



Lamart Education Pty Ltd Glenhill College

Student Handbook

&

Orientation Guide



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1.0 Registered Training Organization

GLENHILL COLLEGE is a Registered Training Organization (RTO 45619 45619), approved by Australian Skills Quality Authority (ASQA) www.asqa.gov.au and compliant to the Standards for Registered Training Organisation (RTO 45619) 2017 to provide nationally accredited and recognised qualifications.

2.0 Mission, Philosophy and Vision

The mission of GLENHILL COLLEGE is to be a leading academic College in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

We believe that 'opportunity comes from knowledge' and hence our vision is to assist all our students in developing themselves both personally and vocationally. GLENHILL COLLEGE believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural, free from discrimination and harassment.

Australia's diverse population and strong educational tradition make it particularly suited to international education and GLENHILL COLLEGE intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

2.1 Ethics

GLENHILL COLLEGE undertakes to act at all times in an ethical manner. All activities of GLENHILL COLLEGE are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.



3.0 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a compulsory reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. (<http://www.usi.gov.au/create-your-USI/Pages/default.aspx>). This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

Students need one form of identity (ID) from the list below:

- Driver's licence;
- Medicare card;
- Australian Passport;
- Visa (with Non-Australian Passport) for international students; or
- Citizenship Certificate.



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4.0 College Fees and the Tuition Protection Service

4.1 Collection of Fees

GLENHILL COLLEGE collects student fees in advance and therefore it will comply with the following options for initial and continuing fee collection and registration:

- GLENHILL COLLEGE cannot require students to pay more than 50 per cent of their tuition fees before they start the course;
- Students, or the person responsible for paying the tuition fees, must pay but can now choose to pay more than 50% of their tuition fees before they start their course;
- A payment plan for any outstanding fees will be negotiated and is detailed on this document.

4.2 Fee Protection

The Tuition Protection Service (TPS) - <https://tps.gov.au/Home/NotLoggedIn>, is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider; or
- Receive a refund of their unspent tuition fees.

Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.



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5.0 Client Services

5.1 Pre-Departure Check List

1. **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.
2. **Student enrolment and orientation documents** – You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from your institution.
3. **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.
4. **Travel Insurance** – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
5. **Airfares** – Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.
6. **Contact details** – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.
7. **Australian currency** – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.
8. **Transport from the airport** – Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving.
9. **Accommodation details** – Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

5.1.1 Travelling Arrangements

1. Made all your travel arrangements?
2. Packed your most important documents in your hand luggage?
3. Booked your Airport Pick-up and Accommodation?
4. Checked Customs and Quarantine regulations? (<http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine>)
5. Organise to have at least Aud\$1,500 available to you on arrival in Sydney? (Approximately Aud\$500 in cash and A\$1,000 in Travellers' cheques or available through credit/debit card)
6. Had medical/optical/dental checkups?
7. Written down the contact details of your country's consulate in Sydney? and
8. Got locks for your luggage?

5.1.2 'Do's' and 'Don'ts' on What to Bring

1. Most items you will need are available in Australia, though the cost of some may be higher than in your home country. Here is some advice on what international students may want to bring with them, and also what is not necessary; and
2. Remember you are only allowed 20 - 30kgs of luggage on the flight to Australia.

5.1.3 DO Bring:



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1. Clothing;
2. Electrical goods - computers, hair dryers, stereos and rice-cookers are items some international students choose to bring with them. However, bear in mind that these items may attract customs duty Goods and services tax (GST). If in doubt, refer to the section on Customs Regulations above;
3. Electricity adaptor plugs - Australia has 240 volt, AC 50 Hz cycle electricity;
4. Optical Spares – if you wear glasses or contact lenses you should bring spares;
5. Other personal items - you may find it useful to bring things like a small sewing kit, battery operated alarm clock, umbrella, dictionary, and prescriptions for medicines, sports gear, toiletries and other favourite personal items;
6. Document folder including:
 - i. Valid passport and student visa (including photocopies);
 - ii. Copy of your confirmation of enrolment form, your letter of offer and other material sent to you by HERITAGE SCHOOL OF BUSINESS;
 - iii. Receipts of payment for all fees;
 - iv. Certified copies of personal papers, including academic transcripts, educational or work qualifications you may already have completed;
 - v. Identification papers such as birth certificate, proof of citizenship, international driver's license;
 - vi. Credit cards;
 - vii. Your medical records, immunization records and school records of all accompanying family members;
 - viii. Marriage certificate if your spouse is coming with you;
 - ix. Receipts of goods you may bring with you to Australia to assist with assessing customs duty and/or GST; and
 - x. If you intend to drive in New South Wales you must bring your current driver's license with you. If possible, have the license updated to cover the duration of your studies.

5.1.4 DON'T bring the following

1. **Food** - Australia has strict quarantine regulations that limit what you can bring into the country, and you really don't need to, because Sydney is a multicultural, cosmopolitan city where you can get foods from most countries; and
2. **Winter clothes** - it is advisable to buy your winter clothing in Australia, as it will be more suitable to the local climate.

5.1.5 When you arrive in Australia:

1. Contact your parents/relatives to let them know you have arrived safely;
2. Find long-term accommodation;
3. Collect your OSHC or Health Cover membership card;
4. Attend orientation;
5. Collect your student card; and
6. Open a bank account.

5.2 Student Protection through Legislation

GLENHILL COLLEGE follows all relevant Commonwealth and State laws and regulations. All of these documents and more can be sourced at (<http://www.austlii.edu.au/databases.html>). These acts form complex laws and legislations that all businesses must follow. GLENHILL COLLEGE ensures its policy and procedures are in line with these regulations and provide the following summary of each for student's information. Students are



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encouraged to seek further information on each piece of legislation by accessing the Acts online or by speaking with a student services officer.

5.2.1 Commonwealth of Australia Acts

5.2.1.1 Copyright Act 1968

The copyright act is designed to protect the ownership and usage of books, websites, logos, songs photos and many other forms of creative media. When using resources in the learning environment GLENHILL COLLEGE ensures it complies with the act by ensuring all resource owners are noted and the all copies/distribution of copyrighted materials does not exceed regulated usage.

All students should ensure that any materials used when undertaking assessments should respect these laws and all quotes referenced appropriately.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

5.2.1.2 Disability Services Act 1986

In Australia laws are in place to allow people with disabilities a fair chance to work or learn in a field of choice. These laws forbid businesses for discriminating against people with disabilities. This is well supported by many services in place to help organisations adapt their workplace to ensure all people can gain access to work or education if they desire it.

Students with disabilities are given equal access to training through GLENHILL COLLEGE and GLENHILL COLLEGE does not discriminate its employee based on Disability.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/dsa1986213/

5.2.1.3 Education Services for Overseas Students Act 2000

The ESOS Act is designed to provide international students quality education and training. It outlines a set of standards designed to ensure the level of service provided to overseas students meets or exceeds their expectations. The act sets out to:

- Provide financial tuition assurance for course fees paid by International Students;
- Enhance Australia's reputation for quality educational services; and
- Complement Australia's migration laws.

Information on the ESOS Act was provided in your enrolment pack and will be discussed during your orientation. If you require any further information, please speak to a student services officer or at the following website.

For more information: <http://www.comlaw.gov.au/Series/C2004A00757>

5.2.1.4 Equal Employment Opportunity Act 1987

The EEO Act is designed to promote a fair system for employment selection which is based on ability to do the job role. This is done through its support of the sexual and racial discrimination acts, its support of the Equal Employment for Women in the Workplace and through ensuring fair outcomes for part, full time and casual based employment and promotes a fair workplace for all.



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GLENHILL COLLEGE promotes equal opportunities for all people through acceptance and celebration of differences.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/eeoaa1987642/

5.2.1.5 Migration Act 1958

The Migration Act is designed to support the national migration systems in place in Australia. This is done through:

- Regulation of all migration services;
- Provide appropriate visas for entry and remaining in Australia; and
- Provide services to facilitate the removal and deportation of who are in breach of this act.

As an international student, you have an obligation under the law to ensure you maintain your agreed standards of compliance as outlined in your visa. Please don't hesitate to discuss your concerns with a student services officer.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ma1958118/

5.2.1.6 Racial Discrimination Act 1975

This act is designed to support each state and territory based legislation to ensure that all people are not discriminated against for their racial background. Australia is very multicultural and to ensure a fair society for all, the act provides systems to allow legal prosecution for those who do not comply.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/

5.2.1.7 Sex Discrimination Act 1984

This act is designed to ensure that all people (especially women) are not disadvantaged through discrimination of others for:

- Family responsibilities;
- Potential pregnancy; and
- Marital status.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/

5.2.1.8 Workplace Relations Act 1996 (including amendments 2001, 2002, 2005, 2006)

Australia has a number of legislative policies to support a fair labour market, high employment levels, improved living and work standards, cooperative enterprise bargaining and agreements, fair award wages, involvement of unions in the workplace, assisting employers and employee set a balance of life and work priorities and respecting the diversity of the Australian workforce.

For more information: <http://www.industrialrelations.nsw.gov.au/Home.html> and http://www.austlii.edu.au/au/legis/cth/consol_act/wraolaa1996489/



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5.2.2 Australian Capital Territory Acts

5.2.2.1 Work Health and Safety Act 2011

The Work and Health Safety (WHS) Act 2011 is designed to promote a safe working environment for all employees in NSW. It defines the responsibilities of the employer and the employees in the role to support safe working.

The act's objectives are to:

- Promote health safety and welfare of people at work
- Reduce the risks of health and safety whilst working
- Promote a safe work place for all
- Facilitate consultation and cooperation between employees and employers
- Provide strategies to reduce and eliminate workplace health and safety risks
- Provide strategies for management and systems for handling dangerous goods
- Manage the framework for OHS legislations

For more information: http://www.austlii.edu.au/au/legis/act/consol_act/whasa2011218/

5.2.2.2 Regulations and Codes

- Work Health & Safety Regulation 2011 – http://www.austlii.edu.au/au/legis/cth/consol_reg/whasr2011327/
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017 - <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

The information provided in the Commonwealth and/or State Acts and/or Regulations listed above (5.2) is the guiding advice for the development of GLENHILL COLLEGE policies and procedures.

5.3 Code of Practice

GLENHILL COLLEGE follows all provisions and directions of the Standards for Registered Training Organisations (RTO 45619 45619s) 2017 and Standards for Registered Training Organisations (RTO 45619 45619s) Amendment 2017 and from this an organisational Code of Practice has been developed that is available on the website - <http://www.mtad.edu.au/>

5.4 Dissemination of Legislative Information, College and Course Information

Information covering all legislative requirements, College and course details, including Policy and Procedure documentation is disseminated to all students as both pre and post registration information through the following:

- College Policies and Procedures Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student Orientation Handbook
- Student and Staff notice boards
- Mail outs
- College Brochure, Posters
- College Website



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- Student memos and notices
- Student Meetings
- Reception

5.4.1 Education Services for Overseas Students Act 2000

All students may have access to any details concerning legislative requirements, College and course information upon request to management. It is recommended that for a full explanation of the student requirements that students access the ESOS Act by:

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/

The information provided in the Commonwealth and/or State Acts and/or Regulations listed above is the guiding advice for the development of GLENHILL COLLEGE policies and procedures.

5.5 Critical Incidents

5.5.1 Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of the College community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

- 1.1 Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations such as Work-cover.
- 1.2 The College has a responsibility to abide by relevant Acts of Parliament such as Work Health and Safety Act 2011, Mental Health Acts, Disability Services Acts, Freedom of Information Act (Commonwealth) 2016.
- 1.3 The College has a responsibility to staff and students in terms of their physical safety and emotional well-being, so the optimal learning and employment outcomes can be achieved.
- 1.4 Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore, it is the Policy of this College to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- 2.1 Enables the College community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.
- 2.2 Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- 2.3 Encourages the early identification of potentially critical incidents within the College.
- 2.4 Ensures critical incidents in the workplace are managed in line with established Quality Management and Work Health and Safety objectives and Emergency or Disaster procedures.
- 2.5 Provides clearly accessible and understood directions for all personnel caught up in a critical incident.



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- 2.6 Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- 2.7 Provides appropriate assistance to people who may require longer term assistance.
- 2.8 Ensures ongoing training, support and review for staff

Procedure

The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Critical incidents are not limited to, but could include:

- absent students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

GLENHILL COLLEGE will notify relevant authorities as soon as practical after the incident.

Any GLENHILL COLLEGE staff member receiving news or information regarding a critical incident must contact the CEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the CEO or senior person must:

- Create for themselves a clear understanding of the known facts;
- If an emergency exists, contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;
- If counselling services are required contact Life Line on 131 114;
- Plan an immediate response;
- Plan ongoing strategies; and
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, make and implement the following actions:

- Contact with next of kin/significant others;
- Informing GLENHILL COLLEGE staff and students;
- Prepare a guideline to staff about what information to give students;
- Prepare a written bulletin to staff and students if the matter is complex; and
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries.

Managing media/publicity;



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- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling;
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s; and
- Arrange access to emergency funds if necessary.
- Record the incident on the student file and include the following key details:
 - The time of the incident;
 - The location and nature of the incident;
 - The names and roles of persons directly involved in the critical incident;
 - The action taken by GLENHILL COLLEGE including any opportunities for improvement; and
 - The organisations and people contacted by HERITAGE SCHOOL OF BUSINESS

Students who request or are referred to welfare related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues will not be charged for the service. If GLENHILL COLLEGE refers a student to external support services for any reason, GLENHILL COLLEGE will not charge for the referral, but the student will be responsible for all external fees and charges.

5.6 Access and Equity

In accordance with current legislation, the College prohibits discrimination and harassment towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Sexual Preference (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Student and staff placements, grievance considerations, College policies, procedures and practices, physical facilities, training practices are all conducted with sole regards to considerations of appropriate selection criteria, qualifications, experience, timetabling restrictions, student needs, and physical accessibility.

What is Equity?

Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level. Equity is not the same as Equal Opportunity which is about making sure that people are not discriminated against and treated unfairly on the basis of difference. Equal opportunity focuses on everyone having an equal start whilst equity focuses on participation and achievement to an equal level.

What are Equity Groups?

In the past certain groups of people were actively not included in education and training programs. Sometimes it was a deliberate exclusion whilst others were based on misunderstanding or lack of forethought. Historically these groups became known as equity groups in order to highlight their situations and address the disadvantage they clearly experienced and continue to experience today. Some groups of people are still under represented in vocational programs and employment.



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These groups include:

- Women;
- Aboriginal people;
- People from culturally and linguistically diverse backgrounds;
- People with disabilities;
- People living in rural and remote areas;
- People without adequate literacy and numeracy skills;
- Offenders (including young offenders) and prisoners; and/or
- People of low socio-economic status

AND

- Unemployed people aged over 45 years

However, it needs to be remembered that none of these groups is homogenous and there will be members of these groups who do not experience any disadvantage while others will experience multiple levels of disadvantage.

What is Diversity?

Diversity is the recognising and valuing of individual differences. If we don't offer all people the opportunity to develop and use their skills and abilities then we are denying the community access to much needed resources.

What is Access and Equity?

Access and Equity is about removing barriers and opening up opportunities. In relation to training it means ensuring that people with different needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location etc. It requires GLENHILL COLLEGE to identify and address the training needs of all students.

Legal Responsibilities

All VET trainers have a legal responsibility to ensure that discrimination does not occur. Legislation which provides protection against discrimination includes:

Commonwealth Legislation:

- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Human Rights and Equal Opportunity Commission Act 1986;
- Disability Discrimination Act 1992; and
- Racial Hatred Amendment 1995.

The Disability Discrimination Act (DDA) 1992

http://www.austlii.edu.au/au/legis/cth/consol_act/daaa1992346/

The Disability Discrimination Act aims to eliminate, as far as possible discrimination on the grounds of a disability in areas of education, access to public premises, and employment. The definition of a disability under the Disability Discrimination Act is broad and inclusive of physical, intellectual, psychiatric, sensory, learning, neurological, physical disfigurements and the presence in the body of disease causing organisms.



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All staff members have a responsibility to ensure that students do not experience any form of discrimination.

Under the DDA, training providers are obliged to:

- Ensure learners with disabilities are not unlawfully discriminated against when seeking to enrol in a course of study;
- Negotiate and implement any adjustments necessary to enable learners with disabilities to participate in a course to the same extent as other learners; and
- Ensure assessment procedures and methods are adapted to enable learners with disabilities to demonstrate the knowledge, skills or competencies being assessed.

Reasonable Adjustment

Under the DDA it is expected that training organisations will sometimes need to make adjustments to ensure equal opportunity for students with disabilities. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by learners with a disability, rather than provide learners with a competitive advantage. This can include administrative, physical or procedural modifications.

Adjustments or changes will be made to any “standard” learning or assessment process to accommodate the unique learning needs of any individual as far as possible within the constraints of the training package. Trainer/assessors will seek to be aware of language and literacy issues and recognise that we are looking for methods to determine the skills and knowledge that the student has relating to the unit of competency and not looking to assess their English language or physical abilities unless it is directly related to the unit of competency.

Unjustifiable hardship

The DDA does not require training organisations to admit a student when the services and supports needed by that student would cause unjustifiable hardship to the organisation. Whether or not a learner with a disability poses unjustifiable hardship for a Registered Training Organisation will depend on the circumstances of the case. It will be decided on a case by case basis keeping in mind the intent of the DDA. No single factor alone is likely to constitute unjustifiable hardship. All relevant factors must be weighed up to see if, in all the circumstances, there is unjustifiable hardship.

Disclosure

Some disabilities are not visible or obvious and may be referred to as hidden disabilities. These may include mental illnesses and psychiatric disabilities. It is the right of a person with a disability to decide who and when to tell about their disability. Diagnosis and treatment should be left to the appropriate personnel but is good to investigate and understand the facts about psychiatric disability and not to make prejudgments or assumptions. All people pass through a selection process to gain entry to a course. Selection criteria should only relate to the core components of the course. The DDA is not intended to provide students with a disability with an advantage for entering training. It is to eliminate disadvantage and discrimination. Generally, ability to be employed in the area of the course of study should not be a requirement of selection.

Role of the RTO 45619 45619

It is important to remember the following points:

- Do not make assumptions;
- Treat every person on an individual basis;



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- Do not assume that all people from an equity group require identical support as many people are skilled at adapting their environment to accommodate their needs (often the solutions to their needs are simple and inexpensive);
- Consult individuals about their needs before requesting or implementing adjustments; and
- Only ask for the information that you really need. For example: what adjustments the person requires or how the disability might impact on their study.

Learner Rights

Any learner who feels that they have been discriminated against can lodge a complaint with the Human Rights and Equal Opportunity Commission (HREOC). Complaints can be taken to the Federal court if settlement is not achieved. HREOC can provide advice about the procedure for doing this. Any person in a Registered Training Organisation and anybody or establishment responsible for the control of the training organisation could have a complaint brought against them under the DDA (e.g. front counter staff, individual lecturers, Program Managers, Managing Director, members of College Governing Councils).

Settlement may include:

- An apology;
 - An agreement to enrol a learner with a disability;
 - An assurance that learners with disabilities will not be treated;
 - In a certain unfavourable way in the future;
- OR
- Compensation.

Should a complaint proceed to the Federal Court, the training provider would need to show why reasonable adjustments to accommodate the needs of the person with a disability impose an unjustifiable hardship.

What is an equitable RTO 45619 45619?

An equitable RTO 45619 45619 will...

Create a positive image by:

- Promoting successful outcomes to staff to avoid stereotyping and challenge limits,
 - Challenging media images and misconceptions with case studies of achievement,
 - Ensuring organisational policies proactively eliminate discrimination,
 - Ensuring all courses are marketed to community organisations and advocacy groups within the area
- AND
- Making course information available in a variety of formats e.g. Internet (using accessible websites), print and audio copies, and large print.

Create a learning environment that recognises students' needs by methods such as:

- Evaluating suitability of learning materials and assessment processes for all clients. For example, use of audio tapes to support written text; use of captioned videos; availability of recognising text for perusal of course materials
- Ensuring support and counselling is available and easy to find
- Offering a wide range of course options



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- Assisting students to identify and arrange additional services such as interpreters and trained note-takers
- Consult with the relevant stakeholder organisation
- Evaluating customer service procedures and training of support staff to ensure their responsiveness AND
- Ensuring qualified tutorial support is available and factored into the course costing for all learners

5.7 Work Health and Safety

The safety of staff and students and other clients is of primary importance the HERITAGE SCHOOL OF BUSINESS. The College observes all Work Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly.

5.8 Catering to Diverse Student Learning Needs

GLENHILL COLLEGE aims to identify and respond to the learning needs of all students. It is College policy that all trainers are to identify, at the start of training, the leaning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. GLENHILL COLLEGE helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, Suggestion Box, lecturer discussion and an open invitation to approach staff with suggestions at any stage. Again, these strategies provide staff with the required student based information for use in designing client training, facilities and services and assessment strategies

5.9 Communication (LLN) Support

All courses incorporate competency units, which focus on communication skills. In addition, language, literacy and numeracy support is accessible to all College students and can be organised on a case-by-case basis during student orientation day. The Academic Coordinator will organise required communication support.

5.10 Student Welfare & Guidance

GLENHILL COLLEGE will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- a) Student support services available to students in the transition to life and study in a new environment;
- b) Legal services;
- c) Emergency and health services;
- d) Facilities and resources;
- e) Complaints and appeals processes, and
- f) Any student visa condition relating to course progress and/or attendance as appropriate.



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GLENHILL COLLEGE will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

GLENHILL COLLEGE will provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If the College refers the student to external support services, the College will not charge for the referral.

GLENHILL COLLEGE has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

GLENHILL COLLEGE has designated members of staff or members of staff to be the official point of contact for students. The student contact officer in the first instance is College Reception who will immediately refer the individual to the Training Manager or the most senior Staff Member, on site at the time, and they will have access to up-to-date details of the College's support services.

GLENHILL COLLEGE has student support personnel to meet the needs of the students enrolled with the College.

GLENHILL COLLEGE ensures that its staff members who interact directly with students are aware of their and student's rights and obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Problem	Website	Phone no
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	http://www.angelfire.com/co/serenitynsw/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522/13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction	http://www.wesleymission.org.au/	9263 5454
Drugs and mental health	www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	http://cedd.org.au/	9412 4499





Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	http://www.fpnsw.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	http://www.medwiser.org/hiv-aids/facts-overview/what-is-hiv-aids/	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Schizophrenia	www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline	www.13quit.org.au	13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support	http://www.victimsservices.justice.nsw.gov.au/vss/vs_index.htm	02-86885511 1800633063
Women's refuge referral service		9560 1605

All Accessed 13 April 2018

5.10.1 Fees for Welfare Services

Internal counselling services and referrals to external services will be provided at no additional fee to students. External services may incur fees and may also be covered by OSHC. Refer to 6.9 in this handbook.

5.10.2 Legal services

If there is an unusual situation such as an accident or issues with your landlord during your stay as an International student, you may need legal advice. We can counsel you to a point but then we will refer or recommend you to professional legal advisors that are available from Migrant Centres and from Solicitors that are known to the College. You can also visit the website of ACT Law Society at <https://www.actlawsociety.asn.au/> for more information on seeking legal advice.



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6.0 College Entry Requirements

6.1 Student English Levels

All delivery, assessment and instruction are carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon. English Proficiency is required to be certified for International applicants: IELTS 5.5 or equivalent. Students with below the required English language level cannot be enrolled in a Vocational Education Skills course. It is possible that they can be enrolled in specific English language programs.

Process

- All students will be required to complete an Internal English Test to validate their current levels. Inaccurate or different than presented or certified outcomes will require referral to a suitable organisation for additional English language determination and/or tuition at the student's expense.
- The suitable English provider will issue an eCoE for the student and GLENHILL COLLEGE will cancel the existing eCoE and issue a new eCoE with a new start and end date.
- During delivery and assessment at HERITAGE SCHOOL OF BUSINESS, trainers will assist students with English whenever possible especially with jargon and technical terms.

6.2 Student Academic and/or Work Experience Levels

It is an entry requirement that all registering students must have completed a minimum of Year 10 or has enough work experience to enable them to handle technical English.

English language provider test	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic	42	36	30
Occupational English Test**	Pass	Pass	Pass

6.3 Student Age & Academic Entry Requirement

Students must be 18 years or older to enroll in the GLENHILL COLLEGE courses and have completed the equivalent of the Australian HSC or a higher qualification.

6.4 International Students

GLENHILL COLLEGE is bound by the Education Services for Overseas Students (ESOS) Act (latest Version 2.0000) and the National Code (2017) when dealing with international students. International students are also expected to abide by all current legislative requirements.



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http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/ and
<https://internationaleducation.gov.au/Pages/default.aspx>

6.5 Financial Capacity Requirements

You need to have enough money that is genuinely available to you, to pay for your course fees, and travel and living costs for you and your accompanying family members while you are in Australia.

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide. - <https://www.border.gov.au/Trav/Visa-1/500-?modal=wet>

If the Document Checklist Tool lists evidence of financial capacity as a requirement, it must be included at the time of lodgement or your visa application could be refused without requests for further information.

If you do not need to provide this evidence with your application, we have discretion to ask you for this during the application process.

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:

- **Evidence** of funds to cover travel to Australia and 12 months' living, course and (for school aged dependants) schooling costs for the student and accompanying family members
- **Evidence** that you meet the annual income requirement

6.6 Living Expenses

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars and linked to the consumer price index.)

Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- On campus - \$90 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Minimum Cost of Living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 1 July 2016 the 12 month living cost is:



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- **You** - \$20,290
- **Partner or spouse** - \$7,100
- **Child** - \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/> (opens in a new window)

The Australian Government provides information and guidance on managing your finances. You can read more at <https://www.moneysmart.gov.au/> (opens in a new window)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living (opens in a new window) in Australia <http://insiderguides.com.au/cost-of-living-calculator/> (opens in a new window).

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

6.7 Student Visa Conditions

- You must abide by your visa conditions or your visa could be cancelled. Different visa conditions apply to you and your family members.
- You can check your visa conditions in Visa Entitlement Verification Online (VEVO) - [https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))
- You must comply with the state and territory laws of Australia.

6.8 Student Visa Grant Period

A student visa is usually granted for up to five (5) years, but it could be longer under some circumstances.

We might consider granting a student visa for longer than five years where:

- A student is studying a medical or architectural degree that could take up to six years to complete; or
- There is reasonable course progression, for example where each course is a pre-requisite or foundation for the next course in the package.

6.9 Overseas Student Health Cover (OSHC)

You can select an approved OSHC provider and pay for the policy yourself. Some education providers might offer to arrange OSHC for you.

If your education provider arranges your OSHC coverage, you will need to know the name of your health insurance provider, the date that your policy starts and finishes and should be aware of the terms and conditions of your policy. If you arrange OSHC coverage yourself you will also need to know the policy number to include in the visa application.

You do not need OSHC if you are:

- a Norwegian student covered by the Norwegian National Insurance Scheme
- Swedish student covered by Kammarkollegiet
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia.



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AHM	http://ahmoshc.com/english.aspx
NIB	http://www.nib.com.au/overseas-students
Bupa	http://www.bupa.com.au/health-insurance/cover/oshc
Medibank	http://www.medibank.com.au/oshc/
Allianz (Worldcare)	https://www.oshcallianzassistance.com.au/
Compare All	https://oshcaustralia.com.au/

6.10 Course Packaging

Students can apply to undertake two or more courses on their Student (subclass 500) visa where there is clear progression from one course to another. This is known as course packaging.

The final course that you will undertake as part of your package of courses is your main (or principal) course of study. Your main course of study will be used to determine your financial and English language evidentiary requirements.

To be granted a visa for the full duration of the packaged courses, you must provide confirmation that you are enrolled in all of the courses.

If your visa application includes a package of courses, you can only have less than two calendar months elapse between courses. The only exception to this is when the first course finishes at the end of the standard academic year and the next course commences at the beginning of the standard academic year.

For example, the academic year generally ends in November and starts again in February the following year, three to four months is an acceptable gap between courses.

A student visa for the full package will only be granted if the duration of the package does not exceed the maximum visa grant period.

If you already hold a student visa and change courses (within the same sector), this could affect your course start and end dates.

You must abide by the conditions of your visa, including remaining enrolled in a registered course. If there is a gap of more than two months between your courses (except where a standard academic year ends and begins) your visa could be considered for cancellation. We will take into consideration each situation on a case by case basis. These factors include whether a student has no other option but to enrol in a course which leads to a longer course gap, whether the student has a good academic record, and whether it is reasonable to expect the student to enrol in another course during the course gap.

If you have enrolled in a new course but you have an extended course gap that could lead to your visa being cancelled, you could choose to enrol in a short course to fill the gap. The course can be in any sector, for example, ELICOS or vocational education and training, or higher education.



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6.11 Changing Courses

If a Student holds a visa and they desire to change their course of study, they must ensure that they continue to meet all the conditions that apply to their student visa.

If they have not completed six (6) months of their principal course (the main course of study they are undertaking) and they want to change their education provider, the ESOS National Code Standard 7 explains the circumstances in which this will be possible. Unless special circumstances apply, a student needs to have permission from their existing education provider to transfer to another education provider.

If they want to transfer, GLENHILL COLLEGE must assess or consider the request to transfer. Students must make sure they understand the GLENHILL COLLEGE transfer policy, and what their written agreement says they must do, before they attempt to enrol with a new education provider.

If GLENHILL COLLEGE does not give them permission to transfer to another education provider and students are not satisfied with the outcome, they should first use their education provider's internal appeal process. If they are still not satisfied, they can appeal the education provider's decision at an external complaints handling body such as the Territory Ombudsman.

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

If a student has changed courses or education provider GLENHILL COLLEGE will be notified electronically by their new education provider. They do not need to send their CoE to DHA.

GLENHILL COLLEGE will not allow a registered student to transfer from GLENHILL COLLEGE within the first six (6) months of their course until GLENHILL COLLEGE has assessed the student's request to transfer within this restricted period.

GLENHILL COLLEGE will grant the student's request where:

- a. The transfer will not be to the detriment of the student;
- b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made;
- c. The student can register into the other course at an appropriate point in the course; and
- d. The student's current academic progress indicates that the student can manage the new course.

Note that:

1. Students should allow a minimum of five (5) working days to assess the student transfer request;
2. If approved the Letter of Release, if granted, will be issued within the five (5) day working period at no cost to the student and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required;
3. If a transfer is granted GLENHILL COLLEGE will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure which states "Refunds will be paid no later than four (4) weeks after the application for refund is made." and provide the student with a written statement; and
4. Students may use GLENHILL COLLEGE Complaints and Appeals process or involve an independent 3rd party at any time.

Where GLENHILL COLLEGE does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal using HERITAGE SCHOOL OF BUSINESS's Complaints and appeals process.

Students holding a Student visa (subclass 500)



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If you already have a student visa and want to change your main course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF level course, you will generally need a new student visa. This requirement applies even if the course you change to is with the same education provider.

You will not need to apply for a new visa if you are changing from an AQF level 6 Advanced Diploma to an AQF 5 Diploma course.

If you are studying a non-AQF course and want to transfer to an AQF course, you would not need to apply for a new student visa.

6.12 Work Conditions for Student Visa Holders

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

- Is of benefit to the community
- Is for a non-profit organisation
- Is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

If you are a postgraduate research student:

- You can work a maximum of 40 hours per fortnight during any preliminary courses you undertake; and
- If you have commenced your masters by research or doctoral degree in Australia, there is no limit on the number of hours you may work.

6.12.1 Family Members Granted Permission to Work

6.12.1.2 Family Members

- **Must** not start work until the primary visa holder has commenced their course in Australia; **and**
- **Can** work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

6.12.1.2 Fortnights

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.



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An example of how 40 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four (4) week period:

- Week one (1) - 15 hours work
- Week two (2) - 25 hours work
- Week three (3) - 25 hours work
- Week four (4) - 10 hours work.

In the fortnight comprising weeks one (1) and two (2) above (40 hours worked in that 14 day period) or in the fortnight comprising weeks three (3) and four (4) above (35 hours worked in that 14 day period), the work condition is not breached. However, the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14 day period). Students found to have breached their work conditions might be subject to cancellation of their visa.

6.12.1.3 Course in session

DHA considers your course to be 'in session':

- For the duration of the advertised semesters, including examination periods;
- When you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

6.12.1.4 Additional Information About Student Visa Work Conditions

You can view your visa online using Visa Entitlement Verification Online (VEVO). VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online. - [https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

6.13 Tax File Number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office. - <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>

6.14 Attendance and Academic Progress Requirements

Students who are in Australia on student visa are required to:

- Attend GLENHILL COLLEGE for 20 hours of supervised tuition per week; and
- Maintain a satisfactory academic record at all times i.e. such that at their current rate of academic progress (in excess of 50% success) they will be able to complete their course by their due completion date.

All students are required to abide by all legislation and GLENHILL COLLEGE terms and conditions. Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence and be available to submit to DHA.

All international students need to be reminded that DHA will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) in excess of 50% success for visa maintenance and extensions. In addition to that students must notify the



College of the change of contact details as soon as they occur and also make sure that they have valid visa at all the time. As part of the supervision of overseas students on student visas GLENHILL COLLEGE must notify DHA about student failure to maintain satisfactory academic progress via the Provider Registration and International Students Management System (PRISMS). <https://prisms.education.gov.au>

6.14.1 Marking Attendance Rolls

Attendance rolls will be marked for every delivery and assessment session including periods of guided research projects.

Trainers will mark the attendance rolls twice per session – the first roll call within the first 10 minutes and the second roll call within the last 10 minutes for each pre and post break sessions.

Trainers are to follow the instructions as printed on the bottom of each class roll and to only use the coding as instructed

Procedure

1. Attendance is to be recorded for every session for every student;
2. Trainers are to call out student names/numbers and record attendance under the appropriate day/dates;
3. Students are never to handle or mark attendance rolls;
4. Rolls must be returned to the staff pigeon holes after every session;
5. Rolls must never be removed from College premises. For excursions use blank rolls and transfer attendance data;
6. Trainers are to initial the attendance for every day;
7. Attendance is to be recorded as: / = partial attendance (1st roll call – in the first 10 minutes), \ = partial attendance (2nd roll call- in the last 10 minutes), X = full attendance, a = absent; and
8. Sick is never to be recorded or determined by a trainer as this will be recorded by the registrar but please attach any submitted sick certificates to the roll.

6.15 Confirmation of Enrolment

GLENHILL COLLEGE will only create CoE for overseas students on a student visa and who are studying their primary course at HERITAGE SCHOOL OF BUSINESS. That is if the student is applying for a student visa to study a course or a course package offered by HERITAGE SCHOOL OF BUSINESS. GLENHILL COLLEGE may issue letters of offer to all intending students.

6.16 Students with College Age Dependents

Students with school age dependants are reminded that all school age children must attend a government approved school for the duration that they are in Australia. Full school fees will be charged, and the student



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should make provision for these costs in their financial budgets.

http://www.immi.gov.au/students/students/bringing_family/

6.17 Leave Entitlements

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Therefore, all student leave is to be restricted to the official College breaks. In cases of exceptional compassionate circumstances beyond the students control e.g. bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement e.g. death in the immediate family, students must provide GLENHILL COLLEGE with documentation covering the reason for bereavement leave and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. GLENHILL COLLEGE must sight original medical certificates before approving medical leave.

6.18 Punctuality

Students should be at the College 15 minutes prior to the start of any session and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will receive partial absences.

6.19 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.



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7.0 Training Delivery

7.1 Competency Based Training

All training at GLENHILL COLLEGE is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

Registered training organisations (RTO 45619 45619s) have the prime responsibility for assessment of competency, consistent with the provisions of the Standards for registered Training Organisations (RTO 45619 45619) 2017. However meaningful and on-going consultation is required with the employer and the apprentice around the development, delivery and monitoring of a training plan and the attaining of competencies within the relevant qualification.

7.2 Training Package Requirements

All GLENHILL COLLEGE courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages. Students may have access to these packages or course outlines and familiarize themselves with all competency unit criteria. <http://training.gov.au/Home/Tga>

7.3 Professional Staff Recruitment

All the College staff is employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. GLENHILL COLLEGE follows employment legislation and promotes EEO principles in its recruitment practices.

7.4 Guest Trainers

At HERITAGE SCHOOL OF BUSINESS, we recognise the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore, lectures may incorporate guest trainers from industry or professional association whenever possible.

7.5 Flexible Delivery

GLENHILL COLLEGE practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is College policy that trainers must adopt a modified lecture approach i.e. a maximum of 50% of tuition time may be lecturer lead explanation and discussion, with the remaining 50% focusing on student lead activities.

At all times learning at GLENHILL COLLEGE will be:



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- Student focused;
- Current in terms of the information and case studies used;
- Based on dialogue, using current business English;
- Applied – not theoretical only; and
- Practical involving students in hands-on activities.

At the start of each delivery UOC trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

The College is an English Emersion learning environment and class discussions are to be conducted in English only.

7.6 Excursions

GLENHILL COLLEGE encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at GLENHILL COLLEGE may also be required to attend excursions as part of certain units.

Excursions will be documented on the Excursion Form and written into lesson plans. Trainers will be required to account for the academic purpose of the activity by relating the activity to the competency units in the lesson plan.

7.7 Training Outcomes

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognised qualification or statement of attainment. Therefore, delivery and assessment will be conducted according to the competency unit criteria as stipulated in the respective training package.



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8.0 Assessment

8.1 Process

Each qualification offered by GLENHILL COLLEGE includes a required package of Units of Competency (subjects) which can be reviewed on the website www.glenhillcollege.edu.au. Each Unit of Competency (UOC) includes multiple assessment methods. These methods include:

- Written Assignments; and/or
- Projects; and/or
- Role Play; and/or
- Demonstration/Presentation including Observation; and/or
- Question and Answer.

Each individual course assessment method explanation can be requested by contacting [glenhillcollegeinfo@glenhillcollege.edu.au](mailto:info@glenhillcollege.edu.au) and the explanation will also be supplied at your orientation. A delivery strategy adopted by GLENHILL COLLEGE is that each UOC, including assessment methods, will be presented at the commencement of training delivery and student will be required to acknowledge this presentation.

8.1.1 Attendance

Some Vocational education and training (VET) providers are required to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. This requirement does not currently apply to HERITAGE SCHOOL OF BUSINESS.

8.2 Monitoring Academic Progress and Intervention

GLENHILL COLLEGE will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements, where applicable.

In accordance with legislative requirements GLENHILL COLLEGE will notify and counsel students of their visa non-compliance and subsequently advise DHA or report students to DHA via PRISMS for all students who do not comply with the satisfactory academic performance requirements. Lack of academic progress is reportable.

The expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS 03856E) registered duration for the course. This means that GLENHILL COLLEGE will need to monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.

To maintain satisfactory course progress, a student is expected to maintain satisfactory attendance, as well as participate in classroom learning activities. Students are also required to successfully complete all their assessment tasks. This represents satisfactory course progress.

Where a student is determined Not Satisfactory in one (1) or more assessment methods within a single Unit of Competency (UOC), they are to be re-assessed once, free of charge, and this must be completed within the immediate operational term, as per HERITAGE SCHOOL OF BUSINESS's re-assessment policy. If the student does achieve a Satisfactory result in the second (2nd) free of charge attempt assessment method they are to be offered two (2) more opportunities for re assessment, with the provision, that they must be charged a fee for each opportunity to be conducted within the immediate following term.



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8.2.1 Course Progress and Intervention

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

Where you continue not to meet course progress requirements in two consecutive study periods (A study period is determined to be a semester which equals two terms), you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal GLENHILL COLLEGE decision to report you to DHA. However, an appeal will only be considered if

GLENHILL COLLEGE has not:

- recorded or calculated the student's marks correctly;
- provided appropriate support as set out in this policy;
- implemented other policies such as assessment and feedback which could impact on the student's results; or there are compassionate or compelling reasons high have contributed to the unsatisfactory progress. Circumstances that are compassionate or compelling circumstances include (but are not limited to):
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (this does not apply to extended family);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports);
 - Where GLENHILL COLLEGE is unable to offer a pre-requisite unit;
 - Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa; or
 - Where a study load is reduced due to difficulties with meeting course progress requirements, this may mean that a student will need to do additional subjects in future sessions to complete their course in the time specified in their student visa.

Student Plagiarism, Cheating and Collusion

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

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



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

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

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

Definitions

Cheating - this is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Plagiarism - plagiarism is the submission of somebody else's work as if it was the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism. If a student copies another student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are including other peoples' work in submissions e.g. passages from books or websites, then reference should be made to the source.

Collusion - this is the presentation by a student of an assignment as his or her own which is the result of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

8.2.2 Marking Attendance Rolls

Although attendance is not compulsory, attendance rolls are to be marked for every delivery and assessment session including periods of guided research projects.

Trainers are to mark the attendance rolls twice per session – the first roll call within the first 10 minutes and the second roll call within the last 10 minutes for each pre and post break sessions.

Trainers are to follow the instructions as printed on the bottom of each class roll and to only use the coding as instructed

Procedure

1. Attendance is to be recorded for every session for every student;
2. Trainers are to call out student names/numbers and record attendance under the appropriate day/dates;





3. Students are never to handle or mark attendance rolls;
4. Rolls must be returned to the staff pigeon holes after every session;
5. Rolls must never be removed from College premises. For excursions use blank rolls and transfer attendance data;
6. Trainers are to initial the attendance for every day;
7. Attendance is to be recorded as: / = partial attendance (1st roll call – in the first 10 minutes), \ = partial attendance (2nd roll call- in the last 10 minutes), X = full attendance, a = absent; and
8. Sick is never to be recorded or determined by a trainer as this will be recorded by the registrar but please attach any submitted sick certificates to the roll.

8.3 Intervention

GLENHILL COLLEGE will provide best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 10 of the *National Code 2007*. Coherent processes including academic monitoring are established to identify and refer at-risk students. The intervention strategies to which students are referred include:

- Academic skills support;
- Additional English support;
- Additional tutoring/study groups;
- Personal counselling;
- Reduction in course load;
- Placement in a more appropriate class

Procedure

These procedures outline intervention strategies for students at risk of not meeting satisfactory course progress requirements, or of meeting their academic potential.

The procedures specify:

- Procedures for contacting and counselling identified students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

8.3.1 Identification of At - Risk Students

At-risk students are addressed through several intervention strategies. Students are categorised as being at-risk if they:

- Have failed half or more of their units in a given term; and/or
- Have failed the same unit twice; or
- Demonstrate difficulty with set diagnostic assessment pieces early in each term.

Intervention can also be triggered through a student's referral from the individuals below:

- The student themselves.

This intervention strategy includes provision for:

- Where appropriate, advising students on the suitability of the course in which they are enrolled;
- Assisting students by advising them of opportunities for a student to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the



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- necessary competency in areas in which they not previously been able to demonstrate competency; and
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and cancellation of his or her visa, depending of the outcome of any appeals process

8.3.2 Activation of Intervention Strategies & Identification Intervals

Every student's academic progress will be reviewed every five (5) weeks or at the end of each term whichever comes first. Students assessed as being at risk of academic progress or achieving less than 65% competency will be referred for Intervention assessment review. Students identified as requiring intervention will be contacted by their respective trainers by telephone in the first instance or by letter in the second, and an interview organised to determine an action plan at the earliest convenience.

The second stage of intervention will be immediately implemented if a student is deemed by their trainer to be unresponsive to the strategy and therefore the Academic Coordinator will conduct an interview and determine a forward progress plan or alternative strategies such as suspension or cancellation.

8.3.3 Plans

Plans developed by trainers and/or the Academic Coordinator will involve the student undertaking remedial work to assist in gaining competency. Remedial tasks may be conducted at the college or at a student's convenience dependant on the task required. This service will be provided at no additional cost to the student unless it conflicts with the reassessment fee structure.

8.3.4 Appeals

The student has 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress – 20 Days letter to appeal HERITAGE SCHOOL OF BUSINESS's decision on the following grounds:

- GLENHILL COLLEGE has not calculated or recorded the results accurately or correctly;
- Compassionate or compelling circumstances; and
- GLENHILL COLLEGE has not implemented its intervention strategy and/or policies according to the documented policies and procedures available to students.

All appeals must be made in writing on the Student Appeal Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals period, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal;
- The student withdraws from the appeals process;
- The outcome of the appeals process favours HERITAGE SCHOOL OF BUSINESS's decision.

8.4 Competency Grading

8.4.1 Unsatisfactory Academic Progress

A student who is identified as "intervention level 2" and who fails to demonstrate competency in at least 50% of the course requirements in a study period will be deemed as making unsatisfactory academic progress. The



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student will be provided with a written notice of intention to exit them from the Academy and the complaints and appeals processes, and that they have 20 working days in which to do so. Whilst this process is being conducted the student will be permitted to attend classes and will be placed on an “intervention level 2” condition for the semester.

Academic Warning Action

- The Administration Officer monitors student academic results upon completion of delivery unit;
- The Training Manager mails out unsatisfactory Academic Warning Letter;
- Follows-up warning letter with phone call to organise a counselling session; and
- Make electronic entry and files copies in student file.

8.4.2 Calculations to Determine Academic Progress

Period Duration

The following calculation is to be used for determining academic progress and can be used for study periods or complete programs. The result will indicate the current progress. It may be possible for a student to have less than 50% progress and still be able to recover to above that figure. To determine this, use the calculation below:

$$\frac{\text{UOC successful}}{\text{Total UOC for the period}} \times \frac{100}{1} = \text{Percentage Academic Achievement}$$

GLENHILL COLLEGE follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either ‘C’ – competent, ‘NYC’

– Not Yet Competent. Early withdrawals from a delivery unit will result in the recording of an ‘NYC’ whilst non-attempted subjects will be recorded as an ‘NA’ – not assessed.

Individual UOC assessment methods will be graded ‘S’ - Satisfactory or ‘NS’ Not Satisfactory and recorded on the individual assessment method responses as well as the Competency Summary for each UOC.

Students have the right to appeal assessment results and should follow the Student Grievance and Appeals Procedure for this situation.

8.5 Industry Consultations

GLENHILL COLLEGE liaises with industry in an effort to confirm that: Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and assessment strategies, assess significant points and provide results that are useful to prospective employers.

GLENHILL COLLEGE seeks industry contact through: Letters to industry. It happens through means of Letters. They issue letters stating Consultation and the Representations, membership of professional, industry organizations; employment of training staff with local industry skills and experience; contact with Skills Councils; guest trainers; excursions; use of local media – newspaper, magazines, journals etc. in training.

8.6 Flexible Assessment

The GLENHILL COLLEGE assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant



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subject competencies. Students are provided with every opportunity, within their course duration, to obtain and show competency. Students who are not able to show competency after the completion of their course will have the opportunity to re-enrol in the course and complete the outstanding subjects.

At the start of each delivery unit trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc.

8.7 Assessment Validation/Moderation

8.7.1 Validation

Validation is a quality review process. It involves checking that assessment tools produce valid, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package can be met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. This process is normally conducted prior to the use of a resource.

8.7.2 Moderation

Moderation is the process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Unit(s) of Competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and/or the severity of judgements. This process is normally conducted after the use of a resource.

8.8 Assessment Recording

The trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Competency Summary. This record is then entered onto the electronic SMS. Students are able to access this data base by using their individual codes that are provided at the initial induction, through their personal Internet Portal linked to the SMS. Students can only access academic progress by this method.

8.9 Late Submissions

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets.

Students will be permitted to submit assessment tasks at any time during their course. An automatic 'NYC' will be awarded to any assessment task not submitted.

8.10 Incomplete Assessment

Students not completing all assessment tasks by the end of a unit or past the last method submission date will be awarded an 'NYC' for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The 'NYC' result will be reconsidered upon the submission of assessment tasks.



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8.11 Appeals for Reassessment

All appeals should follow the Student Grievance Procedure. Appeals regarding assessments will generally be conducted through an interview first with the trainer and then the CEO/Academic Coordinator. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

8.12 Student Submission of Group Work

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Instructors will ensure that group work is appropriate for the task and that a maximum group size is set and that students list on the covering page each team member's name with a description of individual contributions.

8.13 Oral Assessments

This type of assessment takes the form of an assessor observation of interaction, leadership, content, contribution and the planning capabilities of students. The instructor will provide students with a marking scheme before the presentation and a completed marking scheme after the presentation.



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9.0 Recognition of Prior Learning (RPL) and Exemptions

9.1 Recognition of Prior Learning

Students may apply for RPL on the basis of previous and/or current work experience, life experience or non accredited training. Only the supervising trainer as the course Training Manager may validate an RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

9.2 Exemptions and National Recognition

To comply with national recognition standards GLENHILL COLLEGE recognises the qualifications issued by other Australian RTO 45619 45619's and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on GLENHILL COLLEGE course profiles. Only the supervising trainer and the course Training Manager may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence is required.

The granting of RPL will reduce course length. DHA will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the Registrar only. Forms are available at the College Reception.



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10.0 Registration

10.1 Subject and Course Registration

Students will only be permitted to register for units that are required for their course. Students wishing to register for any other units must obtain permission from the CEO or Registrar.

10.2 Course/ Program Information

GLENHILL COLLEGE provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times through the:

- Pre registration information
- Student Handbook
- College and course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

10.3 Registration on Behalf of Other Students

All students must register in person. This is to permit a sight check of all registered students at GLENHILL COLLEGE and to provide appropriate academic counselling.

10.4 Change of Course and Subject Registration

Students wishing to change subject registration can do so only in the first week after subject commencement. Students should see reception for an Office Request Form and consult with the Registrar. Trainers must make available to the students all notes, class exercises and assessment tasks the student has missed. However it is the responsibility of the student to submit any outstanding assessments by the end of the subject.

10.5 Discontinue Studies

A student who desires to discontinue their study program is required to complete the form available from Reception.



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11.0 Orientation

11.1 Student Orientation

All starting students will be taken through a College orientation conducted by a student Services of GLENHILL COLLEGE staff. It is essential for students to attend this session to understand HERITAGE SCHOOL OF BUSINESS's academic system and familiarise themselves with College facilities and services.

Students are required to bring their passport and a passport size photograph at this time in order to make their student card. During orientation, all queries regarding course structure and timetables will be answered. The orientation is usually held few days before the start of the new term.

11.2 First Day of Class

On the first day of class trainers will:

<ul style="list-style-type: none"> Call out the attendance roll and check the names, student number and registration of each student 	<ul style="list-style-type: none"> Ask students to sign the Student Subject Outline Acknowledgement Sheet
<ul style="list-style-type: none"> Direct all students not on the roll to the Registrar 	<ul style="list-style-type: none"> Ascertain, through discussion, the learning and assessment needs of the students.
<ul style="list-style-type: none"> Explain the attendance and results recording procedure to be used 	<ul style="list-style-type: none"> Identify possible English problems and refer to Registrar or CEO/Training Manager
<ul style="list-style-type: none"> Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students 	<ul style="list-style-type: none"> Start training

11.3 Orientation

9.00am – 9.30am Welcome to the College by Chief Executive Officer.
Tour of the College and Emergency and Evacuation Procedures, Assembly point and work health and safety.

9.30am – 10.30am College Information and Documentation

- Student receive Student Handbook and Orientation Guide. The handbook discussed and students invited to ask questions and clarify all points. Student sign back page of the handbook.
- Student ID cards;
- Student contact noted into Change of Details forms
- AVETMISS form filled.
- Rules and responsibilities of students at our College
- Login into computers and SMS ID issued to students.



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- 10.30am – 11.30am Students are provided with the following information to adjust to life in Australia.
- Information with Living in Australia
 - Student Safety
 - Sydney Transport, Trains, Buses, ferries, taxis.
 - City Library information
 - Accommodation options
 - Legal Services
 - Emergency Health Services
 - Complaints and Appeals processes
 - Attendance and Academic requirements as per Visa Condition.
 - Facilities and resources.
- 11..30am – 12.30 pm **Student Lunch Break**
- 12.30am – 1.30pm Visa requirements
- Some important information regarding immigration requirements; Working regulations under student visa
 - Information about Overseas Student Health Cover (OSHC);
 - Introduction to Australian Health system.
- 1.30pm – 2.00pm **Tea Break**
- 2.00pm – 3.00pm Students registered into classes. The students meet the Academic Coordinator and Director of Studies. Students provided with the following information.
- Academic Calendar
 - Textbooks and course information
 - Timetables and subject information
 - Trainer and Assessor introductions
 - Student Support Information
 - Subject Induction signed.

11.4 Academic and Vocational Counselling

Students may receive academic or vocational counselling from the College, instructors or other qualified person. Trainers will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Academic Coordinator, depending on the nature of the problem.

11.5 Personal Counselling

Students experiencing distress or discomfort are invited to approach either of the Student Services Officer/Reception who will treat each case confidentially and refer the student to the most appropriate agency for assistance with whom the student considers they will feel comfortable with. Where necessary the CEO will



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assist the student to access external professional assistance as required. All staff will treat clients with courtesy and empathy at all times.

11.6 Client Input and Feedback

All students at GLENHILL COLLEGE are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. GLENHILL COLLEGE will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box is available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.



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12.0 Records Management

12.1 Records

GLENHILL COLLEGE maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student File Contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students
- Copies of issued academic records
- Memos or file notes regarding the student
- Copies of other certificates or awards attained
- Completed assessment tasks

GLENHILL COLLEGE ensures through its Records Management Policy and Procedures the:

- Security and Confidentiality of all records
- Archiving of all records
- External Reporting
- Access of records by clients

12.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave.

- Each student has a unique student identifier (USI) number and a College Student Number
- Each student is supplied with a unique student card
- Cards are non-transferable
- Students can only register for College, courses, attendance, results and documentation in person
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.
- Staff can only access electronic files by unique access codes which have been provided on a need to know basis
- Student details are only distributed externally to regulatory agencies on formal request and not without Lamart College making every attempt to contact the student first
- No student details are ever to be given out to other students, agents, businesses etc.
- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally



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12.3 Access to Records by Students

Students have access to personal records on request by completing a Document Request Form. In all cases GLENHILL COLLEGE will protect the privacy of all client information. Academic progress can be accessed from the internet based Student Portal that is linked to the SMS database by using their individual codes that are provided at the initial induction.

12.4 Change of Student Contact Details

Students are obligated to keep GLENHILL COLLEGE informed of their current contact details and to inform GLENHILL COLLEGE immediately of any change in these details. Students should be advised that if they do not receive any College or authority correspondence due to incorrect contact details at GLENHILL COLLEGE they are fully responsible. Forms: www.mtad.edu.au

12.5 Student Results Recording

Students' results will be recorded on the Competency Summary. Results are to be entered at UOC level. At the conclusion of each subject trainers will calculate a final assessment and record the final assessment. This information is submitted to the Registrar at the conclusion of the subject for entry into the student database and filing. No student is to enter any data or handle at any time the Competency Summary. This record is then entered onto the electronic SMS. Students are able to access this data base by using their individual codes that are provided at the initial induction. Students can only access academic or attendance progress by this method.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

12.6 Class Rolls and Attendance Recording

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled to students, left anywhere other than the staff room or removed from College premises for any reason. In the case of excursions trainers will still record attendance on blank rolls.

As soon as student attendance falls below 80% of completed duration (determined two weekly) that may result in the student being unable to obtain a minimum of 80% course attendance.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Sick certificates
- Subject changes
- Course changes



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13.0 Warning and Reporting

In accordance with legislative requirements GLENHILL COLLEGE will notify and counsel students of their visa non-compliance and subsequently advise DHA or report students to DHA via PRISMS for all students who do not comply with the satisfactory academic performance requirements. Lack of academic progress is reportable.

13.1 Course Progress

GLENHILL COLLEGE has implemented the DEEWR and DIAC Course Progress Policy for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS 03856E) Providers of Vocational and Education (VET) Courses. Students' course progress is carefully monitored to ensure compliance with the relevant regulatory requirements.

13.2 Policy

GLENHILL COLLEGE will assess each student's progress every five (5) weeks. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. The length of a study period is determined as a GLENHILL COLLEGE semester (20 study weeks).

GLENHILL COLLEGE will define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period will be made clear to the student at the start of the course and each study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four (4) weeks of the following study period.

GLENHILL COLLEGE has an intervention strategy for any student who is not making satisfactory course progress. It is available to staff and students and specifies:

- Procedures for contacting and counselling students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

The intervention strategy also includes:

- 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 had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DoE and cancellation of his or her visa, depending on the outcome of any appeals process.

However, if a student is identified as being at risk of making unsatisfactory course progress before the end of the study period, GLENHILL COLLEGE will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student of its intention to report the student to DoE for unsatisfactory progress. The provider does this through the written notice procedure - Student Attendance and Academic Warning, Reporting and Counselling Policy.

The written notice (of intention to report the student for unsatisfactory progress) informs the student that he or she can access the GLENHILL COLLEGE complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:



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- HERITAGE SCHOOL OF BUSINESS's failure to record or calculate a student's marks accurately;
- Compassionate or compelling circumstances; or
- GLENHILL COLLEGE has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- 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), the provider does not report the student, and there is no requirement for intervention; or
- If the appeals process shows that the student has not made satisfactory progress, but 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 the provider does not report the student.

Where:

- The student has chosen not to access the complaints and appeals processes within the 20 working day period;
- The student withdraws from the process; or
- The process is completed and results in a decision supporting GLENHILL COLLEGE (i.e. the student's appeal was unsuccessful) GLENHILL COLLEGE will notify the DHA through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

13.3 Attendance

Attendance is not reportable data function for student visa conditions. GLENHILL COLLEGE will maintain an attendance function as this information can be of assistance for intervention implementation as required and for student records.

Course progress is considered by GLENHILL COLLEGE to be a direct relationship to course attendance. There is considered, by the organisation, to be a direct connection between lack of academic progress and lack of attendance. It is also recognised that this consideration will not apply to all students.

13.4 Records

GLENHILL COLLEGE will maintain records relating to satisfactory course progress. These include:

- Assessment of course progress records for each student;
- Assessment results (as required by s.21 of the ESOS Act);
- Records of contact with students;
- Notices of intention to report;
- Complaints and appeals outcomes; and
- Other relevant records in relation to course progress.

13.5 Procedure

If a student's academic progress is less than 50% competent after any completed and assessed unit/s of competency as recorded, at the completion of a scheduled period or study period, as indicated from the SMS database and the manual records, the following actions will be implemented by the Trainer and/or the Training Manager. The monitoring procedure is:

1. Review student academic results every five (5) weeks as referred by the Trainer or the Training Manager;
2. Mail out of an unsatisfactory Academic Warning Letter as required;



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3. If there is no response within five (5) working days; follow-up the warning letter with telephone call and organise a meeting/counselling session with the Training Manager;
4. Determine an action at the meeting/counselling session regarding the Intervention Strategy to develop a plan to address the situation;
5. Make an electronic entry and file copies in student file;
6. Refer any issues to alternate grievance/appeal agency if required; and
7. Report the student if rectification progress cannot be achieved or the student cannot recover a 50% academic progress rate in their remaining enrolment period.

13.6 Reporting Student on Course Progress

The written notice will inform the student that they are able to access the HERITAGE SCHOOL OF BUSINESS's complaints and appeals process and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, The College will notify DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

13.7 Intervention

GLENHILL COLLEGE will provide best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 10 of the National Code 2017. Coherent processes including academic monitoring are established to identify and refer at-risk students. The intervention strategies to which students are referred include:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending study clubs;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Receiving mentoring;
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

13.8 Reporting Student on Course Progress

Where GLENHILL COLLEGE has assessed the student as not achieving satisfactory course progress, The College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that they are able to access the HERITAGE SCHOOL OF BUSINESS's complaints and appeals process and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 - working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, The College will notify DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.



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14.0 Deferment, Suspension or Cancellation

GLENHILL COLLEGE can only defer or temporarily suspend the enrolment of a student on the grounds of:

- a. *compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes); or*
- b. *misbehavior by the student.*

GLENHILL COLLEGE will:

- a. *inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and*
- b. *notify the Secretary of DHA via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.*

Extract from - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

Definition

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. In these situations, the student is generally allowed to remain on a Student visa, provided they are still enrolled in their course of study and intend to resume their studies

GLENHILL COLLEGE will not permit a student to defer commencement or suspend studies except on the grounds of illness as evidenced by a medical certificate indicating that the student cannot attend studies or other exceptional compassionate circumstances beyond the student's control e.g. bereavement.

Students must notify GLENHILL COLLEGE in writing stating the exact reason for the course deferral or suspension of studies and accompany the letter with full documentation.

In the case of deferment or suspension due to sickness the student must provide original doctor's certificates – from a registered medical practitioner. No other certificates are acceptable.

GLENHILL COLLEGE will notify the student in writing as to the decision to cancel the student's registration stating the reasons why.

Any deferment, suspension or cancellation of studies will be notified to DHA within 20 days via PRISMS.

Students will need to be counselled that DHA has the final say as to whether reasons are acceptable.

GLENHILL COLLEGE will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access GLENHILL COLLEGE complaints and appeals process. If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Prescribed Information about an accepted student who does not commence on the nominated date must include:



1. student's full name, gender, date of birth, country of birth, nationality
2. CRICOS 03856E course code
3. Agreed starting day and day when the course is expected to be completed.

GLENHILL COLLEGE can only defer or temporarily suspend the enrolment of the student on the grounds of misbehaviour by the student (e.g. Disciplinary or plagiaristic reasons)

Procedure

All course deferrals and suspensions will result in the implementation of GLENHILL COLLEGE Cancellation and

Refund Strategy:

1. Student completes all registration processes;
2. COE is constructed with start and end date;
3. If student does not start a course on registered start date GLENHILL COLLEGE will report to DHA via PRISMS;
4. If student contacts GLENHILL COLLEGE to defer or suspend a course GLENHILL COLLEGE will report to DHA via PRISMS;
5. If student contacts GLENHILL COLLEGE to defer or suspend course due to exceptional circumstances i.e. medical, bereavement GLENHILL COLLEGE will report to DHA via PRISMS;
6. If GLENHILL COLLEGE initiates deferment, suspension or cancellation the student will be contacted in writing;
7. GLENHILL COLLEGE will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
8. GLENHILL COLLEGE will make an electronic and manual entry onto student notes and in the student file.



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15.0 Code of Practice for Students

15.1 Student Rights and Responsibilities

This Code of Conduct has also been developed to reflect the requirements and obligations of GLENHILL COLLEGE towards staff and students under State and Federal legislation such as:

Commonwealth of Australia Acts

- Copyright Act 1968
- Disability Services Act 1993
- Equal Employment for Women in the Workplace Act 1999
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2011
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

Australian Capital Territory Acts

- Disability Services Act 1991
- Discrimination Act 1991
- Freedom of Information Act 2016
- Human Rights Act 2004
- Ombudsman Act 1989
- Smoking in Cars with Children (Prohibition) Act 2011
- Training and Tertiary Education Act 2003
- Work Health and Safety Act 2011
- Workers Compensation Act 1951

The principles of conduct have been derived from and are consistent with HERITAGE SCHOOL OF BUSINESS's values which are:

- High academic standards, intellectual rigour and high quality education;
- Intellectual freedom and social responsibility;
- Recognition of the importance of ideas and the pursuit of critical and open inquiry;
- Tolerance, honesty and respect as the hallmarks of relationships throughout the GLENHILL COLLEGE community; and
- High standards of ethical behaviour.

15.2 Meeting Student Expectations

With regard to policies and procedures, students can expect that GLENHILL COLLEGE will:

- Ensure that all admission, selection, enrolment, assessment and academic progress policies and procedures are valid, explicit, fair and reliable;
- Guarantee that changes to courses, administrative procedures and regulations will not be made without appropriate notice and will not disadvantage currently enrolled students provided that satisfactory academic progress is made;
- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with procedures;
- Provide a healthy and safe environment in accordance with GLENHILL COLLEGE WHS policies and procedures; and



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- Comply with the privacy act and the freedom of information act and ensure that students have access to information held about them in accordance with these acts.

GLENHILL COLLEGE will provide students with timely and accurate information as follows:

- Clear statements of the objectives, goals and assessment details of all subjects offered at the commencement of study in those subjects.
- Access to accurate and clear information about financial costs and available support services to enable students to make an informed choice about their applications for study.
- Access to accurate and timely information about subjects and courses including subject objectives, course content, assessment, workloads and attendance requirements.
- Dissemination of results within a reasonable time of completion of subjects or units of study and feedback on those results by teaching staff.

GLENHILL COLLEGE will assure the quality of its programs of study through:

- A teaching and learning environment that meets quality standards for its courses, its teaching and its physical and academic infrastructure;
- A study environment in which students can engage in rational debate and freely express alternative points of view in that debate; and
- Reasonable access for students to academic staff for individual consultation, support and guidance.

GLENHILL COLLEGE will enable student participation and feedback through:

- Allowing for, and encouraging considered feedback on students' teaching and learning experience in subjects and courses;
- Incorporating student feedback into HERITAGE SCHOOL OF BUSINESS's continuous improvement cycle; and
- Providing for the representation of students on relevant decision-making committees.

GLENHILL COLLEGE will ensure students' human rights by:

- Providing a study environment that is free from harassment, discrimination and abuse of power, and one which respects the privacy of individuals;
- Treating students with courtesy and respect;
- Providing equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction; and
- Allowing students to express dissent or political and religious views and to engage in peaceful protest, subject to complying with the laws of Australia and not endangering the safety of other students, staff or members of the community.

15.3 Student Responsibilities

During their time engaged in GLENHILL COLLEGE activities, GLENHILL COLLEGE expects students to assume the following responsibilities:

With regard to policies and procedures, students must:

- Ensure that they are aware of, and understand the policies and procedures concerning their enrolment and use of GLENHILL COLLEGE facilities and any property or facilities used by GLENHILL COLLEGE to deliver activities, and to comply with GLENHILL COLLEGE rules and policies and procedures as contained in the GLENHILL COLLEGE Student Handbook and on the GLENHILL COLLEGE web site;
- Respect all GLENHILL COLLEGE property and facilities, including the library and computing resources and to respect the rights of others to use these facilities;



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- Maintain academic integrity; and
- Not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

With regard to timely and accurate information, students must:

- Attend classes and submit work in a timely manner; and
- Supply accurate and timely personal and other information to HERITAGE SCHOOL OF BUSINESS, recognising that GLENHILL COLLEGE is required to comply with the privacy act and the freedom of information act.

With regard to their educational experience, students must:

- Be well informed about course requirements and to plan appropriately;
- Take joint responsibility for their learning and to accept responsibility for moving towards intellectual independence.
- Monitor their own progress in the teaching and learning environment and academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services;
- Prepare for and actively participate in learning experiences such as discussion and debate;
- Incorporate feedback into their learning experience, and be aware of the specific rules and course requirements applying in the school of their course of study; and
- Conduct themselves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of client or commercial information made available to them as part of their placement.

With respect to participation and feedback, students must:

- Provide considered and honest feedback to GLENHILL COLLEGE and its staff on the quality of teaching and services; and
- Participate actively in and contribute to the committees on which they are representatives or members.

With respect to human rights, students must:

- Treat staff and other students with respect and courtesy;
- Treat other members of GLENHILL COLLEGE equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political conviction;
- Respect the rights of other members of the GLENHILL COLLEGE community to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia and not endangering the safety of other members of the community;
- Show awareness of and sensitivity towards other cultures; and
- Respect the opinions of others and to engage in rational debate in areas of disagreement.

15.4 Standards of Behaviour

This Code of Conduct establishes the following standards of behaviour for students while they are studying at HERITAGE SCHOOL OF BUSINESS. At all times students must:

- Follow all GLENHILL COLLEGE regulations and requirements and respond to all lawful and reasonable directions from staff;
- Be aware that all forms of academic dishonesty or misconduct are unacceptable and that GLENHILL COLLEGE may take measures to test compliance;
- Use all equipment and resources appropriately, legitimately and safely following all work health and safety requirements; and



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- Follow the recognised policy and procedures for grievances complaints and resolutions.

These Standards also establish any of the following behaviour as unacceptable:

- Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities;
- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill mannered behaviour towards others;
- Interfering with, or causing wilful or negligent damage or defacing to any GLENHILL COLLEGE property;
- Theft of GLENHILL COLLEGE or any personal property;
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance;
- Attending with weapons or items likely to cause harm or intimidation to others at any time;
- Smoking within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony; and
- Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis or STI status, or engagement in sex work or illicit drug use.

15.5 Breaches of the Code of Conduct

Students who breach the standards of this Policy may be subject to disciplinary action through the HERITAGE SCHOOL OF BUSINESS's Counselling & Discipline Policy and Procedures.

Serious breaches may involve permanent expulsion from GLENHILL COLLEGE and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authorities.

15.6 Consumption of Alcohol and Drugs

Alcohol consumption is illegal under the age of 18 and consumption of alcohol at GLENHILL COLLEGE is not permitted by anyone, except where special permissions are granted by GLENHILL COLLEGE management for designated functions to be held by and at HERITAGE SCHOOL OF BUSINESS, and only for those of 18 years of age and above. Attending GLENHILL COLLEGE under the influence of alcohol is also considered a breach of the Workplace Health and Safety Act, in that you place yourself and others at risk. Illegal use of alcohol or the use of illegal drugs on the premises of GLENHILL COLLEGE will be reported to the police. GLENHILL COLLEGE does not take responsibility for students whose function is impaired by the use of prescription drugs. It is the students' responsibility to inform GLENHILL COLLEGE staff if they consider themselves in any way compromised by alcohol or drugs so appropriate measures can be taken.

15.7 Use of Communication and Information Devices

Use of mobile phones, iPods, MP players or cameras in classrooms is not permitted. Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at GLENHILL COLLEGE only, and should not be used for unlawful or irresponsible reasons.



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16.0 Grievance, Complaint and Appeals Procedure

GLENHILL COLLEGE will deal with any complaint and/or grievance in an effective and timely manner. GLENHILL COLLEGE has processes in place for all course students to lodge complaints and/or grievances in relation to any matter including academic decisions in relation to a College course or service.

The grievance procedure allows for:

- a) a process for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept;
- b) each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself;
- c) each party may be accompanied and assisted by a support person at any relevant meetings;
- d) the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- e) the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

16.1 Complaint/Grievance Submission and Appeals Procedure

GLENHILL COLLEGE will manage internal complaints handling and appeals process that is as the following requirements indicate:

- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally;
 - speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem
IF UNRESOLVED
- Lodge a written complaint to your trainer or reception and ensure that it is registered;
 - speak to your Trainer
IF UNRESOLVED
 - speak to the Senior Training Representative
IF UNRESOLVED
 - make an appointment with the CEO

A student must access the complaint, grievance or appeals process within 20 working days of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments GLENHILL COLLEGE may be required to report the student to DHA.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, GLENHILL COLLEGE will advise the student of his or her right to access the external appeals process at minimal or no cost.

If the student chooses to access the College complaints and appeals processes, GLENHILL COLLEGE will maintain the student's enrolment while the complaints and appeals process is ongoing.



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If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.

Overseas Students Ombudsman
<p>http://www.oso.gov.au/overseas-students/ http://www.aei.gov.au</p> <p>Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.</p> <p>Enquiries 9am to 5pm Monday to Friday Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)</p> <p>Email: ombudsman@ombudsman.gov.au</p> <p>Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.</p> <p>Postal: GPO Box 442 Canberra ACT 2601.</p>
National Training Complaints Hotline
<p>Telephone – 13 38 73 and select option 4</p> <p>Email – ntch@education.gov.au</p>

16.2 Appeals Process

A complaints/grievances and assessment appeal process is an integral part of the Standards for Registered Training Organisation (RTO 45619 45619) 2017, and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

A fair and impartial appeals process is available to all students of HERITAGE SCHOOL OF BUSINESS. If a student wishes to appeal his/her complaint/grievance/assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

16.3 Grounds for Appeal

An application for appeal will be considered where:

- A student claims to be unfairly treated by fellow students or staff;
- A student claims to be unfairly treated by compliance with the GLENHILL COLLEGE policy and procedures;
- A student claims a disadvantage because the trainer did not provide a subject outline;
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome; or
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the student, within 20 working days of the result being finalised, and a copy of any communication is also kept on file, both on the complaints register and in the student's individual file.



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17.0 College Resources

GLENHILL COLLEGE maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. GLENHILL COLLEGE maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities

Students can also display personal advertisements and messages on the notice boards.

17.1 Computers and the Internet

GLENHILL COLLEGE has computer laboratories with printing and saving facility. The students will have to supply their own saving device (USB Port) for personal use.

Students are given unlimited access to computer and Internet facilities for educational and study purposes only. Student printing facilities are available in the laboratories.

17.2 College Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarize themselves with the Emergency Procedures as posted on the student notice board.

17.3 Equipment

Equipment is available for College purposes only by both staff and students. Please ensure that you use all equipment safely and follow WHS procedures at all times. Get help if there is a problem.



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17.4 Text and Reference books

GLENHILL COLLEGE has made available text books and reference books that are required by students for study purposes. The student textbooks list will be provided to students. Further students may also make use of GLENHILL COLLEGE facilities for study purposes and Trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.



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18.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification/testamur. On completion of delivery units, trainers will submit Student Results Forms to the Registrar for entry into HERITAGE SCHOOL OF BUSINESS's SMS. On completion, at competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a Certificate. They will, however be eligible to receive a Statement of Attainment for their successes.

AQF certification documentation is required to be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO 45619 45619 have been paid.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by as unique College student number – printed on the qualification or statement. GLENHILL COLLEGE will maintain a record of all qualifications issued for a period of 30 years.



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19.0 Course Completions

Students must complete, at competent level, all subjects that comprise a course at HERITAGE SCHOOL OF BUSINESS. Both core and elective competency units have been preselected to maximize vocational outcomes and to this end GLENHILL COLLEGE may have included bonus units at no extra cost to the student.

19.1 Rules Ensuring Comfort & Convenience

As GLENHILL COLLEGE is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to HERITAGE SCHOOL OF BUSINESS.

19.1.1 Alcohol

Alcohol is NOT permitted on GLENHILL COLLEGE premises. It being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

19.1.2 Smoking

GLENHILL COLLEGE is a NON SMOKING workplace and we ask for your assistance not to smoke on College premises or within the building.

19.1.3 Chewing Gum

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

19.1.4 Drugs

You must NOT bring drugs to Glenhill College. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

19.1.5 Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

19.1.6 Firearms and Knives

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to Glenhill College. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

19.1.7 Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

19.1.8 Mobile Phones



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All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

19.1.9 Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

19.1.10 Litter

Please use the rubbish bins provided for the litter.

19.1.11 Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep GLENHILL COLLEGE premises clean and do not write anything on the walls or on the desks. Student is required to leave GLENHILL COLLEGE premises in neat and tidy condition.



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20.0 About Canberra

http://www.det.act.gov.au/_data/assets/pdf_file/0013/44311/InternationalStudentsPreDepartureGuide.pdf

Canberra, located in the Australian Capital Territory (ACT), is the capital city of Australia. Home to 325,000 people, including around 5,100 international students, Canberra offers the perfect mix of learning and lifestyle.

Canberra is located in the traditional lands of the Indigenous Ngunnawal people. The word Canberra comes from the Aboriginal word kamberra, meaning 'meeting place'.

Also called the 'Bush Capital', Canberra is a planned city that uniquely blends natural parks and wildlife with the comforts, convenience and excitement of city living. Mr Walter Burley Griffin, an architect from Chicago, designed the city in 1912. From that time onwards, the area's rural heritage has become intertwined with its history as a purpose-built capital.

Canberra is home to some of Australia's best educational institutions, including the Australian National University (frequently ranked within the top 20 universities in the world) and the University of Canberra (whose graduates are considered the most employable and best paid in the nation). Canberra also hosts the Commonwealth Scientific and Industrial Research Organisation (CSIRO) and the Australian Institute of Sport (AIS). It is the diplomatic capital of Australia, featuring the embassies of the world, as well as being home to Australia's Federal Government.

The essence of Australia's culture, history and way of life is reflected in the national museums, art galleries and other icons that are spread throughout Canberra. They hold and share the treasures of our nation, offering an intriguing insight into Australian character and democracy and our journey from an indigenous continent to a modern nation.

Statistically, Canberra boasts:

- The most educated workforce in Australia; the result of a world-class education system.
- The highest rates of enrolment in educational institutions in Australia.
- The highest median University Admissions Index (UAI) in Australia.
- The lowest unemployment rate, and the highest average salaries in Australia.
- One of the safest cities in the world.
- The greatest number of restaurants and cafes per capita in Australia.

There are also excellent entertainment and sporting venues, schools and hospitals, great shopping, affordable public transport and much less traffic than other Australian cities.

Whether you are aiming for a UAI, a vocational qualification or to complete secondary school (year 12) in Australia, Canberra is a clean, safe, and beautiful city that provides the ideal backdrop for your studies

20.1 Transport

Transport Canberra Buses use a MyWay smartcard prepaid ticketing system as well as accepting cash fares. Passengers can either scan a prepaid MyWay card or purchase a single or daily cash ticket on board the bus from the driver. All single fares entitle passengers to a free 90 minute transfer period. This enables you to connect to a different bus or commence your return journey using the same ticket if within 90 minutes of purchasing your ticket. Daily tickets are valid until midnight on the day of purchase.



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20.1.1 My Way Card

<https://www.transport.act.gov.au/myway-and-fares>

Want to know the easiest way to get around town; purchase a My Way card. Your MyWay card is issued subject to the conditions of the Road Transport (Public Passenger Services) Act 2001, Road Transport (Public Passenger Services) Regulation 2002 and the conditions of use below. MyWay Cards may be used for travel on designated Transport Canberra bus services provided that:

- The MyWay Card has a positive balance;
- The MyWay Card is not damaged, has not expired and has not been cancelled or 'hotlisted';
- The MyWay Card is successfully tagged to a card reader upon boarding and disembarking each ACTION service (known as tapping on and tapping off)

MyWay cards remain valid for two years from the date of the last transaction (a transaction could be either travel or recharge). Once a card has expired, it cannot be reactivated and a new card will need to be purchased.

Failure to tap off at the end of travel on an bus service will result in a default fare being charged.

Customers using a MyWay Card acknowledge that:

- A MyWay Card registered to a person granted a fare exemption or concession may only be used by that person. Unauthorised use of a MyWay Card by another person may result in the withdrawal of the exemption or concession.
- In the event that a registered MyWay Card is lost or stolen, the cardholder will be liable for all fares, fees and charges incurred through the use of the card until the card is reported missing. To report a missing MyWay Card, customers should contact Transport Canberra on 13 17 10.
- Registered MyWay Cards that are lost, damaged or faulty can be replaced with a new card.
- Concession entitlements and stored value on a registered MyWay Card may be transferred where the registered card is replaced.

What if I haven't paid the correct fare?

If you have not paid the correct fare, you may be issued a warning notice or fined. Penalties range from \$159 for travelling without a current ticket to \$207 for providing misleading information of entitlement to bus ticket concession.

20.1.2 Free Transport

<https://www.transport.act.gov.au/routes-and-timetables/route-101-free-city-loop>

The free City Loop provides a convenient link to highly-frequented areas of the City such as the Canberra Centre, the Braddon precinct, Northbourne Avenue, the Australian National University and New Acton precinct.

This free loop service also travels to the City Bus Station where you can transfer to another ACTION bus service taking you where you need to go.

20.1.3 Taxis

Canberra taxi cabs can take you wherever you need to go – whether it's to a winery on the outskirts of the city, a restaurant in a bustling precinct, or to visit a friend in a distant suburb. The airport, train station and even regional towns such as Queanbeyan and Murrumbateman are also serviced by local operators.



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To catch a taxi in Canberra, use a taxi rank where the clearly marked cars are parked and ready for dispatch. You can also phone ahead or book online.

Canberra taxi companies include:

ACT Cabs Phone: 02 6280 0077 or book online.

Canberra Elite Phone: 13 22 27 or SMS your name, pickup address and time to be collected to 0417 672 773. You can also book online, or visit the website on your Smartphone for an easy mobile booking interface.

Cabxpress Phone: 1300 222 977 or book online.

Silver Service Phone: 13 31 00 or book online. This premium service features luxury sedans and seven seater vans, accredited silver standards, and guaranteed delivery times with travel bookings.

Wheelchair accessible taxis must be booked ahead. Phone 13WATS (139 287), email bookings@13wats.com.au or book online.

Canberra taxis and cabs accept payment by credit cards, Cabcharge vouchers, cash and electronic funds transfer.

20.1.4 Driving

You are permitted to drive in ACT if you hold a valid Australian or foreign licence. If your licence is in a language other than English, you should carry an English translation of it when driving.

20.2 Climate

The national capital's four distinctive seasons, each with their own beauty and charm, make Canberra a rare treat amongst Australian cities. Canberra's wonderful seasons turn the city into a kaleidoscope of colour throughout the year.

Summer (Dec/Jan/Feb) offers endless opportunities to enjoy the great outdoors, especially on Lake Burley Griffin where plenty of water sports and activities await. The days are warm to hot, with plenty of sunshine and little humidity and are followed by mild balmy nights.

Autumn (Mar/Apr/May) is a delight as the city's parks and gardens take on a special appeal. Canberra's stunning landscape changes as leaves of red, gold, russet, ochre and crimson emerge and are balanced by the soft greys and greens of native eucalyptus and coniferous trees alongside them. The season is blessed with cool nights and warm days.

Winter (Jun/Jul/Aug) is the perfect time to snuggle up in a comfortable chair with a warm drink and a good book. The nights and early mornings are brisk, but frosts and occasional fog generally clear to striking sunny days.

Spring (Sept/Oct/Nov) brings the promise of summer fun. The city bursts into colour as the trees reveal their spring blooms and the regional vineyards awaken with the first bud bursts. You can expect moderately fresh mornings, bright sunny days and brisk nights.



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Temperature (°C)	Month	Min. (°C)	Max. (°C)	Season
	Daily	January	13.1	27.6
February		12.8	26.8	
March		10.6	24.4	
April		6.4	19.7	Autumn
May		2.9	15	
June		0.9	12.1	
July		0.3	11.1	Winter
August		0.8	12.7	
September		2.9	15.9	
October		5.9	19.1	Spring
November		8.4	22.4	
December		11.1	26.2	

20.3 Festivals

<https://visitcanberra.com.au/events/major-events>

The national capital is home to Floriade, Summernats, the National Folk Festival, National Multicultural Festival, Enlighten and many more. We're proud to host important national events such as Anzac Day, as well as significant annual festivals including the Canberra Balloon Spectacular. These major drawcards bring thousands of people to Canberra every year.

Blockbuster art and culture events entice many visitors to our national attractions each year. Plus, Canberra hosts world-class sport, including cricket and must-see games for the 2017 Rugby League World Cup. Any of these events provide a terrific reason to visit the nation's capital.

20.4 Trading Hours

Post Offices are open from 9:00 am to 5:00 p.m., Mondays to Fridays. Banks are generally open from 9:30 am to 4:00 p.m., Monday to Friday. Shops in the city are usually open from 9:00 am to 5:30 p.m. during the week, and many big stores stay open till 9:00 p.m. on Thursdays. They are open from 9:00 am until 4:00 p.m. on Saturdays and many shops are open on Sundays as well.

20.5 Medical Problems

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. If you cannot leave the house, you can ring the doctor's receptionist and make an appointment for the doctor to visit you. In this case the cost will be greater.

If you cannot come to College, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to GLENHILL COLLEGE or the time you are away will affect your attendance. Your OSHC may reduce the cost of medical services.



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20.6 Telephone

Local calls on a public telephone require coins. Coins to use: 10 cents, 21 cents, 50 cents and \$1 coins only. You can buy phone cards that cost between \$2 and \$50 at any newsagent or chemist.

20.7 Emergency

- Police, Fire, Ambulance 000 (landline service)
- Police, Fire, Ambulance 112 (mobile service)
- Telephone Interpreter Service (TIS) 13-1450

20.8 International Calls

- 0011 + country code + area code + number (country codes may be found in the telephone directory).
- 0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

20.9 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account, you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

20.10 Accommodation

Find student accommodation in Australia's compact capital city, Canberra. Choose a weblink below to read reviews from other students, view a gallery of images and compare the facilities of each room.

- https://www.student.com/en-gb/au/canberra?gclid=EAlaIqobChMloP-8xcLE1QIV0QggCh3NwALLEAAYASAAEgIcW_D_BwE
- https://au.easyroommate.com/australian-capital-territory/canberra-share-accommodation?gclid=EAlaIqobChMloP-8xcLE1QIV0QggCh3NwALLEAAYAIAAEgKfxPD_BwE
- https://www.hometogo.com.au/lp1/53ee176e7ae17?adword=google%2Fau%2Fkwd-299790947219%2FH2G%3A%20S%3A%20%5BAU%5D%3A%20AU_Acc%20-%20BM%2FAustralia%2FCapital%20Territory%2FCanberra%2F53ee176e7ae17%2F193011473966%2F%2Baccommodation%20%2Bcanberra&gclid=EAlaIqobChMloP-8xcLE1QIV0QggCh3NwALLEAAYAyAAEgL5cvD_BwE
- <https://flatmates.com.au/canberra>
- <http://australia.accommodationforstudents.com/university/searchform.asp?university=Australian+Nati onal+University>



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21.0 Students

21.1 Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

- Follow the instructions of Public Safety and Fire or Police Department personnel and College staff
- **DO NOT PANIC**
- **DO NOT USE ELEVATORS**

If an emergency condition arises here is what to do:

When you hear the fire bell

- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow College staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- **NEVER USE THE ELEVATORS UNLESS DIRECTED BY FIRE DEPARTMENT**
- **Do not return to fire/smoke floor until instructed to do so.**



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22.0 Privacy

GLENHILL COLLEGE will follow the 10 national privacy principles in the handling of personal information of students / employees.

- **Collection** - GLENHILL COLLEGE will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected;
- **Use and disclosure** - personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies;
- **Data quality** – GLENHILL COLLEGE will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date;
- **Data security** – GLENHILL COLLEGE will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure;
- **Openness** – GLENHILL COLLEGE will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information;
- **Access and correction** - the individual will be given access to the information held except to the extent that prescribed exceptions apply. The GLENHILL COLLEGE will correct, and update information errors described by the individual;
- **Unique identifiers** - commonwealth government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. GLENHILL COLLEGE will not assign unique identifiers except where it is necessary to carry out its functions efficiently;
- **Anonymity** - wherever possible, the GLENHILL COLLEGE will provide the opportunity for the individual to interact with us identifying themselves;
- **Transborder data flows** - the individual's privacy protections apply to the transfer of personal information out of Australia; and
- **Sensitive information** – GLENHILL COLLEGE will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Privacy Notice and Student Declaration

The Privacy Notice and Student Declaration is a statement acknowledged by a student to indicate awareness that personal information collected from the student may be used together with training and/or assessment activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed.

The Privacy Notice and Student Declaration is minimum mandatory content for inclusion in a Declaration.



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23.0 Privacy Notice and Student Declaration

Under the *Data Provision Requirements 2012*, The RTO 45619 45619 is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by The RTO 45619 45619 for statistical, regulatory and research purposes. The RTO 45619 45619 may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
 - Facilitating statistics and research relating to education, including surveys;
 - Understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - Administering VET, including program administration, regulation, monitoring and evaluation.

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

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

Candidate Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

Student Name

Student Signature **Date**



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24.0 Student Induction Declaration

Understanding of GLENHILL COLLEGE Rules & Receipt of Student Handbook

I,Student ID No:.....acknowledge that all of GLENHILL COLLEGE Course Information, Enrolment Terms and Conditions, Registration, Course fees, Refund Policy have been provided and fully explained to me during my GLENHILL COLLEGE Induction and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions the GLENHILL COLLEGE will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from the GLENHILL COLLEGE will be cancelled and if I am on a student visa my details will be forwarded to the Department of Immigration and Border Patrol (DHA) with a recommendation for the cancellation of student (Temporary) visa;
- I am obligated to attend the GLENHILL COLLEGE for the programmed supervised tuition on-site and maintain an academic progress of 50%;
- That I will notify the GLENHILL COLLEGE of any change of contact details;
- That I must remain 'financial' at all times and will pay all my fees including tuition fees on time;
- That I have read and understood all GLENHILL COLLEGE rules, policies and procedures as detailed in the Student Handbook and all course and GLENHILL COLLEG Einformation; and

Student Name	Signature
Date	



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