balance reports,
- receipt copies,
- creditors invoices paid,
- petty cash documents,
- wages records,
- taxation and superannuation records,
- financial reports,
- yearly budget,
- contracts for leasing, and
- hire purchase or other contracts entered into by the organization.

Financial records are only accessible by the Company Directors, Principal and concerned staff members.
Training and Assessment Programs Records

CBC’s training and assessment records management will include:
- unit training delivery and assessment plans/outlines,
- attendance rolls,
- a copy of the curriculum and/or training package,
- Proof of individual competencies, which have been achieved by students and signed off by trainer/assessor.

The storage of the records will be both electronic and hard copy, both on-site and secure off-site for 30 years. However hardcopies will be transferred into digital (PDF) copies for purpose of convenience and space. This will be done via scanning hard copies into electronic form.

Training and assessment programs records are accessible to both Admin staff and academic staff.

CBC will also keep records of students including:
- each student’s current residential address at the time of enrolment.
- the amount of fees that the student had paid, whether the amount paid was for the full training and assessment program or part of the thereof and the duration of such,
- copies of any written agreements between CBC and the student
- any amounts that have become payable to the provider by the student for the training and assessment programs and have not been paid.

Financial and Academic records are also maintained on a WEB based student management system called RTO Manager.

Version Control Policy

Policy

Canterbury Business College follows a version control procedures for managing all its documentation, which include but not limited to:
- Application forms,
- Brochures
- Student request forms,
- Transcripts,
- Testamurs, etc.
CBC will ensure that:

- all materials are reviewed for currency by the Principal prior to issue or re-issue,
- a list of materials with the respective issue and/or amendment status identified is maintained, and
- all staff required to perform any function under CBC’s scope of registration have ready access to all necessary current and relevant material.

**Document Control Procedures**

- The Principal shall authorise the issue of all documents and materials relating to CBC’s scope of registration,
- The Principal shall maintain a register of the current versions of all relevant documents. The register includes the list of documents with document ID, Name, Version, Date created, last date updated change requested by, change made by, approval of changes, location and comments;
- When a new/revised document is issued, the Principal will retrieve and destroy all previous versions of documents wherever possible,
- All authorized documents will contain a version number which will act as a version control reference;
- All master copies are saved in digital form on the server, accessible to authorised staff only;
- The Principal is responsible for ensuring that all CBC materials requiring version control contain a footer that defines the most recent date of amendment, current version and the page number. Materials requiring version control will include academic and non-academic documents.
- All files (forms, letters issued to students) that are created are given a footer that contains the document ID, version & date.

For example: CBC-OC-V2015.4-180415

- CBC - Organization name
- OC - Organization chart
- V2015 - Current year of document
- 2015.4 - 4th Version in 2015
- 180415 - Date of the last updated version
Financial Management

**Student Fee Protection Policy:**

CBC includes details of fees due per study period in “Offer Letter” and written agreements.

Up to 50% of the total fees can be charged before the student commences (unless the student is enrolled for a short course of 24 weeks or less) as defined under the TPS policy.

The remaining fees will be collected from the student once they have commenced but not until two weeks before the second study period.

CBC maintains a designated fee account that holds prepaid tuition fees of non-commenced students to enable refunds, if required.

CBC will manage 2 accounts i.e.

1. **Trust Account:** All pre paid tuition fees of student are deposited into this account
2. **Operations account:** Day to day operational expenses are made from this account

The Accounts Department will be the Trust Account Administrator. The PEO is responsible for ensuring that CBC is a member of the ACPET OSTAS and the ESOS Assurance Fund.

The ACPET OSTAS ensures that overseas students displaced from any course due to the member’s inability to continue the course are efficiently relocated in a comparable course with another member of ACPET’s OSTAS or other approved provider.

**The Tuition Protection Scheme (TPSs) for International Students**

**Introduction**

The Tuition Protection Scheme (TPS) is an Australian Government initiative to assist international students whose education providers are unable to fully deliver their course of study. It 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.
TPS Provider Obligations

As a TPS provider CBC has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. The default notification requirements are to ensure students are looked after following a default in a timely way. CBC commits to pay the TPS Levy comprising administrative fee and risk component based on the previous year’s enrolments.

Provider default

The following situations can be defined as a provider default:

- when the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

If CBC defaults it will:

- notify the Secretary and TPS Director in writing within 3 business days of default occurring;
- notify the student in writing.
- satisfy tuition protection obligations to the student as per section 46D of the ESOS Act within 14 days after day of default (‘provider obligation period’)
- notify Secretary and TPS Director of the outcome of the discharge of obligations as per requirements of section 46F within 7 days after the end of obligation period.

Student Default

Any of the following situations can be defined as a student default:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- CBC as the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
  - the student fails to pay an amount payable to CBC for the course;
  - the student breaches a condition of their student visa;
  - student misbehaviour

If the student defaults CBC is obliged to:

- notify the Secretary and TPS Director in writing within 5 business days of default.
• provide a refund as per either section 47D or 47E of the ESOS Act, depending on which applies to circumstances of the default situation and within 4 weeks.
• notify Secretary and TPS Director of the outcome of the discharge of obligations as per requirements of section 47H within 7 days after the end of obligation period.

**General Financial Audit Policy**

To ensure that CBC’s financial management policies are implemented and that CBC complies with these policies, the PEO designates accounts department staff to monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement. The accounts department will provide the state or territory registering body that has registered it with a formal assurance that CBC has sound financial management standards for matters related to its scope of registration and scale of operations.

CBC will ensure that it accounts will be certified, at least annually, by a qualified accountant who is a member of:
- Certified Practising Accountants (CPA) Australia,
- or
- otherwise registered as an auditor of the Australian Securities and Investment commission (ATSIC),

and on request, the report must be made available to the state or territory registering body that has registered the organisation.
Refunds

CBC’s refund policy is both fair and reasonable to the students and CBC.

Refund Policy

1. As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if CBC is unable to offer the course.

2. In event of visa refusal, Application fees ($150) are not refundable.

3. Refund on the basis of visa rejection will require a copy of the visa rejection notification from the Australian Embassy/High Commission/DIBP and your official CBC receipt.

4. Accommodation Deposit and Airport Pick up fees are refundable if Visa is not granted.

5. Tuition Fees, Overseas Students Health Cover are Refundable in full where:
   - Student has provided evidence of medical OR compassionate reasons due to which the student cannot commence the course
   - Australian Embassy rejects a Visa application.
   - Requests for refunds must be made in writing.
   - CBC is advised of the cancellation 28 days or more before course commencement and prior to entering into Australia
   - Student enrolled in packaged courses do NOT qualify for a refund once they commence their ELICOS studies in Australia.

6. CBC will send the refund to the applicant unless otherwise instructed and authorized in writing.

7. Tuition fees are not transferable to any other institution or student, but may be transferred to another course within CBC.

8. If the students withdraws from a course once it has commenced no refund of fees is given.

9. In the unlikely event that CBC is unable to deliver your course in full, the student will be offered a full refund of the tuition fees they have paid.

10. If a student has given misleading information to a CBC approved agent, CBC and / or any commonwealth agencies of Australia, no refund is applicable.

11. All refunds will be payable in the same currency in which they were paid. CBC will forward the refund to the applicant in his / her country of origin unless otherwise authorized in writing.

12. The normal processing of a refund will be done within 4 weeks.
13. A student dissatisfied with the refund decision handed by CBC has the right to pursue other legal remedies, which includes independent complaints & appeals handling services provided by Overseas Students Ombudsman. For further information please visit: http://www.oso.gov.au/

14. In the event that CBC defaults, student are protected by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 (TPS)

15. Under compassionate circumstances such as bereavement (e.g. family death) CBC will make the decision of a refund on student’s application.

16. This agreement does not remove the right to take further action under Australia’s consumer protection laws.

17. CBC will give the student a refund statement that explains how the amount has been worked out.

Students will be advised of this policy before any payment is given to CBC. CBC will not accept any payments from an overseas student or intending overseas student unless the student has received a copy of this refund agreement.

As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given full refund if:

- The training and assessment program does not start on the agreed starting day, or
- The training and assessment program ceases to be provided before it is completed.
- The training and assessment program is not provided in full to the student
Recognition of Qualifications Issued by Other RTOs

Credit Transfer

Introduction

The purpose of this policy and procedure is to provide for the assessment and credit of various types of learning undertaken by a student prior to enrolment at Canterbury Business College.

The process of RPL and Credit Transfer must take place as part of the Pre-Training assessment—that is, it needs to be up-front assessment and not after the student has already commenced training in the relevant program.

This policy and procedure cross references Marking & Assessment in the Policy & Procedures Guide.

Policy

Canterbury Business College will recognise student’s prior skills and knowledge (AQF) whilst at all times maintaining the integrity and standards of the defined learning and competency outcomes of the specific course of study.

The policy also recognises that learning not only takes place through formal studies at other recognised training organisations (RTO), but also through activities such as employer based training and development, and relevant life experience.

The policy supports the granting of credit to students with recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other registered education provider, as required under Standard 1.5 of the Australian Quality Training Framework (2007) Recognition of Qualifications Issued by other RTOs.

Canterbury Business College will ensure that clear information about Recognition of Prior Learning/Credit Transfer (RPL/CT) is provided to each student prior to enrolment.

Regulations, Legislation and Standards

Click here to go to a listing of the relevant regulations, legislation and standards.
Procedure

Guidelines for RPL

These guidelines apply to individual student applications.

- All prospective and enrolling students must be informed of the opportunity to apply for RPL via course information sessions and/or other Institute publications.

- Students applying for RPL / CT must:
  - Complete the appropriate application form, RPL Application at the time of enrolment.
  - Students who have previously failed a module/competency will not be considered for RPL unless their application is supported by further documentation.

- Applications will be assessed by appropriately qualified staff in line with CBC’s Procedures, Assessment and Marking P&P.

- Teaching departments should ensure, through validation (moderation), the consistency, reliability and validity of RPL/CT outcomes through the evidence provided by the candidate.

- Where an applicant provides adequate evidence to prove their competency, a result of RPL (RPL Granted) is to be recorded. Where an applicant provides evidence but it is inadequate in terms of proving their competency, a result of RPL-N (RPL Denied) is to be recorded. Where an applicant fails to provide the requested evidence – or does not proceed with the process – no result is recorded but notes are made of the request.

- Applications for RPL/CT which require no further information will be assessed and student informed of the outcomes of the assessment in writing within 15 working days of the application being received, or students will be notified in writing of any further information required in support of their application. Students will be informed 10 working days prior to census date for related Units of Study.

- Information supporting the assessment decision is to be retained on RTO Manager by the trainers or admin department.

- There are no fees for government subsidised and/or fee for service RPL/CT. Current CBC Fees & Charges are published on the CBC website.
• CBC must inform students that it is a condition of their visa that they must be enrolled in full-time study.

Full time study is defined as 20 hours per week for 36 weeks of the year or pro-rata, according to the requirements of the ESOS Act.

If RPL/Credit Transfer is granted, the student will be required to enrol in alternative approved studies to make up their load and ISP report any change of course duration under section 12 of the ESOS Act.

Guidelines for Credit Transfer

• All prospective and enrolling students must be informed of the opportunity to apply for Credit Transfer via course information sessions and/or other Institute publications.

• Enrolled student applies for RPL/Credit Transfer using the – RPL/Credit Transfer Application Form

• CBC undertakes Credit Transfer mapping based on equivalence.

• CBC advises the student of the outcome.

• CBC enters the result (CT) on RTO Manager (software). Results for Credit Transfer must use approved result codes. See 4.1.8

• The RPL/Credit Transfer Application form indicating the outcome of the Credit Transfer process is retained by the Canterbury Business College as a hard copy and soft copy on RTO Manager.

Appeals

Grounds for Appeal
A student who is dissatisfied with the outcome of his/her application may appeal the decision on one or more of the following grounds:

• That a procedural irregularity has occurred;
• That evidence was inappropriately assessed.

New evidence will not be considered as grounds for appeal. Where new evidence is made available, a new application must be submitted.

Appeal Process
• Appeals must be lodged no later than five working days from notification of the outcome of the RPL or Credit Transfer application and must be made in writing to the relevant Executive Director.

• Relevant records will be maintained on RTO Manager.

• National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program the student is enrolled in.

• To receive recognition for previous study, the student does NOT need to be enrolled in the program. However they will need to provide certified copies of their qualifications, Statement of Attainment along with their RPL form to CBC to assess their eligibility for RPL.

Recognition of Prior Learning (RPL) Policy

CBC recognises the prior learning of students based on:
• previous training, (includes overseas qualifications)
• formal study and acquisition of a qualification and statements of attainment from another RTO,
• practical experience in a work environment,
• projects undertaken, and
• Life experiences.

All students are advised of the availability of RPL during the enrolment process. Education consultants advise international students regarding RPL standards during the application process. International students can request RPL forms by emailing to info@canterburybc.com.au. For onshore / local students, RPL form can be also requested from the Manager of Student Services office

All staff (especially trainers and assessors) is to be informed about CBC’s obligation to recognise AQF qualifications and statements of attainment issued by other RTO’s.

Assessments of RPL evidence provided by the applicant will be made against the evidence requirements outlined in the unit of competency.
POLICIES AND PROCEDURES

Procedure

1. Students will be advised that RPL is available through the Student Handbook, Web site, Marketing brochures and the Induction Program,
2. The Deputy Principal will facilitate the RPL process for requests received. RPL will be conducted by a qualified staff (delivery & assessment).
3. The results of the RPL requested will be reported back to the student within 2 weeks of the applications received.
4. Students who request an RPL assessment will be advised of the evidence required and suggestions of how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community-based learning, or overseas education, training or experience etc.).
5. Students must complete the RPL form, attach the required evidence, and submit at a date specified by the designated RPL Assessor for assessment,
6. If RPL is approved, the applicant will be marked as “Exempted” rather than “Competent” in the transcript of records.
7. The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment the student will be advised that:
   • the application has been granted or
   • the application has been denied or
   • further evidence is required
8. If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his skills / experience. The course coordinator will set a date for the additional documents to be submitted.
9. If the student fails to furnish the required documents, he / she will have to enrol for the unit in question alternatively if he succeeds, RPL will be awarded.
10. If the student is not satisfied with the outcome, the matter will be referred to the Principal /Deputy Principal for an independent evaluation and review of the evidence and the assessment process.
11. The student must sign a record of the RPL granter. A copy will be placed in the student's file.

Where expert assessors are required, the Deputy Principal will contact the relevant industry-training organisation (ITO) and identify a recognised assessor. Only qualified assessors will be contracted in this case, as recommended by their ITO. RPL assessors should have:

• An understanding and ability to carry out a wide range of assessment techniques;
• The ability to judge diverse evidence fairly and accurately;
• The ability to draw inferences based on the evidence presented;

If CBC grants the student RPL prior to the student being granted student visa, CBC will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment (COE) issued for that student for that course, OR
If the RPL is granted after the student visa is granted, CBC will report the change of the course duration via PRISM under section 19 of the ESOS Act.

Where RPL is granted, the student's training and assessment program will be reviewed so that student has a full-time load to ensure that full-time study requirements are being met.

**RPL Policy for overseas qualification**

**Verification of vocational / academic competence**

CBC will endeavour to verify all academic qualifications & vocational competence by assessing overseas qualification and via the interview process, if required.

All overseas qualification achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR) guidelines to check its relevance and its standards within the Australian Education framework. [https://internationaleducation.gov.au](https://internationaleducation.gov.au)

Students applying for RPL into CBC’s training package units will have to provide a verified overseas qualification, a transcript and a detailed breakdown of the curriculum covered under the units that the student is claiming RPL for. CBC will employ a suitably qualified assessor to conduct the assessment of the RPL request. CBC will advise the student the result of the RPL application within 2 weeks from the date the application is received.

Student applying through CBC approved agents will have to meet the minimum entry requirement as detailed in the “entry requirements” section in the CBC marketing brochure. All qualification documents submitted by the students will be initially reviewed and verified by the recruiting agent as per the student selection procedure. CBC will review the agent’s decision and confirm if the student meets the pre-requisite knowledge & skills requirement, prior to issuing the “Letter of offer”.

**Course Credits / Transfers / Pathway options**

Successful completion of CBC’s Diploma qualifications and above offer advanced standing for into 2nd year of Bachelor degrees at USQ.

Students may apply for advanced standing in undergraduate courses where they have completed formal studies at CBC. Students must apply by submitting the appropriate form to the University they wish to study with and attaching documentary evidence of satisfactory completion of that course/s. A decision is made by the relevant University Faculty about the level at which the student will enter their university course.
CBC currently has articulation arrangements with University of Southern Queensland. Please note every university has individual conditions and pathway arrangements.
Access, Equity Policy

Policy

CBC’s Access and Equity Policy is based on the following principles:

• Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
• Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training (VET),
• Equality of outcome within vocational education and training for all people, without discrimination,
• Access for all people to appropriate quality VET programs and services,
• Increased opportunity for people to participate in VET and in relevant decision-making processes within the VET system.

This Access and Equity Policy is set out in the CBC’s Code of Practice.

The Principal /Deputy Principal will ensure that all staff and students are informed and will all adhere to these access and equity principles.

Access and Equity Rules

CBC will apply the following rules in support of access and equity. All staff are to be:

• given fair and reasonable opportunity to participate in relevant decision making processes,
• provided with timely and appropriate information, advice and support services which assist them to identify and achieve their desired outcomes, and
• allocate resources and services.

For further details on access and equity, please refer to Code of Conduct and Ethics on page 23 of this document.
Staff Recruitment, Induction, Access, Equity and Ongoing Development

Staff Recruitment

It is essential that the recruitment process is fair and equitable and ensures a professional interaction with candidates. Planning should include:

- Nomination of the person responsible for the process and choosing an interview panel if appropriate or required
- Reviewing current job description or writing new job description including hours and salary
- Defining essential and desirable selection criteria (Ideal Job Specification)
- Determining closing dates for applications
- Choosing method of advertising and preparing advertisement
- Choosing date and venue for interviews

All applicants for full time and part time positions will be interviewed either by the Director of Student Services or Principal. If it is an academic position the candidates will be interviewed either by the Principal/ACC.

Advertising

All part time and full time positions are advertised through the newspapers and Internet (www.seek.com.au) and will contain the following information: job title, tasks, expected hours of employment, employment status, closing date and address for applications, contact name and phone number for further information.

Telephone Enquiries

All potential applicants who seek further information over the telephone will be given the same information ensuring no one applicant has an advantage, perceived or otherwise. On request copies of the job description will be forwarded.

Handling Applications and Resumes - Full and Part-time Positions

The Director of Student Services together with the Principal will assess all applications after the closing date. Applicants will be contacted by email / telephone to arrange a personal interview.

Interviews
Interviews are to be conducted in a relaxed and open environment, allowing time for the applicant to outline their experience and suitability for the position and ask questions regarding the position. Unsuccessful applicants will be notified by telephone or in writing.

**Verification of vocational / academic competence**

CBC will endeavour to verify all vocational competence by talking to the applicant’s referees, past employers, overseas qualification assessment, and via the interview process.

If the applicant’s previous employer(s) are overseas, all reasonable efforts will be made to contact them via email, fax or phone.

All overseas qualification achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR) guidelines to check its relevance and its standards within the Australian Education framework. [https://internationaleducation.gov.au](https://internationaleducation.gov.au)

**References**

At least two verbal work referees will be contacted with the discussion documented within two days of the interviews. Documentation from the reference check will be filed with the candidates’ application.
Offer of Employment

The employment offer will be made to the person who is the best suited for the job. The position will be verbally offered to the most suitable candidate within 3 days of the interview. If accepted, a written offer confirming the position will be sent immediately including salary and proposed start date, conditions of employment, tax file number declaration form and superannuation forms.

The employee and the Director will be required to sign and date the employment contract. A copy of the contract to be given to the employee and the other copy is retained in the staff folder.

Academic Staff

Staff Selection

All academic staff positions are advertised through the newspapers and Internet (www.seek.com.au) and will contain the following information: job title, tasks, expected hours of employment, employment status, closing date and address for applications, contact name and phone number for further information.

CBC’s recruitment process has been established to ensure the best possible choice and that there is no discrimination on grounds unrelated to the requirements of the position.

Interview – Academic staff

- Arrange a preliminary interview with the Academic Course Coordinator
- Arrange a final interview with the Director of Student Services

Renewal of existing employment contracts

Contracts can be renewed without advertising based on performance appraisal review for all permanent staff.

Exit Interview

The purpose of the exit interview is to ascertain the employee’s reason for leaving and to discover any areas of unresolved conflict. The Director and / or Principal will conduct the exit interview.

Discipline and Dismissal

Discipline
Disciplinary procedures will follow current legislation. In situations where employees are not fulfilling the functions and tasks of their job description the Principal if available, or the Director will take the following steps.

1. Discuss the situation with the employee in order to outline the problems and issues, agree on an action plan and review within two weeks.

2. If the situation has not improved, then arrange a dispute resolution meeting, outline the problems and issues, and then agree on an action plan and review in two weeks.

3. If the situation has not improved, then give a verbal warning of termination.

4. The week after the verbal warning, if the situation continues or a first written warning of termination is issued.

5. If the situation still continues a week after warning letter, employment is terminated.

Immediate Dismissal

CBC reserves the right to terminate employment without notice for:

- Breach of Code of Conduct and ethics during or outside working hours deemed detrimental to the efficiency, effectiveness or the reputation of Canterbury Business College (CBC)
- Serious breach of the EEO principles outlined in this document.
- Any evidence or act of "serious misconduct"

Further details of instant dismissal are explained in each employee’s contract.

Serious misconduct

1. Refusal to obey a lawful and reasonable instruction; refusal to perform work assigned; or walking off the job;

2. Assaulting another person;

3. Bringing alcoholic liquor or drugs (except those personally prescribed by your own doctor) onto the Company’s premises, and/or consuming these without management’s consent, during the span of working hours;

4. Falsification or being a party to falsification of any Company or client document or records. This includes time, wage, accident, expense, leave records, etc;

5. Possession or use of CBC’s property or vehicles without authorisation. This includes scrap, waste and damaged items;

6. Possession of another CBC’s belongings without consent;

7. Deliberately damaging CBC’s property or acting in such a way as to cause injury or affect safety.

8. Requests or behaviour towards other employees, which amounts to sexual harassment, victimisation, bullying or/and any form of discrimination. Sexual harassment includes unwarranted and unwelcome behaviour of a sexual nature.
Less Serious Misconduct

1. Using offensive or abusive language; or using threatening behaviour;
2. Without good reason, failing to report to your supervisor, as close as possible to your usual commencement time, that you are unable to commence work at the usual time because of sickness or for any other reason;
3. Failure to observe safety rules or working in an unsafe manner;
4. Wasting time or materials;
5. Reporting for work in such condition that duties are unable to be performed properly or safely.
Staff Induction

This policy ensures new appointees are aware of the conditions of service and entitlements, and that appointment formalities are completed.

Staff Induction kit will contain information relevant to the job role, on each of the following:
- Training Packages
- Competency-based training and assessment
- VET requirements and policies
- Staff responsibilities for access and equity
- Staff Handbook

Procedures

Prior to commencement of employment, all new appointees will be given appointment letters, duty statements, tax declaration, tax file number forms and superannuation forms. Staff will also receive a Staff Handbook, which they will have to acknowledge.

Stage 1

- New staff meets all other staff members and a campus tour to familiarize with fire exits, toilets, kitchen, classrooms and computer laboratories
- New staff meets the senior management staff and discuss any issues relating to the Staff Handbook with Principal/Director
- Discuss all general policies and procedures and the requirements of CBC and expectations of the students
- Discuss program outline, requirements and outcomes
- Discuss Occupational Health and Safety (OHS) policies and procedures

Stage 2

- Plan training and assessment program
- Date, time, location, number of sessions, resources required, min/max students
- Go through the Learning & Assessment strategies and Assessment Policy and Procedures for relevant department.
- Discuss ideas for assessment items to be used
- Identify where supervision of training delivery is required for staff that do not hold Cert IV in Training & Assessment or equivalent and allocate a mentor to carry out supervision.
- Identify where collaborative assessment is required for staff that do not hold Cert IV in Training & Assessment and / or vocational competencies and allocate staff that will work together to carry out assessment.
• Discuss Staff Professional development opportunities
• Organise the commencement of the first teaching session, arrange to meet, greet and introduce tutor and students
• Ensure all resources are available
• Ensure procedure for future sessions is clear and convenient

Stage 3

• Meet with staff two weeks after commencement; discuss problems, strengths, weaknesses and professional development.
• Arrange meeting with trainer/assessors to discuss assessment items.

Stage 4

• Ongoing contact with trainer/assessors regarding professional development and planning.
Staff Access & Equity

During the interview process, potential candidates will be offered an opportunity to discuss any special or additional needs that they may require to fulfil their role if they were selected. This would be with regards to any arrangements they would prefer as a part of their employment contract at CBC. For example: Children, family commitments, other work commitments, medical conditions, and religious obligations.

The interviewer will make a note of this on the “Screening Form” and will evaluate it during the time of final selection. CBC will exercise the right to approve / disapprove any special needs or requirement that the candidate might have depending upon the feasibility and CBC’s capacity to make it available.

The “Screening form” is designed to determine if CBC needs to deploy additional resources to accommodate potential staff’s learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

1. During the interview CBC representative (Principal / Director) will ask the interviewee if they have any special needs.
2. The interviewer will make note of it on the “Screening Form” and discuss the possibilities of approval.
3. Principal / Director will analyse the special needs or requirement of the interviewee in comparison to CBC’s ability to make it available.
4. If the candidate is selected, the Principal / Director will further discuss the needs with the selected candidate and inform them on arrangements would be made to accommodate their needs.
5. The candidate then would have the final option of either accepting the position or rejecting it, depending on the arrangements suggested by CBC.
6. CBC will advise the staff in writing and during the induction process, prior to the commencement of employment duties of the arrangement made for the staff, which the staff will sign as a sign of approval.

It is the staff member’s obligation to advise CBC of any change in their contact details.
Staff complaints and appeals

Grievance Handling Policy and Procedures

Policy
It is the policy of Canterbury Business College (CBC) to maintain a harmonious and professional working environment which is free from intimidation and harassment and which promotes equal employment opportunities for all.

It is the policy of CBC to act upon the subject of any complaint found to be substantiated immediately as possible.

Complaint & appeal may be a result of issues such as:

- Allocation of work or development opportunities;
- Perceived discrimination, victimisation, harassment;
- Workplace communication and interpersonal conflict;
- Changes in technology, work processes or location;
- Occupational health and safety issues; or
- Interpretation, application or operation of an industrial award or agreement.
POLICIES AND PROCEDURES

Procedures

1. CBC encourages staff to express concern about work-related issues and to raise concerns, where necessary.
2. Staff need to follow CBC’s defined protocols, while addressing their concerns or wishing to make a complaint.
3. The staff member is expected to first contact their immediate reporting person (supervisory role) to address their concerns.
4. If the staff member is not satisfied with the response, he/she has the right to escalate the matter to the Manager of the department to seek resolution.
5. If the resolution reached by the Manager is not to the satisfaction of the staff member, he/she has a further right of appeal, which has to be done in writing directly to the Principal / Director.
6. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.
7. The staff member needs to include all relevant information within their documented complaint & appeal.
8. The Principal / Director will respond to the complaint in writing about their decision within 10 working days from the date of submission.
9. If the staff member is not satisfied with the solution provided by the Principal / Director, they are advised to take the matter to an independent mediation board, such as LEADR to hear the appeal.

Any staff member, who feels that his/her case has not been adequately heard, may contact an independent mediator appointed by CBC before disciplinary action is taken. The mediation/arbitration service details are listed below:

**LEADR**
Level 1, 13-15 Bridge Street Sydney, NSW, 2000
Telephone: (+61 2) 9251 3366
Fax: (+61 2) 9251 3733
Freecall: 1800 651 650

**New South Wales Department of Fair Trading**
Telephone: 13 32 20
Staff Performance Appraisal

CBC acknowledges the pivotal role staff play in the growth of an organisation. Maintaining good staff relations and open communication channels are vital if goals and objectives are to be achieved.

Staff need to be satisfied with their work responsibilities and roles within this organisation, they need to be trained to adapt to the changing requirements of their work, and are encouraged to develop themselves in order to meet these challenges.

One way to achieve these results is by constant contact and feedback between management and staff. CBC understands that staff require a measure of their achievements so as to be constantly motivated and at the same time have their views and experiences regarded as of vital importance to CBC.

All part time, full time and contract staff will have an annual performance appraisal to review work and achievements in relation to their job description and to plan goals and actions for the coming 12 months. The performance appraisal will differ between teaching staff and administration staff.

Policy

CBC appraises its permanent staff on an annual basis and provides them with feedback on their performance. Staff performance is a key factor for the determination of on-going employment and rewards structures. Staff performance will be goal oriented, monitored, documented and recognized through a clearly defined staff appraisal system. CBC recognizes the importance of feedback collected from as many sources as possible.

CBC also conducts an appraisal for its contract / casual staff in terms of planning and designing professional development activities.

Procedure

1. Appraisals are carried out once per year after employees commence their employment at CBC, and on every subsequent anniversary date.
2. All procedures for the Performance Appraisal System are designed and reviewed by the Principal.
3. The Principal is responsible for planning and carrying out performance appraisals for the employees.
4. The basis for performance appraisal will be a Performance Appraisal Sheet completed by the Employee.
5. Sources for evidence of employee performance may be from: self; peers; students feedback; assessment records; administration records; student files; reports on end of programme outcomes; management; educational/training institutions / Employee training and personal development file; employers.

6. The Procedures for Personnel Appraisal are as follows:

- Notification in writing by Principal to staff member of Annual Performance Appraisal
- Performance Appraisal Sheet given to Employee.
- Appraisal Forms completed by Employee.
- Appraisal Forms submitted to Principal.
- Principal reviews Appraisal Forms & makes comments.
- Principal sends a Letter of Invitation to Staff to discuss Appraisal outcome.
- Employee meets Principal at Appraisal meeting.
- Outcome and action plans agreed upon
- Action Plans followed up on.

7. Once complete, and the outcome has been agreed to by the Employee, all action plans are monitored by both the Employee and Principal.

8. The content and process of Performance Appraisal systems are evaluated by staffs, which provide feedback to the Principal after their meetings. The Principal addresses discussions around changes to the system at a Management Team meeting set for this purpose.
**Professional Development Policy**

**Policy**

All employees and volunteers within CBC are to be given the opportunity to access professional development programs to improve their professional and teaching qualifications. Professional development opportunities are reviewed with all staff at least once a year.

**Internal Learning Opportunities**

There is no limit to the number of internal work-related training and assessment programs an employee may undertake. It is anticipated that these will be identified and planned for during the self-appraisal process.

All employees are encouraged to attend in-house personal development training and assessment programs.

CBC will subsidize 100% of the internal work-related fee or work-related service for all employees after 6 months service. This means that trainer/assessors may attend training programs that are on offer at no cost. However these training programs can be taken up only after the scheduled working hours.

Attendance without charge at any other unit is at the discretion of the management.

All trainer/assessors are required to discuss all in house training and professional development options before attending.

The offer of training and assessment program attendance for employees is not transferable to other family members and the entitlement ceases when employment ceases.

**External Learning Opportunities**

Staff are encouraged to improve their skills and qualifications by accessing appropriate training from outside organizations. It is expected the need to assess external training/professional development will be identified during the employee’s self-appraisal.

Canterbury Business College will make every effort to support the employee in accessing training, which directly relates to their job. A 25 % contribution from CBC will be made to the direct cost of participation.
Canterbury Business College will make every effort to allow flexible work hours so attendance can be assured.

All trainer/assessors must discuss with the management to ensure all arrangements have been made prior to attending or making any commitment for any professional development.

A professional development record will be kept at CBC for all training that CBC staff have attended.

**Other Learning Opportunities**

Other learning opportunities for staff include:

- Acting in a position during another’s absence
- Managing specific projects in a different area
- Working with other staff as an assistant to learn new skills
- Acting as a mentor to another staff member
The procedure for identifying professional development, options are as follows:

- **Staff Feedback Sheet given to Employee**
- **Staff Feedback Sheet completed by Employee.**
- **Staff Feedback Sheet submitted to Principal.**
- **Principal reviews Staff Feedback Sheet & discusses with employee.**
- **Professional development activities agreed upon**
- **Individual professional development activities incorporated into Staff Professional Development Plan with time frames for completion.**
- **Organise professional development**
- **Obtain records of professional development as completed and retain on staff files.**
Critical Incident Policy & Procedures

Policy

Preamble

Under standard 6 of the National Code 2007, CBC will support students to adjust to study and “life in Australia”, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

In addition, CBC will support students to adjust to the life and study in Australia, to achieve their learning goals and to achieve satisfactory academic progress.

Principles

CBC recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

Definition

A critical incident is defined by the National Code as “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, drug or alcohol abuse;
- Non-life threatening events could still qualify as critical incidents.

Critical Incident Team (CIT)
When a critical incident occurs, the Director / Manager of Student Services will call a meeting with the appropriate staff to form a CIT. The Principal, Director of Student Services and Manager of Student Services will be core members of every CIT.

The CIT is responsible for:
- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with students relatives and other appropriate contacts
- Liaison with other external bodies, such as home stays, carers or foreign embassies, and
- Counselling and managing students and staff, who are not directly involved in the incident,

**Action Plan**

The CIT will set in motion a critical incident action plan to manage various aspects arising from the incident including communication strategies. This will include:
- Creating and disseminating a plan and its procedures
- A review of the plan, and
- Staff development and training

**Media Management**

A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

**Reporting and recording of incident and action taken**

The ESOS Act requires the college to notify DOE and DIBP as soon as practical after the incident and in the case of a student’s death or other absence affecting the student’s attendance, the incident will need to be reported via the PRISMS.

When an international student dies or sustains serious injury, CBC will assist the student's family. This may include:
- Hiring interpreters
- Making arrangements for hospital/funeral/travel/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with visa issues
- Assisting with travel arrangements
On-campus Incidents

If the incident is on campus and involves death, serious injury or a threat to life or property, the Director/Manager of Student Services is contacted.

Manager of Student services (Navneet Mago): +61 4 13656896 (1st point of contact)  
Director of Student services (Gajinder Paul): +61 4 14780573 (2nd point of contact)

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Director/Manager of Student Services who will communicate with other staff as appropriate.

Key Details to be reported

Key details to report include:
  - the time,
  - location and
  - nature of the incident (e.g. threat, accident, death or injury),
  - names and
  - roles of persons involved (e.g. staff, international or domestic student).

Checklist for Staff Managing Critical Incidents

The Director/Manager of Student Services will seek information about the incident and will request that the information is not immediately made public. Director/Manager of Student Services or nominee will then call a meeting with the following staff or their nominees as a Critical Incident Team (CIT):
  - Director of Student Services
  - Principal
  - Manager of Student Services

The CIT will manage the CBC’s response.

Response Checklist

As soon as possible, the Director/Manager of Student Services will liaise with relevant staff to prepare a communication plan and nominate a spokesperson.

Communication
• Response and ongoing strategies including individual roles and responsibilities
• Liaison with police, doctors, hospital staff and other relevant professionals
• Legal assistance if required
• Follow-up letters to family
• Incident report for the College records

Support for family, friends and staff
• Next of kin (parents/guardian) to be contacted and support provided to family and friends
• Arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services

Training regarding the Critical Incident Policy
• It is important for staff to be aware of the existence of such a policy.
• Resource workshop will be conducted to locate all relevant community resources in immediate local area: Funeral Directors, Police and Medical Authorities, Religious Leaders, Ethnic Group Leaders, Media Representatives, Insurance Representatives, local Embassy or Consular representatives.

Follow-up and evaluation

CBC staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds.

A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the CIT and/or other stakeholders.

Resources

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

Procedure for Critical Incidents

The staff member receiving the news contacts the Director/Manager of Student Services, The Director/Campus Manager will a meeting with the staff involved to make decisions as to how to proceed. The staff to represent the CIT will be:
• Director
• Manager of Student Services
• Principal
**Critical Incident Team**

At the initial meeting, the task of the group will be to:
- Create for themselves a clear understanding of the known facts.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

**Immediate response**

Director/ Manager of Student Services will
1. Contact the next of kin of the student/s
2. Make arrangements for informing staff and students.
3. Provide guidelines to staff about what information to give students.
4. A written memo to staff if the matter is complex.
5. Brief staff and delegate a staff member to deal with telephone/counter inquiries.
6. Manage media/publicity
7. Identify students and staff members most closely involved and therefore most at risk.
   - Those directly involved
   - Personal friends/family of those involved
   - Others who have experienced a similar past trauma
   - Other students, staff, supervisors etc.
8. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
   - In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.
9. Organise a tasks timetable for the next hour/s, day/s etc.
10. Plan ongoing feedback and regular meetings so that the CIT is continually in touch and working together.
11. Confirm access to emergency funds if necessary.

**NOTE:** Director/ Manager of Student Services will scribe for all meetings to keep records of content and decisions.

**Ongoing and follow up response**

These issues will be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
WHO will FOLLOW UP?
Availability of mobile phones
Notification of and liaison with Sponsor/Agent if applicable
Arrangements for visits to/from Family
Liaison with Police, Doctors, Hospital Staff
Hiring Independent Interpreters
Death Notices
Funeral/Memorial Service Arrangements
Refund of student’s fees to pay repatriation or associated expenses
Copy of Death Certificate
Consideration of personal items and affairs (household and academic)
Insurance Matters, OHSC Coverage, Ambulance Cover
Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
Liaison with Academic Staff
Arrangements for further debriefing sessions for groups/individuals as required
Liaison with Department of Immigration and Border Protection (DIBP) if studies will be interrupted
Fees issue to be resolved if student cannot continue with their studies
Legal Issues: helping students get access to legal assistance if required.
Arrangements for further debriefing sessions for groups/individuals as required
Follow up condolence or other letters to Family
Financial Assistance for families of affected person(s) if residing in Australia
Organising students/staff for hospital visits

Stress management
1. Debriefing as soon as possible after the event on an individual or group basis
2. Further debriefing - one or more days after the incident (group basis)
3. Follow up 2 - 6 weeks later - (individual or group basis)
4. Ongoing counselling as required
5. Recovery time for staff involved and the Coordinating Team members.

Managing the media
Each critical incident is unique and the dynamics of each situation will have to be assessed when it occurs. CBC’s CIT will structure an approach to manage media (if required). CIT will plan to ensure the most positive and supportive response from the media.

The Director/ Manager of Student Services is the nominated person who would handle the initial media calls and return media calls as soon as possible. Director/ Manager of Student Services will
act as the Media liaison officer / Spokesperson for CBC and will handle all media inquiries. The media liaison officer will liaise with the Director / Principal regarding the situation.

Director/ Manager of Student Services will respond to questions accurately. In the case that Director/ Manager of Student Services is unable to answer the media questions due to:

i) Of the sensitive nature of the issue or
ii) CBC does not have the information available.

They will, if necessary to check with the police, ambulance or fire brigade etc, before making a statement.

Critical Incident Flowchart

Critical Incident Team:

- Student Contact person (Director / Manager of Student Services)
- Principal
- Director(s)
- Immediate Action

1. Staff member(s) (witness to incident or first contacted)…Gather factual information and Contact Emergency Services - Dial 000

Assess situation:
focus on immediate safety of other students and staff

Staff member(s) (witness to incident or first contacted)…

2. Ensure safety & welfare of staff and students
3. Contact first aid officer: eg. Director / Manager of Student Services
4. Administer first-aid until ambulance arrives

NB: Once police or fire brigade arrive at the school they will determine if other resources such as State Emergency Services (SES) are required to assist.

Critical Incident Team member to liaise with emergency services

Contact team leader within the hour
Debrief and counseling info as soon as practicable

5. Staff: Contact Critical Incident Coordinator (Director / Manager of Student Services)
6. Staff: Give facts of the situation
7. Staff: Receive advice from Director / Manager of Student Services on debriefing & counselling
8. Manage incoming inquiries (and outgoing information via web, phone…)

Within 24 hours

Director / Manager of Student Services of Manage the media Prepare a written statement
Within 48 hours…Receive briefing from critical incident team

9. Reception: Inform colleagues

Within 48 hours

10. Director/Manager of Students Services contacts parents or families / friends of affected persons

Within 7 days

11. Director/Manager of Students Services completes "Incident Report" form

ADDITIONAL ACTION (When appropriate)

Director/Manager of Students Services will convene brief meeting of the CIT with the Principal to:

- Discuss intervention plan
- Obtain executive support

Contact Local Support Personnel

<table>
<thead>
<tr>
<th>Support Personnel</th>
<th>Name</th>
<th>Telephone</th>
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</thead>
<tbody>
<tr>
<td>Counsellors</td>
<td>Trauma Counselling Services</td>
<td></td>
</tr>
<tr>
<td>Nursing and emergency staff</td>
<td>Hospital</td>
<td></td>
</tr>
</tbody>
</table>

Director/Manager of Students Services convenes full staff meeting of teaching and administrative staff to:

- Present information
- Discuss action plan
- Allow staff response
- Decide on how students will be informed or given additional information
Director/Manager of Students Services will set up a recovery room in the school:

- Provide fluids
- Comfortable chairs
- Support personnel

Director/Manager of Students Services will inform students of:

- Facts of the incident
- School actions
- Counselling services
- Allow student discussion or response

Director/Manager of Students Services convenes with counselors / first aid officers to identify "at risk" students and staff (CBC will contract professionals, if required)…

CBC will counsel students who have experienced trauma and list the students involved

Director/Manager of Students Services will contact parents or families of "at risk" students and staff

Director/Manager of Students Services … arrange debriefing for "at risk" students and staff

CBC will organize / contract professional counselors if required

Director/Manager of Students Services …Inform all parents via phone

- The facts of the critical incident
- The school's response plans
- Possible reaction of students
- Sources of help for families
- Encourage two-way communication between parents and the school

CIT restores the school to regular routine as soon as practicable

- All staff can help here
Critical Incident Team will obtain updated factual information

- Continue to inform staff, students and parents

Critical Incident Team will continue to monitor well-being of students and staff
All staff to report new information to CIT
Staff may use rapport with students to counsel or refer on to professional body… CIT be informed of all referrals
Recovery time for staff involved
Legislation

CBC is fully aware of its responsibility to identify and comply with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:

- National Vocational Education and Training Regulator Act 2011
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Education Services and Overseas Students Act 2000 (ESOS Act)
- Anti-discrimination Act 1997
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Privacy and Personal Information Protection Act 1998 (amended 2012)
- Industrial Relations Act 1996
- Work Health and Safety Act 2011

Updates on legislation are made through regularly accessing of relevant websites such as:

- NSW Acts and Regulations
- Commonwealth legislation is http://www.comlaw.gov.au

CBC will advise the state or territory registering body that has registered it:
(a) Within 21 days of commencing delivery and / or assessment outside the state or territory of registration and / or
(b) Within 3 months of ceasing delivery / or assessment in a location outside the state or territory of registration.

Procedures

1. New staff are provided with information about current legislation and regulatory requirements that significantly affect their duties,
2. Students are provided with information about current legislation and regulatory requirements that significantly affect their participation,
3. Changes to current legislation and regulatory requirements are to be disseminated to all staff and students through the notice boards, printouts, emails, information sessions, and meetings.

Above documentations can be accessed at Level 6 Reception or requested via email: gajinder@canterburybc.com.au.

Work Health and Safety (WHS)
CBC is committed to promoting a healthy and safe environment and recognises its obligations under the Work Health and Safety Act 2011.

This will be achieved through:

- Providing the resources to develop and maintain an effective health and safety management system
- Recognising and accepting as a minimum of all responsibilities imposed by relevant statutory requirements
- Consulting with employees on health and safety issues

Responsibilities

Safety depends on the cooperative effort of everyone concerned but the following special responsibilities apply:

Director of Student Services, Principal and Managers:

- Ensuring that activities are resourced to the extent necessary to ensure the health and safety of persons either performing or who are affected by those activities.
- Implementing safety measures within their control in accordance with legislative requirements.
- Providing information, instruction, training and supervision to all people under their control, including contractors and visitors to ensure that any risk is minimised.
- The formulation, promulgation and review of specific safety rules for activities conducted within the area under their control

All employees of CBC are:

- Responsible for safe work practices consistent to the extent of their control or influence over working conditions and methods.
- Required to co-operate with management in achieving a safe and healthy workplace.
- Required to take reasonable care for their own health and safety and of anyone else who may be affected by their actions
- Encouraged to actively contribute to the continuous improvement of the CBC’s health and safety policies and procedures

Visitors, Contractors and Students:

- Are required to comply with all reasonable instructions given, consistent with their protection as well as the protection of others whilst on campus.

As an employee, it is your right to work in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.
It is your responsibility to co-operate with CBC in its legislative responsibility to secure the health and safety of staff, students and visitors and to ensure the safe working practices of students. The OH&S policy ensures that a safe and healthy environment is provided for all students and employees at CBC.

All accidents, whether injury producing or not, must be reported to the Principal / Director. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for employees.

Always remember to:
- Use safe work practices
- Ensure the equipment you and your students use is safe.
- Speak up if you see an unsafe condition or work practice.
- Seek advice from the Principal / Director
- Assist CBC to promote a safe workplace.

**Equal Employment Opportunity (EEO)**

**Sexual Harassment**

The Commonwealth Sex Discrimination Act 1984 (amended 1992) and the NSW Anti-Discrimination Act 1977 declare sexual harassment to be unlawful and place a responsibility on CBC to protect all staff and students from sexual harassment.

Sexual harassment of students by other students, of staff by students, and of students by staff is all unlawful under the Sex Discrimination Act.

This policy aims both to deter sexual harassment and to deal with cases of alleged sexual harassment promptly and objectively.

Sexual harassment covers a range of verbal, written and physical behaviour which are unwelcome, unsolicited and not reciprocated, and may include jokes of a sexual nature, verbal abuse, intimidation, questioning of a personal nature, sexual innuendo, displaying offensive pictures, leers, gestures, comments of a sexual nature and physical contact such as patting, pinching, hugging and brushing against another person. More severe forms of sexual harassment can also constitute criminal offences e.g. explicit demands for sexual activity, and threatened or actual physical violence.

A person feeling harassed should, in the first instance, make it known to the other party that the attention is unwelcome.
Sexual harassment denies equality of opportunity, undermines morale and fosters insecurity.

CBC is obliged to ensure that sexual harassment does not occur, but in the event that such problems do arise, appropriate action must be taken promptly. Due to the sensitive nature of the alleged harassment, every effort should be made to expedite the resolution of the complaint.

Any attempt to coerce an unwilling person into any form of sexual activity, or to subject a person to repeated unwanted sexual attention, or to punish a refusal to comply constitutes sexual harassment.

Sexual harassment may occur:
1. as a single incident or a series of incident;
2. Among peers or co-workers, staff-student, student-staff, and student-student situations.

Forms of sexual harassment, which may initially appear mild or trivial, can constitute severe harassment in staff/student or employer/employee relationships where there is formal inequality of personal status.

Sexual harassment does not arise in the context of mutual sexual attraction and flirtation based on free choice and consent.

Where a complaint is proved to be malicious or vexatious the complainant will be subject to disciplinary proceedings.

**Sexist Harassment (gender based)**

Sexist behaviour is verbal or physical conduct which is not necessarily of a sexual nature, but which arises from discrimination against women or men on the basis of sex. Sexist behaviour constitutes sexist harassment when:
- it is persistent and unwelcome; or
- it influences, either directly or indirectly, an individual's employment, academic; or
- it has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive working, residential, academic or social environment.

Under some circumstances, sexist harassment may amount to unlawful discrimination under the applicable legislation.

**Harassment on the Basis of Sexual Preference**
Verbal or physical conduct which is not necessarily of a sexual nature but which arises from discrimination against individuals on the basis of sexual preference or imputed sexual preference constitutes harassment when:

• It is persistent and unwelcome; or
• It influences either directly or indirectly, an individual's employment, academic status; or
• It has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive working, residential, academic or social environment.

**Privacy Policy**

CBC is bound by the Privacy and Personal Information Protection Act 1998 (amended 2012) and National Privacy Principles. CBC is committed to upholding these principles and complying with the Privacy Amendment (Private Sector) Act 2000.

CBC may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes CBC's operations and practices and to make sure it remains appropriate to the changing school environment.

The type of information that CBC collects and holds includes (but is not limited to) personal information, including sensitive information, about:

• Students
• Job applicants, staff members, volunteers and contractors; and
• Other persons who come into contact with CBC.

CBC will use information it collects from students for the purpose of;

• day-to-day administration
• looking after students' wellbeing
• marketing
• to satisfy the CBC's legal obligations

Personal information of job applicants, staff members and contractors are used to;

• assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.
• in administering the individual's employment or contract, as the case may be for insurance purposes

**Disclose of personal information**

The personal information disclosed by an individual to CBC may be made available to Commonwealth and State agencies.
Management and security of personal information

CBC staff are required to respect the confidentiality of students’ personal information and the privacy of individuals.

Staff dealing with overseas students will be advised of their relevant responsibilities under the National Code, the ESOS Act 2000 and any relevant State requirements as part of induction or in-house training.

CBC has in place steps to protect the personal information that it holds from misuse, loss, unauthorised access, modification or disclosure, by use of various methods including locked storage of paper records and password access rights to computerised records.

The CBC Privacy Policy will be provided to all students before enrolment.
Industry Consultation Policy

Purpose

The purpose of this policy is to provide guideline on 'best practice' approaches to engage with industry, considering ranges of strategies for industry engagement and a list of key industry stakeholders.

Policy

To ensure compliance with standard 1, elements 1.5, 1.6. It is the policy of Canterbury Business College that the development of the training and assessment strategies meet the requirements of the training package and that it is developed in consultation with industry stakeholders.

List of Key Industry Stakeholders

Canterbury Business College (CBC) will ensure that it engages with industry experts to review and develop the training and assessment strategy, ensuring different industry stakeholders are utilised.

Canterbury Business College will consult with one or more following industry stakeholders when developing the training and assessment strategy.

- **Industry training advisory bodies:** The national industry training advisory bodies (ITABs) are the preeminent sources of advice on interpreting training package assessment guidelines. Another reputable source of information may be the State and Territory Training advisory (STAs) bodies specific to the industry. Both ITAB and STA have links with local industries.

- **Industry association bodies:** Employers are represented by:

  - The Australian Chamber of Commerce and Industry (ACCI) - provides advice and information on broad employer requirements. There are State, Territory and local chambers which represent all employers, including small business.
  
  - Australian Industry Group (AIG) – broadly based employer organisation with a strong representative of membership in trade areas

  - Business Council of Australia (BCA) – represents very large employers. BCA has regular input into national discussions on delivery and assessment, however detailed advice on RTO assessment and delivery strategies would be better sourced directly through member industries

  - **Specific industry associations personal:** Canterbury Business College may seek industry consultation from a member of Australian Computer Society (ACS) developing IT training and assessment strategies.
POLICIES AND PROCEDURES

• **Professional Associations:** Professional associations represent the interests of practitioners and often have an interest in controlling entry into their membership. Therefore, they should be consulted in regards to training and assessment strategies.

• **Government departments and agencies:** Apart from their regulatory function, many Australian, State and Local government agencies are industries and employers in their own right. Many government departments have the responsibility of promoting industries and run numerous relevant programs.

• **Community Based Organisation:** Community organisations have a direct and legitimate interest in their fields. For example: If the qualification to be assessed deals with services to people with intellectual disabilities, it would be highly appropriate to consult with the National Council for Intellectual Disability about appropriate assessment strategies. The list of community based organisations will vary depending on the courses and clientele.

**List of Techniques**

Canterbury Business College will take following approach when engaging with industry:

- Use short, concise consultation strategies
- Conduct consultation focusing on critical industry issues
- Provide support services
- Provide evidence of the value of industry input in delivery and assessment
- Identify areas in which industry has the capacity to add value
- Use credible intermediaries
- Provide evidence of the value formal training can offer to industry performance
- Use informal and/or formal networks for referral
- Provide honest, realistic estimates of time required for consultation
- Conduct consultations at times that suit industry
- Use direct and indirect consultation strategies
- Conducted face-to-face consultations on site
- Use intermediaries to target industry and individuals
- Use plain English in documentation
- Provide relevant summaries of key documents
- Provide information on key aspects of the training system

**List of Strategies**

1. **Joint Decision Making:** Canterbury Business College will take a joint decision making approach when engaging industry. Decisions are made by CBC will reflect the views and solutions negotiated and agreed by with industry.
2. **Partnership in Shaping Decisions:** Canterbury Business College will seek to build a genuine sense of shared responsibility with industry. It creates opportunities for sharing and exchanging diverse views and incorporates them into the development of assessment strategies.

3. **Participation:** Canterbury Business College will create opportunities for industry to formulate group views and take these views into account when developing assessment strategies.

4. **Proactive Consultation:** Canterbury Business College segments its industry clients and builds contacts with networks of interested professional groups. CBC actively seeks the views of these groups in response to specific questions and promotes discussion with these groups about their concerns and those of their constituents.

5. **Passive Consultation:** CBC will collect group and individual input in response to surveys, notices and invitations. CBC records the responses and uses them to further the informed development of assessment strategies.

6. **Information Sharing:** CBC ensures clear, accurate and comprehensive information about its assessment strategies is made publicly available and attempts to collect information on the needs, interests and concerns of industry.

**Outcome of the consultation:**
Canterbury Business College will use industry consultation outcomes for following purposes:

- Validating training and assessment outcomes
- Validating assessment and learning resources
- Moderation of learner’s evidences (assessment tools)

**Publishing:**
Canterbury Business College will ensure a professional working relationship is consistently maintained with key industry stakeholders.

**Third Party Monitoring Policy**

**Purpose:** To meet the requirements of:
- National Vocational Education and Training Regulator Act 2011
• Standards for Registered Training Organisations 2015

**Scope:** The scope of this policy covers all Canterbury Business College clients, employees and/or third parties acting on behalf of Canterbury Business College.

**Objective:** The purpose of this policy is to provide all relevant parties with knowledge and strategies to establish, monitor and maintain effective arrangements with third parties who provide services on behalf of CBC. Also to adhere the third party requirements identified in legislation (where relevant), and comply with the written service agreement.

**Policy Details:** Canterbury Business College monitor third parties through various methods. These include; client/student surveys, direct monitoring, regular internal audits and external independent audit.

- **Student survey:** Canterbury Business College conducts student surveys to evaluate its services and facilities, including third parties arrangements.

- **Direct Monitoring/ Regular Internal Audits:** Canterbury Business College monitors third parties performance by performing regular internal audits.

- **External Independent Audit:** Canterbury Business College engages with external independent auditor(s) to review the college’s processes.

**Monitoring, Evaluation and Review:**
A copy of the feedback/audit reports are provided to:
- Principal
- Academic Coordinator
- Compliance Manager
- Manager Student Service
- Third Party Representative
- CEO-Canterbury Business College

**Outcome of this policy:**
- The policy aims to effectively monitor and evaluate all third party arrangements including the delivery of services covering training and assessment, related educational and support services and the recruitment of prospective learners.
- Establish effective quality assurance strategies for the third party arrangements, including development of processes that support the process and defines clear roles and responsibilities.
- Identify areas of improvement that require establishing new agreements or arrangements with third parties
- Provide third parties to review areas of improvement within a reasonable timeframe.
• Emphasize key features to maintain third party arrangements leading to compliance with legislation; including accountability, risk management, resource arrangements, communication and dispute resolution
• Implement changes made by legislative and/or regulatory bodies
• Terminate third party arrangements (if required).

**Third Party monitoring Checklist:**

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<tr>
<th>Name of the Third Party</th>
<th>Date</th>
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</table>

<table>
<thead>
<tr>
<th>Topics</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the Third Party monitoring its operations as required by Canterbury Business College?</td>
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<td></td>
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<tr>
<td>Is the Third Party providing accurate and timely data that demonstrate its performance?</td>
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<tr>
<td>Does the Third Party ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training?</td>
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<tr>
<td>Does the Third Party provide returns of its client records of attainment based on units of competency and VET qualifications to Canterbury Business College on regular basis?</td>
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<tr>
<td>Is the Third Party ensuring that its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with Canterbury Business College’s scope of registration?</td>
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<tr>
<td>Does the Third Party collect, analyse, and act on relevant data for continuous improvement of training and assessment?</td>
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<tr>
<td>Are the Staff, facilities, equipment and training and assessment materials used by the Third Party consistent with the requirements of the Training Package or VET accredited course and Canterbury Business College’s own training and assessment strategies?</td>
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<tr>
<td>Do the Third Party Trainers have the necessary training and assessment competencies as determined by the National Quality Council or its successors?</td>
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<tr>
<td>Do the Third Party Trainers have the relevant vocational competencies to the level being delivered or assessed?</td>
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</tbody>
</table>
Can the Third Party Trainers demonstrate current industry skills directly relevant to the training/assessments being undertaken?  

Do the Third Party Trainers continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence?  

Does the Third Party meet the requirements of the relevant Training and workplace where relevant, and meet the regulatory requirements which is systematically validated?  

<table>
<thead>
<tr>
<th>Office use only:</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
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<tbody>
<tr>
<td>Third Party Representative Name</td>
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<tr>
<td>CANterbury Business College Representative</td>
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Comments:
Advertising and Marketing Policy

CBC markets and advertises its products and services with integrity and accuracy and in an ethical manner.

**Ethical Marketing Practices**

CBC will always gain participant's permission before using information about that individual in any marketing materials. This is in line with the access and equity policy of the organisation:

- The dignity and privacy of an individual will be respected at all times.
- Respect will be given to the confidentiality of information acquired during the course of operation of the organisation.
- A participant's permission will be gained before CBC can use information about that individual in any marketing materials.
- Staff members will ensure conformity to all relevant privacy legislation.
- No false or misleading comparisons shall be drawn with any other provider or their training and assessment programs.
- CBC will not make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another training and assessment program.
- Participant's permission will not be sought if marketing material is designed and developed by external professional ad agencies.

**Accurate and Clear Marketing Process**

CBC agrees to accurately represent training products and services to prospective clients. Where advertisements refer to the CBC’s RTO status, the products and services covered by the organisation’s scope of registration will be clearly identified. AQF qualifications will only be advertised if the CBC is registered to issue those qualifications.

Advertisements utilised by CBC will identify nationally recognised products separately from training and assessment programs recognised by other bodies or without recognised status.

Logos will only be used in advertising materials as per guidelines provided by the appropriate bodies.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by CBC will comply with the names/titles as endorsed by the appropriate bodies.

**Process for seeking permission from person or organization**
CBC will maintain ethical standards at all times within its marketing activities.

- To seek permission from any student, the DM will be responsible for executing this role. Student’s testimonials can be used for any form of marketing and PR purposes.
- The DM will contact the party via telephone, email or in person to request for a testimonial.
- The DM will explain the testimonial request and give all details with regards to the time, place, audience, reason and plan for using the testimonial.
- DM will then provide a “Student Testimonial form” for the client to fill in and authorise its use. DM will ensure that the testimonial is solely used for the purpose as explained to the client.

**Marketing Agents**

**Offshore Agent Recruitment**

The Director is responsible for agent selection, management and review.

**Selection Policy:**

When an agent makes an application to represent CBC, the Director will review the profile of the agent.

- The Director will send CBC’s agent questionnaire as an initial correspondence.
- The agent will complete the questionnaire and return to the Director with professional references.
- The Director will review the questionnaire and conduct reference checks.
- Upon meeting CBC’s recruitment criteria, the Director will forward CBC’s agent agreement copy for reference to the prospective agent.

**Agent review**

All student applications received from the agent will be reviewed on a case-to-case basis to verify if all admission requirements are being met according to CBC’s “Student enrolment process”.

The Director will be responsible for all agent reviews. As a part of the role the Director will visit and conduct review in scheduled intervals.

**Procedure**

CBC will review its agent contract and operations every year, unless:

- The agent is applying for the first time to represent CBC.
- If they apply to renew or amend their contract before the scheduled renewal date.
Onshore Agent Recruitment

CBC takes all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and does not use education agents who are dishonest or lack integrity.

Policy

1. CBC must enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and CBC and the need to comply with the requirements in the National Code & ASQA. The agreement must also include:
   a. processes for monitoring the activities of the education agent, including where corrective action may be required, and
   b. termination conditions, including providing for termination in the circumstances outlined in Standard 4.4 of the National Code 2007.

Procedure

1a. CBC’s agent agreement includes the requirements outlined in policy 1.
1b. The potential agent is required to complete an “Agent Questionnaire” which then forms part of the assessment process to assess the bona fides of the agent.
1c. Reference checks are conducted for potential agents. Reference checks are also be conducted for continuing agents as part of the monitoring process.
1d. CBC conducts regular visits to monitor its agents.
1e. CBC uses the Agent Monitoring Checklist to validate Agent’s abilities and knowledge.

Policy

2. CBC must ensure that its education agents have access to up-to-date and accurate marketing information.

Procedure

2a. CBC ensures that agents have access to up-to-date and accurate marketing information during its agent office visits.

2b. CBC informs its agents to remove outdated marketing information from its systems via emails or during visits.

2c. CBC emails updated marketing information to its agents on a regular basis.

Policy

3. CBC must not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:

   i) engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers.

   ii) facilitating the enrolment of a student who the education agent believes will not comply with the conditions of the course.

Procedure

3a. CBC’s agent agreement includes the requirements outlined in policy 3.

3b. Grounds for believing that an agent could be “reasonable suspect” could arise from CBC’s monitoring activities or reports from a number of students.

3c. CBC also monitors it’s agents through agent training, regular reviews and student surveys.

Policy

4. Where CBC has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 3, CBC must terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 3 and the education agent has terminated the relationship with that individual employee or sub-contractor. The agency contract does state that no sub-contractor can be employed by the agent unless the agent declares so to CBC.

Procedure
4a. CBC’s agent agreement includes the requirements outlined in policy 4.

Policy

5. CBC must take immediate corrective and preventative action upon becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

Procedure

5a. CBC’s agent agreement includes the requirements outlined in policy 5.
5b. CBC must inform the agent of the corrective actions, including cancellation if applicable.

Advertising and Marketing Policy

Canterbury Business College (CBC) markets and advertises its products and services with integrity and accuracy and in an ethical manner.

Purpose

To establish a procedure that clearly articulates the process to be followed when designing marketing materials for Canterbury Business College. This procedure will ensure that compliance requirements are followed and there by CBC will market its courses in an ethical, accurate, honest and professional manner that maintains the reputation of the Australian government, the Department of Education, the integrity of ASQA and the industry as a whole.

Procedure

Overall, all marketing material will be designed in collaboration between the Director and the Compliance Manager.

The validity, accuracy, integrity will be checked and currency across all sites will be thereby be maintained.
The material must not be misleading in any way, for example the language used will not contain any double entendre that can be interpreted of understood in a different way.

CBC’s primary objective is to provide quality education; therefore all marketing materials will be edited, proof read and checked by concerned staff. All due care will be taken to demonstrate to all that CBC’s marketing and advertising articulate the knowledge and specialisation of the college as educators.
All materials used in marketing, irrelevant of its format must clearly identify CBC’s legal business name or trading name where appropriate with the ABN or RTO number or CRICOS number. The RTO number must be shown with the course(s) offered and the unit code. The NRT logo must also be shown when stating an AQF outcome. Once the materials are passed by Compliance manager, the marketing materials are provided in draft form for the Director to check and approve (version control) to be released for printing and distribution.

Marketing and Advertising Checklist

General Procedure

This internal CBC document is to be filled in where appropriate by the Site Managers (if applicable) then the Compliance Manager and finally the Director.

As stated above, the checklist helps to ensure that the marketing is accurate, contains no misleading information. If the answer to any point is 'No', it will need to be corrected for compliance purposes before final submission to the Managing Director of CBC.

The checklist is to be updated for all marketing material as the public’s perception of CBC must be upheld. Once completed, it must be scanned (backup), filled and kept as evidence for authorities (internal & external) auditing

<<<<<< EXAMPLE OF CHECK LIST >>>>>>>>

<table>
<thead>
<tr>
<th>What is the media type? (circle)</th>
<th>Yes/ No</th>
<th>Name</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brochure &quot;Flyer&quot; &quot;Website&quot;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print ad &quot;Poster&quot; Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Is the legal entity name (Canterbury Business College Pty Ltd) and ABN included clearly in the material?

2. Are the RTO number / CRICOS provider number/s included clearly in the marketing material?

3. Is the qualification title consistent with the Scope (VET) currently permitable.

Submitted by ______________________ Manager

Signature: …………………………… Date: …………………………
POLICIES AND PROCEDURES

and checked by __________________ Compliance Manager

Signature: …………………………… Date: ……………………………

Comments: …………………………………………………………………………………

[ ] Submit to CEO for final approval.

MARKETING AUTHORISATION FORM

General Procedure

This internal CBC document is completed by the Director and for final approval by the Managing Director. It is created to ensure that policy and procedures stipulated above are followed and then finally the Checklist, consent forms and Marketing Authorisation form and checked and final approval is signed off on.

<<< SAMPLE OF FORM >>>>

<table>
<thead>
<tr>
<th>Review the following</th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Has the NRT logo been correctly displayed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Has the qualifications title and code been correctly displayed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Has version control been used?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Is the marketing message clear and unambiguous?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Is language clear and developed for the audience level?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Has the RTOs logo been included?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Is the nominated course listed on CRICOS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Is the marketing consistent with the future strategies of RTO and policies, procedures and course being offered?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Is the course current?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Is the course on scope?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 Are there any other courses offered that are not accredited? If so, then are the courses clearly distinguished from accredited courses? Is the duration of course consistent with that listed on CRICOS?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## General Procedure

This internal CBC document is to be completed without fail as part of the written consent of any copyright information, testimonial, photo, video, etc which is used in CBC’s marketing campaigns.

**<SAMPLE OF CONSENT FORM>**

**Publication of Photographs, Video, Audio Consent Form – Adult**

I, the undersigned person agree to and provide permission for the photographic, video, audio or any other form of electronic recording of me for and on behalf of Canterbury Business College.

I authorise the use or reproduction of any image/recording referred to above for the purposes of publishing materials related to the activities, programs and services of the Canterbury Business College without acknowledgment and without being entitled to remuneration or compensation. The image/recording may appear in print, electronic, or video media, and may be may be available to a global audience through the internet. Images/recordings may also be provided to other government departments for use in related publications.

I acknowledge that ownership of any image/recording will be retained by the Department of Education. I understand and agree that if I wish to withdraw this authorisation, it will be my responsibility to inform the Department.

<p>| | |</p>
<table>
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<tbody>
<tr>
<td><strong>Full Name:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Signature:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Number:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Date &amp; Location of media:</strong></td>
<td>/ /</td>
</tr>
</tbody>
</table>

гр.............................

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CBC-P&P- V2015.2-150615

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CBC

CRICOS Provider Code 01899K RTO Code 6554

POLICIES AND PROCEDURES

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>12</td>
<td>Has the marketing checklist been completed?</td>
</tr>
<tr>
<td>13</td>
<td>Are the contact details correct?</td>
</tr>
<tr>
<td>14</td>
<td>All previous documentation has been archived</td>
</tr>
<tr>
<td>15</td>
<td>Has the permission authority form been signed?</td>
</tr>
<tr>
<td>16</td>
<td>Has this checklist been filed with the marketing sample?</td>
</tr>
</tbody>
</table>
Withdrawal of Photo Consent Form
(For model to keep and use at a later date if desired)

<table>
<thead>
<tr>
<th>Full Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
<td></td>
</tr>
<tr>
<td>Contact Number:</td>
<td></td>
</tr>
<tr>
<td>Date &amp; Location of media:</td>
<td>/ /</td>
</tr>
</tbody>
</table>

If I wish to withdraw permission for use of my image/recording, it will be my responsibility to inform the Marketing Services on telephone +61 (02) 9280 3733 or via email info@canterburybc.com.au

Personal Information Protection statement - Personal information is collected from you for the purpose of obtaining consent to publish photographs, audio or video footage to be used in printed or electronic Canterbury Business College publications. Personal information is managed in accordance with the Personal Information Protection Act 2004. You may access your personal information by application to the business unit named above. You can obtain a copy of the CBC’s Privacy Protection Policy at www.cbc.nsw.edu.au

**Computers and electronic resources**

Canterbury Business College recognises that computing and electronic resources are a valuable source of learning. Students are encouraged to make use of these resources for purposes relating to study being undertaken. CBC computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources provided by the CBC. These resources include Internet, email, web browsing, website publication, chat and newsgroups (forums). It is the student’s responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

CBC reserves the right to:

- Moderate access to Internet services, including the filtering of websites
- Monitor and record all usage of its computer networks
- Access student e-mail accounts where it has been considered that there has been misuse of the e-mail system
- Take disciplinary action where a breach of expected behaviour has occurred.

**Consequences of inappropriate use**

Where it is alleged that a student is inappropriately using facilities, CBC will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to the delegated CBC staff member prior to any disciplinary action being taken.
Disciplinary action against students who inappropriately use computing and electronic resources or breach any of the terms and conditions of CBC, may include but is not limited to:

- Suspended access to CBC’s computing and network facilities, either indefinitely or for a specified period of time determined by the MSS; or
- Legal action - illegal acts will be referred to the appropriate legal authority.

**Criminal Offences**

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- Downloading, uploading, copying, storing or distributing child pornography;
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal;
- Breach of copyright such as unlicensed copying of a computer program;
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs; and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

**Unlawful Use - Violations of State or Federal law**

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use;
- Accessing / downloading website materials / files or transmitting material that is defamatory;
- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material;
- Internet technologies must not be used to access or disseminate: use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred; or
- Discrimination based on age, race, religion, gender or sexual preference;
- Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet.

**Inappropriate Use**

Students should not use the computing and electronic resources provided by CBC that are not directly related to the study being undertaken.

The following are examples of inappropriate use of Canterbury Business College computing and electronic resources:
POLICIES AND PROCEDURES

- Conducting private business for personal gain or profit, including fee-based or subscription services;
- Unauthorised downloading or storage of files and records, which are not for study purposes. (Downloading of Software [licensed, shareware, freeware, evaluation or otherwise] including system, application or data files may only occur when approved by CBC);
- Accessing of communication and information devices and services such as Internet relay chat, for non-study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason the accessing of Internet chat sites is prohibited. Audio files, movie files and games are not to be played, installed onto computers or downloaded from the Internet;
- Using the Internet to gain unauthorised access to other computers;
- Unauthorised use of any password/mailbox is prohibited
- Failing to undertake security precautions when downloading files eg checking for viruses. (Any use of the Internet should ensure that there is no possibility of transmission of viruses or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened CBC Network Administrator);
- Gaining or attempting to gain access to another user’s account or masquerade as another user;
- Attempting to intercept, download or electronically read another user’s files, transmissions or electronic mail;
- Giving an unauthorised person, (either intentionally or negligently) passwords associated with access to the computing and networking facilities;
- Attempting to access any computer system or network without appropriate authority;
- Attempting to bypass system restrictions or security mechanisms;
- Attempting to change configuration files or settings;
- Intentionally damaging or destroying any computer systems or data, or developing or using programs for this purpose;
- Exceeding allocated host computer disk space;
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person.

In using the Internet, the privacy of others must be respected. Students should not:
- Use the computing and networking facilities to infringe on another person’s right to privacy;
- Publish personal contact information about other people or include reference to others including names and pictures without their permission;
- Forward a message identified by the sender as private without the permission of the sender.
Copyright

Students may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books.

For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. Students must comply with licenses for the use of intellectual property, including software. All software loaded on CBC’s computers or provided by CBC are licensed and there is no permission to copy software unless permitted by CBC. If you need further information about your copyright obligations, please see the Australian Copyright Council website. http://www.copyright.org.au

Evacuation Procedure

In case of fire or bomb threat all occupants must evacuate the floor and follow instructions given below.

Once you hear the fire alarm occupants must evacuate the floor. Please refer to the CBC’s “Fire Escape Plan”.

Take all your belongings and leave the room immediately. (In the event of a bomb threat) visually check the area for any suspicious articles as you leave the floor, room or area.

Make your way to the nearest fire exit doors. Don’t use lift.

Exit 1
Located opposite to reception, this enters onto Bellevue Street. (As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street to the designated assembly area).

Exit 2
Located at the rear end of the Institute (next door Women’s rest room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assemble at the corner of Belmore Lane and Bellevue Lane.

All Staff Members

The floor fire warden must instruct all staff / students to leave the floor in an orderly manner. To ensure that all the students are present at the assembly area, trainers are encouraged to carry the attendance roll. All Trainer/assessors must report back to the Principal.

The Manager of Student Services is responsible for (Level 6 - Fire Warden):
POLICIES AND PROCEDURES

- Ensure every classroom, storerooms and toilets, where students/staff could be is vacant.
- (In the event of a bomb threat) visually check the area for any suspicious articles as you leave the floor, room or area.
- Ensure all internal doors, except fire exit doors, are left open, if possible and ensure that no one re-enters the building.
- Manager / Director of Student Services must direct all Patrons to exits.
- DO NOT LEAVE THE BUILDING UNTIL EVERYONE IS OUT
- DO NOT USE LIFTS

Person with disabilities

On notification that there is a bomb threat or fire evacuation, the Manager of Student Services will ascertain the location of any person with a disability in the area. If a decision is made to evacuate the building, the Manager of Student Services should arrange for the person with a disability to be removed from their area under the control of the responding Emergency service.

Steps for Evacuation in Case of Emergency

At times, situations may arise when CBC may need to be evacuated, and in such situations the following steps must be followed:

- Floor wardens will notify each room of the need to evacuate.
- Trainers will take charge of the room.
- Students accompanied by their trainer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room. (Please refer to the floor plans in the Appendices).
- Personal effects only are to be taken as learning / training equipment can impede evacuation.
- As each floor is evacuated the floor warden will report to the Manager of Student Services for further instructions.
- Students and trainers will assemble on corner of Bellevue Street and Foveaux Street until advised.
Change of Ownership or Management

CBC will advise ASQA in writing of any prospective changes to the ownership as soon as practicable prior to the change taking effect and CBC will advise ASQA in writing of any prospective or actual change to the ownership (as defined in Section 5 of the ESOS Act) of the registered provider as soon as practicable prior to the change taking effect or within 10 working days, where the change cannot be determined until it takes place.

CBC will provide ASQA with information on the new owner for the purpose of making an assessment under section 9(6) of the ESOS Act.

Premises Relocation Policy

CBC will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

All students who have been issued a ‘CoE’ to study the designated course (whether they have arrived in the country or not) will be notified of the intention to relocate premises.

CBC will notify staff and students in any of the following ways:

- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students
Appendix 1 – Fire Escape Plan

Canterbury Business College
Fire Escape Plan

Exit 1
Located opposite to reception, this enters onto Bellevue Street. As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area.

Exit 2
Located at the rear end of the Institute (next door AC Vent room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assembly at the corner of Bellevue Lane and Bellevue Lane.

Classroom 1, 2, 3, Reception & Administration must take the Fire Exit 1 located opposite the reception area

Classroom 4, 5, Student common room must take the Fire Exit 2 located next to the AC Plantroom.

IMPORTANT:
DO NOT USE LIFTS IN THE EVENT OF A FIRE ALARM.
If your exit is blocked by fire use the other exit

After hour’s emergency contact
Manager – Student services (Navneet Nago):
+61 4 13655896 (1st point of contact)
Director – Student services (Gajinder Paul):
+61 4 14478073 (2nd point of contact)

IF YOU HAVE ANY QUERIES WITH RESPECT TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF A FIRE ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER – NAVNEET NAGO.
1) Has the student recently worked in the field(s) covered in the course?
   - Yes (applicant to provide details and evidence)
     - Information is recorded on student file.
     - Continue to question 2
   - No
     - Continue to question 2

2) Does the student have any vocational experience relevant to the course?
   - Yes (applicant to provide details and evidence)
     - Information is recorded on student file.
     - Continue to question 3
   - No
     - Continue to question 3

3) What is the highest level of study achieved by the student?
   - Year 12 or equivalent or Year 10 and Cert III & Cert IV
     - Continue to question 4
   - Below the minimum of Year 10 & Cert III & Cert IV
     - The student does not meet entry requirements.
POLICIES AND PROCEDURES

4) Has the student studied any relevant course?
   - If yes, Does the student qualify for RPL / Course Credit?
     - Continue to question 5
   - None
     - Continue to question 5

5) Is the student aware of all the conditions of their enrolment?
   - Yes
     - Continue to question 6
   - No
     - Applicant to be provided with a copy of the pre-arrival pack, student handbook, web site information. Cont’ to question 6

6) Reviewing the student’s experiences / studies to date: Would the student be reasonably able to complete the course of studies?
   - Yes, based on answers to questions 1, 2, 3 & 4
     - Continue to question 7
   - Yes, based on the pre-training review of skills and knowledge.
     - Passed the pre-training review. Continue to question 7
   - Failed the pre-training review for skills and knowledge. The applicant is informed.
7) Does the student have any special needs?

Yes

7.1) Is the need English Language based?

Yes. The applicant must meet CBC’s English Proficiency requirements.

Passed the test. Continue to question 9.

Failed the test. DSS/MSS to advise of English requirements and support classes.

No, interview the student for any other special need and discuss with DSS/MSS for possible support.

No

Continue to question 8

8) Does the applicant have suitable Language, Literacy & Numeracy skills/EAP skills for the course they are choosing?

Yes (applicant to provide details and evidence)

Information recorded on student file. Continue to question 9

No (Please return to question 7.1)

Information recorded on student file. Continue to question 9
9) Does the course have any pre-requisites? 

Yes. Evidence sighted. Continue to question 10

No. The applicant may continue to question 10

10) If the student is of international origin. Has the student been advised of financial cost of living/studying in Australia?

Yes

Application may continue.