

LOURA

Business College



Student Handbook - 2011

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CEO's Message

Dear Student,

I hope that your training at Loura Business College (LBC) will be enjoyable and productive.

Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is that you should achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer. Above all, we hope that your training experience with us is rewarding and fulfilling.

I am looking forward to work together to achieve a great outcome for you and your future!

Sanjeev Kumar Loura
Principal/Chief Executive Officer
Loura Business College

An Overview of Australia

Australia is the sixth largest nation in the world and has the smallest population in proportion. The mainland is the largest island and the smallest continent on Earth. It lies between 10° and 39° South latitude. The Australian federation consists of six States and two Territories. Most inland borders follow lines of longitude and latitude. The largest State, Western Australia, is about the same size as Western Europe.

Australia has a unique life forms not seen elsewhere the world. Australian plants and animals evolved in isolation from other parts of the world. In 1901 the Australian colonies federated to become the Commonwealth of Australia. As in Canada, the British monarch remains the monarch of Australia, which is now an independent, democratic nation with a tradition of religious tolerance and free speech. Australia, a mixing pot of races and nations Australia is culturally diverse society that includes its Indigenous peoples and settlers from countries all around the world. Immigration is an important feature of Australian society. Since 1945, over six million people from 200 countries have come to Australia as new settlers. Migrants have made a major contribution to shape modern Australia. People born overseas make up almost one quarter of the total population of Australia.

The federal government of Australia sets immigration intake numbers on a yearly basis. Australia's immigration policies are non-discriminatory and all applicants to migrate must meet the same selection criteria.

Australia's Economy

Australia has had one of the most outstanding economies of the world in recent years. As a high - growth, low-inflation, low interest rate economy, it is more vibrant than ever before. There is an efficient government sector, a flexible labor market and a very competitive business sector. With its abundant physical resources, Australia has enjoyed a high standard of living since the nineteenth century. It has made a comparatively large investment in social infrastructure, including education, training, health and transport.

Sydney is one of the most vibrant, youthful and beautiful cities of the world, it is blessed with a magnificent climate.

The hottest months are January and February. The average temperature ranges from 19°C to 26°C (66°F - 77°F). The hottest it can usually get is 40°C (104°F). The coldest months are June and July. The average temperature ranges from 9°C to 17°C (47°F - 63°F). The wettest months during the year are March and April.

Parramatta Local Area Information

Parramatta represents an inner western district of Sydney, a city in its own right within the Sydney metropolitan area and the second oldest European settlement on the Australian mainland.

Rich in colonial history, Parramatta is a district of elegant parks, possessing a vibrant multicultural community and forming a vibrant centre for sport, shopping, dining and entertainment. It is also a thriving legal, educational and health care centre and home to some of Australia's biggest corporations and Government agencies.

Located 24 km from Sydney CBD and just 6 km from Sydney Olympic Park, Parramatta is both the demographic heart of the Harbour City and one of its most historic neighbourhoods.

Accommodation Options

The majority of students prefer renting private accommodation close to the College. The LBC Student Coordinator can help students find permanent accommodation from a list of share houses or share flats available for rent. This means students generally have their own room and share a kitchen, living area and bathroom with other students or working people. Places for students who wish to live on their own are also available, for example studios or one-bedroom flats, however this is more expensive than sharing. Furniture and general household items can be purchased at reasonable prices if students 'shop around'. Ask the Housing Service for more information. Many students can also find accommodation by browsing the student notice boards on campus and newspapers for rooms to let in shared households.

There is a wide range of accommodation near the campus. LBC Student Coordinator is always happy to assist students in securing accommodation that best suits their financial and practical needs.

Estimates of Rental Accommodation

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full board, room with use of facilities, or room only is available. You can expect to pay about \$120 - \$180 per week for a single or shared room in a boarding house. A student can access to relevant information regarding his/her stay at

<http://www.shareaccommodation.org>

<http://www.gumtree.com>

For the independent accommodation a student needs to afford as per

Apartments/flats

| | |
|--------------------|---------------|
| 1 bedroom | \$190 - \$260 |
| 2 bedrooms | \$240 - \$320 |
| House 2/3 bedrooms | \$270 - \$400 |

A range of rental agencies including *LJ Hooker, Ray White, Richardson & Wrench etc.* which cater to all the accommodation needs of the commuters and offer varied choices to people looking for accommodation. A student can contact Student Coordinator for further assistance and information.

Transport

Loura Business College is ideally located in the midst of Shopping arcades, train station, bus stop and residential apartments.

Living Cost

Apart from the regular weekly expenditure initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least \$1,500. On an average at LBC we estimate that an international student requires a minimum of \$18,000 to \$21,000 for living expenses for each academic year.

School Aged Dependent Children

Students are advised the any school aged dependants accompanying them will be required to pay full fees if they enrolled in either a government or non-government school.

Legislative Requirements

Loura Business College is a Registered Training Organization which adheres to various legislative requirements governing its registration with the VETAB. Loura Business College has legal obligation to comply with all relevant state and federal Acts, laws, regulations and guidelines.

These Acts, Laws and Regulations include:

- Hairdressers Act 2003
- Shops and Industries Act 1962
- Australian Quality Training Framework Standards (AQTF 2007)
- Occupational Health and Safety Act (NSW) 2000
- Occupational Health and Safety Regulations (NSW) 2001
- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004
- Vocational Education and Training Act 2005 (NSW)
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007)
- Education Services for Overseas Students (Registration Charges) Act 1997
- ESOS Assurance Fund Act 1999
- Privacy Act 1988 (Cth)
- Privacy (Private Sector) Regulations 2001 (Cth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Commission for Children and Young People Act 1998
- Child Protection (Prohibited Employment) Act 1998
- Child Protection (Prohibited Employment) Regulation 2004
- Child Protection Legislation Amendment Act 2003

The CEO has the responsibility to monitor legislation and to advise of any changes.

For up to date changes and information on NSW or Federal legislation visit:

<http://www.legislation.nsw.gov.au/maintop/search/inforce>

<http://www.comlaw.gov.au>

The principle legislations are paraphrased below:

Occupational Health and Safety Policy

The NSW Occupational Health and Safety Act 2000 describes Loura Business College's duty to provide a safe and healthy working environment for all staff, and the staff's duty of care to take reasonable care for the health and safety of others within the work place.

This includes the provision of:

1. a workplace that is safe to work in, with working procedures that are safe to use,
2. adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
3. properly maintained facilities and equipment,
4. a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

1. Maintain a safe, clean and efficient working environment,
2. Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
3. Store and dispose of waste according to health regulations,
4. Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
5. Check all equipment for maintenance requirements,
6. Refer equipment for repair as required,
7. Store equipment safely,
8. Identify fire hazards and take precautions to prevent fire,
9. Safe lifting and carrying techniques maintained,
10. Ensure Participant safety at all times,
11. Ensure procedures for operator safety are followed at all times,
12. All unsafe situations recognised and reported,
13. Implement regular fire drills and provide first aid trained staff,
14. Display first aid and safety procedures for all staff and students to see,
15. Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that all staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example.

We will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious

rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimization is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all staff/staff/contractors of Loura Business College.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favorable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favors, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavorable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavorable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

1. All staff and students have a right to work in an environment free of any form of harassment and discrimination,
2. All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
3. When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it,
4. In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
5. Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
6. Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,

7. Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
8. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
9. Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Privacy

Loura Business College takes the privacy of its students very seriously and committed comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

Collection - We will collect only the information necessary for one or more of our 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 – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

Access and Correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We 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. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.

Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.

Trans-Border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.

Sensitive Information – We 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.

Vocational Education and Training Requirements and Policies

These are described in more detail in the VET act (Vocational Education and Training Act 2005) but basically confirm the right of VETAB to audit Loura Business College, apply penalties for non

compliance, and define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

Working with Children

Loura Business College does not accept/enroll students under the age of 18.

Copyright Laws

All staff must comply with copyright laws.

- Infringement of copyright is not permissible. All staff should note the following conditions:
- You may copy one or more articles in each issue of a newspaper or magazine relating to the same subject matter,
- You may copy up to 10% of the number of pages in a collection of works, as long as the works being copied have not been separately published, or, whether the work is separately published or not, it is not more than 10 pages long,
- You may copy the whole of any work if you check with the supplier that the work will not be available for purchase within 14 days (or six months for textbooks) at the price you would normally pay,
- You must also acknowledge the copyright holder by stating the title of the work, its author/artist, and the name of the publisher,
- You must register details of the copies being made,
- Participants may copy up to 10% of a chapter of work.

Management and Administration

Loura Business College has policies and procedures, which ensure sound financial and administrative practices. We guarantee the organisation's sound financial position and safeguard trainee fees until used for training or assessment. We have a fair and equitable refund policy. Trainee records are kept securely and confidentially and are available for trainee perusal on request. This RTO will have any relevant insurance necessary for the operational needs of the organisation.

Training and Assessment Standards

Loura Business College has staff members with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including Recognition of Prior Learning (RPL). Adequate training materials will be utilized to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for Trainees who are not satisfied with the assessment or training.

Feedback

As a valued judge of our performance in training, you will be formally invited to give us feedback. Generally, this will occur on at least three (3) occasions:

- Just after the training has started
- During the Course
- At the end of the Course

Usually you will be invited to complete written Feedback Forms provided by the Trainer. If this is not occurring, we encourage you to ask for this to occur as a reminder to the Trainer. In addition to this, we invite you to provide us with feedback anytime.

Course/Training Product Information

Loura Business College provides accurate, relevant and up-to-date course information for Trainees prior to commencement. This includes:

- Client selection, enrolment and induction/orientation procedures;
- Course information, including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy support in assessment;
- Client support, including any external support the organisation has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals, complaints and grievance procedures;
- Disciplinary procedures;
- Staff responsibilities for access and equity; and
- Recognition of Prior Learning (RPL) arrangements.
- This Code of Practice is reflected in the following Policies and Procedures Manual.
- Introduction to Policies & procedures.

This Policy and Procedures information for trainees does not stand alone. Trainees should also refer to student notice board and the circulars issued from time to time.

Policies about Quality Training & Assessment Systems

Firstly, you need to be aware that we do have policies about operations of college. These policies give us guidelines for our operation and help ensure that we maintain satisfactory standards in every area. Furthermore the Government authorities who supervise training require us to have policies that they consider to comply with quality training and organisational practice.

Circulation & Implementation of Policy & Procedures

We try to ensure that all our staff and training partners are familiar with what our policies are. However, if you find that the staffs you are dealing with don't know (or have not found out for you) please contact administration officer.

Designation of Authority & Responsibilities

As with most organizations, different staff has different responsibilities. You will find that there is someone to help you with any particular difficulty you have. For example, if you are paying fees for your training, you should know which person is responsible for receiving the fees, issuing refunds etc.

Your day to day point of contact is reception desk (administration officer) and you can get all the information from the reception desk.

The CEO is ultimately responsible for the operation of Loura Business College. The CEO has a responsibility to ensure that everyone in the organisation knows what they should be doing, and is

doing it as per the policy guidelines. The CEO is accountable to the VETAB for the operation of the organisation.

If you think you can help us do our job better please let us know. All kinds of feedback at Loura Business College is welcome.

Staff, Trainer's & Assessor's Qualifications & Experience

All Trainers responsible for the delivery of training and assessment of your performance are qualified and experienced. All Trainers hold the required training qualifications, in the area in which they are training and assessing. Sometimes, less qualified but experienced personnel who have much to offer in a particular field of expertise, may be partnered with our qualified and experienced Trainers. In this case, the qualified and experienced Trainer is ultimately responsible for the official delivery and assessment provided.

Learning and Assessment Strategies

Every Course we run is planned to maximize the learning opportunities for the Trainees enrolled. That's why it's important for you to know the following information about the course you might enroll in:

1. Duration of the Course
2. Type of Assessment and approximate time required to complete
3. Deadlines for assessment
4. Practical components of the Course

Where we can be flexible to meet your particular training needs we will be. However, we may need to negotiate options to suit your needs, in advance of the Course starting, to maximize the possibility of us accommodating you without disadvantaging others.

Issuing of Qualifications

Most of the training we deliver is nationally recognised. That is, it meets the requirements of government accreditation and training departments. If the training being provided meets these requirements, the advertising for the Course will state that it is "Nationally Recognised Training". A formal Course Code should be given to identify the exact Accredited Course or Unit of Competency being delivered. If you are not sure, please ask.

If you complete your training and demonstrate competence in the Course or Unit, a Qualification (for a full Course) or Statement of Attainment (for a Unit, or number of Units, as part of a full Course) will be issued within twenty one (21) days of completion.

Student Support Welfare and Guidance Services policy

Loura Business College provides a friendly and caring atmosphere and comprehensive support network to overseas students. LBC provides a range of services to students in order to make student's experience in LBC enjoyable and successful. Students are advised to contact the administration officer as the first point of contact.

Complaints & Appeals Policy & Procedure

Policy:

- 1.1 Loura Business College documents and implements its procedures for dealing with customer complaints, grievances and appeals in a constructive and timely manner. Students must feel free to discuss any problems with the trainers, administration or CEO for any issue relating to any matter of their studies.
- 1.2 Once the complaint or appeal with the relevant support documentation is lodged Loura Business College will commence the resolution process within 10 days. The resolution process will be concluded as swiftly as practical.
- 1.3 Loura Business College provides students with the opportunity to formally represent their case and be accompanied or assisted by a support person.
- 1.4 Loura Business College ensures the complainant or appellant is given a written statement of the outcome, including details of the reason for the outcome.
- 1.5 Loura Business College has an external appeals process available to students incase internal complaints process is unable to resolve the dispute, students will be referred to one of the following at no cost:
 - Australian Council for private Education and Training (ACPET).
 - Department of education
 - Student hot line Australia wide
 - NSW offices of the ombudsmen
 - VETAB
- 1.6 Loura Business College will maintain the enrolment of the student until the complaints and appeals process is completed.

This policy and procedure doesn't not remove the right to take further action under Australia consumer protection laws.

Procedure:

Step 1

Student with a complaint should speak directly to the person involved.

(Unresolved)

Step 2

Student will need to log the complaint in writing or complete an appeals form located at reception. The written complaint/appeal form is issued to the Administration Officer. The administration officer will organize a meeting with the student within 10 working days of receiving the written complaint/appeal to try to resolve the matter. The outcome will be given to the student in writing.

(Unresolved)

Step 3

A meeting will be scheduled with the college principal to try and solve the matter. The outcome of the meeting will be given to the student in writing.

(Unresolved)

Step 4

Student will be referred to one of the following external body at no cost
ACPET 1800 657 644
Department of Fair Trading 133 220
NSW office of the Ombudsmen 02 9286 1000
VETAB 02 9244 53 35
Student Hotline 1300 363 079

Loura Business College will maintain the student's enrolment throughout all the stages and the student is advised they may be accompanied by a supporting person.

Assistance with Academic Work

LBC is committed to help students to achieve their training goals and making their learning experience enjoyable. If a student has difficulty in learning in the class due to deficiency in English language, literacy or numeracy skills, they should contact the student coordinator. The officer will give information to the student about ELICOS centers that can provide them with language, literacy and numeracy assistance to support their learning and assessment.

If a student has difficulty in learning in the class due to reasons other than English language or literacy and numeracy skills and is unable to meet course requirements, he/she should see their teacher before or after the class. Student coordinator will help them and provide them information on services such as;

- study skills centre
- supervised study groups
- tutorial support assistance

If students have any concerns about their visa condition relating to course progress and/or attendance, they are encouraged to discuss the matter with the student coordinator who may refer them to services designed to assist students in meeting course requirements and maintaining their attendance.

Welfare Services

Homestay accommodation / accommodation requirements

Home stay family accommodation can be arranged if it is required at a nominal cost. Please contact Student Coordinator via telephone or via email to discuss your accommodation needs. Students going into home stay accommodation are met at the airport either by a Loura Business College representative or a host family member if requested (nominal fee may apply).

Accommodation needs are different for each student and vary according to the need, budget and area. If students want to change their current accommodation, arrangements or require assistance Student coordinator can provide students general information about accommodation options, finding accommodation, their rights and responsibilities as tenants etc.

Orientation

An age and culturally sensitive orientation program is delivered on the students' first day of the course to familiarize them with the rules, facilities, policies & procedures of Loura Business College & Parramatta local area. Students are provided with an orientation check list and an orientation feedback form to ensure they have a good understating of the topics discussed before commencing studies. Orientation program is available for late arrivals and students who begin at different entry points.

Student Contact

All students are advised to contact the Student Coordinator as the official point of contact. The role of a Student Coordinator is to assist students with any personal difficulties or problems they may experience while studying in Australia. The Student Coordinator refers the students to appropriate services provided by Loura Business College, direct them to people who can support them to maintain satisfactory attendance and course progress, people/bodies for matters such as visa renewals, accommodations, medical appointments and any other problem students require help with. The list of important phone numbers is also appended with this document. There is no charge for referral services.

Common Room

A student common room is available for eating. This is a great place to meet other students and there are facilities for storing and heating food. Keep up to date with the latest events by regularly checking the notice board in this area.

Emergency Assistance and Medical Care services

There are many medical facilities located close to campus. Some of them are;

Parramatta Medical Practice

Address: Argyle Street Medical Centre
Shop 13 Westfield
Corner Argyle & Marsden Street
Parramatta, NSW 2150
Phone: (02) 9893 8733

The nearest 24 hour medical assistance centre is Westmead Hospital which is well equipped to cater to all medical emergencies.

Phone no. 02-9845 5555.

In case of emergency, LBC follows its critical incident policy to take appropriate action.

First Aid Officers

LBC has certified First Aid officer on campus that will assist with emergency first aid if required. For cases requiring further medical attention, students will be directed to the care of qualified medical practitioner.

Medical Insurance Cover

Overseas Student Health Insurance (OSHC) is compulsory by law for all student visa holders. Medibank Private is one of the companies that provide this service to International Students.

LBC provide services to apply for Medibank insurance cover on students' behalf for the whole duration of the course they have been enrolled. You are covered by the OSHC from the day you arrive in Australia, until the end date of your visa.

A student can go to any doctor, pay for the consultation and ask for a receipt. Medibank Private reimburses the money upon presenting the doctors receipt as per their refund plan. If the student applies Overseas Student health Insurance cover for one year or less, renewal of medical card is responsibility of the student and can be done easily by visiting in person at any Medibank office.

Students need to show their passport at Medibank office for verification of their identity. The contact information about Medibank is;

Telephone: 132 331 within Australia
+61 3 8622 5780 outside Australia
8 am – 8 pm Monday to Friday
8 am – 4 pm on Saturday,
Australian Eastern Standard Time
Website: www.medibank.com.au

Legal Services

This service aims to help international students adjust to study and live in Australia. Should students need legal help with visa matters, accommodation crisis, or if they got into trouble with the law we can refer students to legal support and referral services. Students can contact Student Coordinator to discuss their need for legal assistance.

Sydney Counselling and Welfare Services

| | |
|--|--------------|
| City Counselling Practice | 02 9363 3553 |
| Police, Fire And Ambulance* | 000 |
| Alcoholics Anonymous | 02 9387 7788 |
| Aids Information Line | 02 9332 9700 |
| Alcohol and Drug Foundation | 02 9572 9978 |
| Salvo Crisis Line | 02 9331 2000 |
| Suicide Prevention Australia | 02 9568 3111 |
| NSW Health Sexual Assault (24 Hours) | 02 9515 6111 |
| Disability Discrimination Legal Centre | 02 9310 7722 |
| Domestic Violence Advocacy Service | 02 9367 3741 |
| Legal Centers, Community, State Office | 02 9318 2355 |
| Gay and Lesbian Counselling Service of NSW | 02 8594 9500 |
| Gamblers Anonymous | 02 9564 1574 |
| Kids Help Line | 1800 551 800 |
| Lifeline | 131 114 |
| NSW Council of Social Services | 02 9211 2599 |
| NSW Quit Line | 131 848 |
| Tenants Advice and Advocacy Service | 1800 642 609 |
| Men's Referral Service | 1800 065 973 |
| Parent Line | 132 289 |
| Royal Prince Alfred Hospital | 02 9515 6111 |
| Cancer Council | 02 9687 1399 |
| Hepatitis- C Council of NSW | 02 9332 1599 |
| NSW Breast Cancer Institute | 02 9845 6728 |
| Diabetes Australia-NSW | 02 9552 9900 |
| Shelter NSW | 02 9267 5733 |
| St Vincent De Paul Society Financial Counselling Service | 02 9905 0424 |
| NSW Women's Refuge Resource Centre | 02 9698 9777 |
| Women's Legal Services NSW – Domestic Violence Advice Line | 02 8745 6999 |

* Cost of the ambulance will be paid by the person requiring the service.

Recognition of Prior Learning (RPL)

All prospective students have the opportunity to apply for RPL under the following circumstances.

Previous Certification which recognizes competencies in units that the student wishes to study.

Work Experience relevant to the course applied for Life experience relevant to the course applied for.

Clients fill in the accompanying RPL application form within 3 working days of the start of the course or apply for RPL even without starting a course.

RPL Fee

Please note that the Student will bear the cost of the RPL. The fee for the RPL is charged on per unit of competency basis which is \$100 for each unit of competency which is uniform to all the qualification/courses.

If the prospective student is not satisfied with the result, a meeting can be organized between and RPL assessor and Benchmark expert to review the process.

International students need to demonstrate adequate skills when applying for RPL. The duration of the course would be reduced in the event of courses being RPL. Please be aware that if RPL is successful then this could affect your visa condition and that your time allocated for the course may be reduced. Overseas Students will be required to undertake other units of study to ensure they are studying full time to comply with visa requirements.

Note that there is no refund provided for RPL Fee.

Recognition, Obligations and Credit Transfer

Students may be entitled to a credit transfer to Loura Business College's scope of registration where the student holds a statement of attainment from a "Registered Training Organization" under the AQF.

Language and Literacy

The courses offered at Loura Business College require a minimum level of Language, Literacy and Numeracy (LLN) skills. Your LLN skills will be evaluated by an initial test before you commence classes. If your language skills are not adequate for the course then you will be referred to an English school for further language classes.

Assessments

All students will be assessed using national assessment principles. All assessment processes will be valid, reliable, flexible and fair. Students may refer to reference material during tests/exams as the emphasis is on accessing the correct information, rather than memorizing it.

Assessment Methods

Students may be assessed by one or more of the following methods:

| Assessment Methods | Description |
|----------------------|---|
| Demonstration | Performing a task/s in a simulated salon environment As the integrated unit of competency has as its overarching outcomes the ability to effectively integrated and perform the full range of tasks and hairdressing services when working as part of a team in a hairdressing environment. |
| Assignment Project | Performing research skills to gain external knowledge from other than just the classroom and simulated salon environment |
| Questioning | Assessor asking a series of questions that are designed to support performance by assessing the underpinning knowledge While demonstration allows the assessor to see that the candidate knows what to do, questioning can establish that the candidate knows why they are doing it. Questioning is verbal the assessor has to record the candidates response |
| Written Test | A written test is for the assessor to see if the candidates have grasped the underpinning knowledge of the unit of competency in which they are undertaking and if there is any knowledge gaps with the learning's of the candidate. A written test also allows the assessor to assess the candidate on the responds answers to the questions laid out |
| Presentation | Candidate performs research and gathers information on any given unit of competency and the candidate Oral presentation in front of the class and discuss the information they have gathered to do presentation. Assessor assesses the candidate on the way the candidate has gathered the information and the underpinning knowledge they have gained during the research of information. |
| Case study | The assessor is assessing the candidate knowledge on try to resolve problems and how they use the information they gained from the classroom and implemented to the case study. |
| Practical Assessment | The assessor is assessing the candidate on the skills in which they have gained over a period of time, from demonstration given from the teacher and the candidate have implemented on the dolly head or on clients The assessor is assessing the way the candidate is using and manipulating the tools of the trade, communication, working in a salon team environment and servicing the client's needs with in a time frame |
| Role Play | The assessor is assessing the way the candidate is conducting a particular skill/s in a simulated salon environment The assessor is assessing if the candidate is yet competent within a unit of competency |
| Class Participation | The assessor see if the candidate can work well or together with other |

| | |
|-------------|--|
| | as part of a team in a salon simulated environment |
| Journal | The assessor view a series of attempts that the candidate has taking in a particular task/s in to a accordance for the candidate to be able to undertake final assessment or receive competency for the task/s |
| Portfolio | This involves the learner completing, collecting and compiling a range of evidence to support competence for a unit of or a cluster of units. The assessor assesses the candidate through the use of the portfolio which records the design and the application through photographs. |
| Third party | Third party reports from experienced hairdressers who are familiar with the assessment outcomes can be useful as supplementary evidence to gauge the candidate's ability to perform specific tasks consistently over a period of time. Where this assessment method is used the person completing the reports should be provided with guidelines as to what constitutes competency. |

Resources for Assessment

Where indicated, the assessor is called upon to create scenarios incorporating workplace machinery, equipment, signs and various workplace personnel. Your assessor will indicate what assessment resources you will require such as calculator, dictionary, and equipment. Students will be advised of any other resources required.

Timing of the Assessment

The assessment activities should be completed within a reasonable time frame which can be adjusted should you have any special needs. Some tasks will be timed in a short space e.g. 2 hours whereas other tasks may be given over a longer period eg 1 month. Students will be given sufficient time to prepare for assessments including assessment hours, days, venue, resources required and timeframe.

Your overall performance is recorded through the course and the feedback will be given on completion.

If you have identified to us a medical condition or other condition that is worthy of special consideration, we will attempt where possible to accommodate your needs.

Such as if you suffer a hearing impairment, we will work with you to determine how best to suit you, should you suffer an injury to your hand prior to a written assessment, we may be able to provide a person to record your responses. If you suffer from an unexpected illness or from a personal emergency, we will be able to re-schedule your assessment to accommodate your needs. (All medical conditions need to be supported with a Doctors certificate).

If you think that you have been unfairly treated in our evaluation of your condition or needs you have the option of lodging an appeal.

Information and Instructions for Learners

Prior to the assessment, you will be given clear instructions about the assessment procedures, to include:

1. The nature of the assessment Activities.
2. The ways in which evidence is to be collected.
3. The way in which competency is determined (criteria used).
4. How feedback on the assessment results is to be given (appeals – look at appeal policy).
5. You should be given sufficient time to prepare yourself for the assessment.
6. Assessment documentation: conditions of assessment, profile of client, questions used, and Step-by-Step procedure -results recorded and signed.

Assessment Policy and Procedure for the Students

- The designated trainer will explain the duration of the subject to you and the assessment methods to be undertaken to complete the unit of competency.
- You will also get information regarding equipments, facilities venue and the sources of information.
- Class hand outs are provided by the trainers that contain the relevant information.

As a learner you should:

1. Attend at least 80% or every lecture that is scheduled for your course of study.
2. Arrive on time and be present for the whole of the lesson.
3. Hand in all work Project Assessment on or before the due date.
4. Treat your fellow students respectfully.
5. Behave in a professional manner at all times.

Plagiarism

Work that is not your own, i.e. that is copied or quoted from a reference source, will only be assessed on the basis of research.

To obtain competency in this assessment you must source all information.

Failure to quote your sources will be treated as plagiarism and you will receive an assessment result i.e. “NYC” and you will be asked to resubmit your work.

You are expected to read wider than the books listed and handouts given in class.

You may contact you facilitator / mentor at anytime to discuss your studies and to ask questions about what is expected of you.

If you are absent you must provide an acceptable explanation for that absence (e.g., doctors’ certificate of illness prepared by a registered medical practitioner).

Competency is defined as:

The possession and application of both knowledge and skills to defined standards, expressed as outcomes that corresponds to relevant workplace requirements and other vocational needs.

It focuses on what is expected of the person in applying what they have learned and embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Assessments will lead to 2 types of results

Competent: (C)

Describes, you have achieved the status as per the above definition of Competency.

Not yet competent: (NYC)

That you have not yet achieved the status as per the above definition of competency but with further learning you will.

Should you receive a Not Yet Competent (NYC) assessment you may undertake further learning and resubmit supplementary assessment tasks and assignments with 2 opportunities to receive an assessment of “competent”. This means that it may not be necessary for you to repeat lectures but you will be required to submit satisfactory evidence of competency within a reasonable time frame.

Feedback to Student

The trainer will make all attempts to provide you feedback after or during the assessment.

Results

Every student will receive one original copy of the Statement of Attainment. On this statement will be the units you have attained and the course titles. Statements of attainment are issued within 21 days after completion of the course and after all fees are paid. If you require your statement of attainment urgently then you would have to make prior arrangement with the relevant student coordinator. Certificates will be issued to students who have completed all competencies in all subjects of a course. If a student has not completed all competencies of a course then the student will be issued with a statement of results indicating the modules competent and the modules not yet competent. Students requesting statement of results before the end of their course and additional certificates will be charged a fee of \$20.00 per item requested.

Access and Equity Policy

Loura Business College provides equal access to training delivery and assessment services for all the students. We strive to cater to special needs of the students to optimize the access and participation of disadvantaged groups.

LBC is wheelchair accessible and is located on level 3. Access is via lifts.

The student enrolment form requires students to declare their English language capabilities and to indicate any special needs for the course.

The learning support strategies used by trainers at LBC include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for ‘hands-on’ experience and practice
- Ensuring individual support and advice to students.

- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audiotape.
- Providing written learning material and illustrations to reinforce the learning.

Trainers are responsible for:

- Recognizing the cultural diversity of students;
- Ensuring equal treatment of students;
- Encouraging full participation and assisting all students to achieve course outcomes;
- Providing equal access to resources;
- Referring students with specific learning problems to appropriate agencies;
- Our Code of Practice outlines the ethical manner in which we operate;
- Supporting and advising international students in their adjustment to student life in Australia.

Students with learning difficulties beyond LBC's areas of expertise are referred to external specialist agencies. Recruitment in LBC is carried out in an ethical manner in accordance with Access and Equity Principles.

Privacy Policy

Loura Business College takes the privacy of its participants very seriously and complies with all legislative requirements. These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF we will need to make your information available to others, such as the Australian Government's State, Territory and Commonwealth Agencies. In all other cases we ensure that we will seek the written permission of the participant.

Student's personal information is only collected for the purposes of enrolment in the course and does so in a lawful and fair means not in an unreasonably intrusive way. All information will remain confidential. We do not sell or trade in personal information, or allow third parties to use that personal information for their own purposes. An exception to this is where we may be required by law to disclose certain information.

We will take reasonable steps to ensure that all information we collect, use or disclose is accurate, complete, up-to date and stored in a secure environment accessed only by authorized persons. We will provide access to personal information upon request by an individual, unless a request is unreasonable and the National Privacy Principles would permit us to decline that access (for instance, where granting access would infringe another person's privacy, or where the request for access is frivolous or vexatious).

Retention of Records

We will retain for 30 years a record of the Units of Competency and Qualifications that you have achieved. We may keep the assessment you have completed until the end of the appeal period for assessment. After this it will generally be returned to you. However, some assessment reports completed by assessors, and discussed with you at the time of assessment or just after, may not be returned to you unless you request that they are.

Student Records

Loura Business College maintains the records of students as per the requirements of the registering body. Access to the records is limited to CEO and the designated staff by the CEO. If you require access to your records a written request should be made to the administration officer.

Campus Health and Safety

Safety is a universal responsibility of all and everyone has a role in maintaining a safe and hazard free environment.

Maintain a Safe Training Environment:-

1. No smoking at the training facility or offices;
2. No alcohol or drugs at the training facility or offices ;
3. Know and observe OH & S rules;
4. Know and observe details of emergency response and evacuation plans;
5. Do not undertake activities which may cause injury to self or others;
6. Be responsible for your own actions;
7. Report all potential hazards, accidents and near misses to the most accessible staff member;
8. Keep training areas neat and tidy at all times;
9. Seek assistance if you volunteer to lift items eg. move furniture in a training area;
10. Observe hygiene standards particularly in eating and bathroom areas;
11. Be aware of the hazards of sitting for extended periods at computer screens and sit appropriately, resting as necessary.

Computer Facilities

Extended periods of work with computers can result in general fatigue and eyestrain, whilst repetitive tasks and incorrect posture will result in consistent aches and pains. Consequently current OHS guidelines indicate that people working for long periods at computers should:

Organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.

Improve posture by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.

The screen position to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Electrical Equipment

Appropriately licensed or trained personnel only should perform any maintenance or repair work on electrical equipment. Eg. Students should not offer to do any task related to fixing electrical equipment such as overhead projectors etc. Electrical equipment that is malfunctioning must be brought to the attention of the LBC staff and steps taken to notify and warn others from using it.

Fire Safety

We will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each training facility for each course; and to users of the office at least twice each year.

All users of a Training Facility need to be familiar with the location of all EXITs and Fire Extinguishers. Please consult available emergency evacuation maps to determine your location. It is the Staff & Trainees' responsibility to understand fire drill procedures displayed around the premises. Staff & Trainees are asked to attend any training/instruction on the use of fire devices.

First Aid

First aid facilities are available where training is delivered. All accidents must be reported to the designated staff; the accident and any aid administered must be recorded.

Manual Handling

Trainees are encouraged not to lift anything related to the training provided by this organization unless they do so voluntarily and take all responsibility for any injury caused;

1. Never attempt to lift anything that is beyond your capacity.
2. Always bend your knees and keep your back straight when picking up items
3. If you have experienced back problems in the past do not attempt to lift heavy objects or persons. Ask someone else to do it for you.

Work and Study Areas

1. Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
2. Place all rubbish in the bins provided.
3. Ensure that salon areas, equipments and work spaces are left clean and tidy.
4. Do not sit or climb on any desks or tables.

Student Discipline

Loura Business College reserves the right to terminate a student's enrolment should the student:

1. Endanger the health and safety of another student or a teacher/trainer;
2. Engage in the falsification of documents and /or assessments and training outcomes;
3. Divulge personal or confidential information relating to another student's documents, assessment and training outcomes;
4. Prevent other student/s from completing their course of study in peace and privacy;
5. Refuse to act in accordance with any rules and regulations prescribed by the College that are designed to protect the well being of others, e.g. non- smoking policies or noise pollution.
7. Students who fail to obey the rules and regulations as set out by Loura Business College code of conduct and other regulatory bodies will be disciplined by getting their student status at Loura Business College suspended and DIAC will be notified of such actions. No refund of fees will be given to the student in these circumstances.

Furthermore any teacher/trainer employed by Loura Business College who violates student's rights or engages in any activity that causes stress or disadvantage to any student/client will be subject to disciplinary procedures that may involve termination of services.

Student Code of Conduct

Loura Business College is committed to the ongoing personal and professional development of all students and is committed to ensure the Student Code of Conduct is implemented.

Function

The purpose of this procedure is to document:

A framework for students to monitor their personal and professional education development whilst at the College and the community at large.

Areas

1. Attendance and Punctuality (within acceptable parameters);
2. Attitude and Communication (to be respectful and polite to others);
3. Conduct (according to LBC's outlines);
4. Personal Appearance (neat, clean and tidy);
5. College Property (to be respected).

Consequences of Breach

If a student breaches the Student Code of Conduct, the administration staff records the breach in Student file.

Breaches of College Standards

Students must maintain standards including:

1. Acceptable attendance;
2. Punctuality;
3. Respect of others;
4. Acceptable noise levels;
5. Responsible and appropriate use of mobile phone;
6. Acceptable presentation during college hours;
7. Alcohol and/or smoking regulations;
8. No cheating and/or plagiarism;
9. Following College computer security instructions;
10. Appropriate conduct and physical and/or verbal behavior;
11. Respect of College property;
12. No possession of hazardous material and/or implements;
13. Following nil drug tolerance policy;
14. Appropriate conduct in public areas;
15. Always having Student ID card available.

Amendments to Code

LBC reserves the right to make changes to the Student Code without prior notice. These changes will be posted on the web and students will be notified for the same. The Student Code published on the College's website is the version currently in practice. It is the student's responsibility to familiarize themselves with any changes.

General Safety and Conduct

At no time will the College ignore any actions or activities that might compromise the safety of students, staff or the property of the College or local community.

Local Neighbourhood

As a member of the student body you are expected to reflect the standards of the College in your dealings with the local community and to keep the public area outside the College clean and tidy at all times. Students must respect the local council requirements and ensure they do not loiter in existing footways, vehicular thoroughfares, driveways and bus-stop areas in the College vicinity and are required to not congregate in areas within a 20 meters radius of the College premises.

College Communities

At all times it is imperative to remember that you form part of a community. The management of the College has as its priority the protection of the rights and welfare of all the students. You will therefore be required to respect the comfort, safety, hygiene and security of all other members of this community.

Attendance Recording and Monitoring Policy & Procedure

Policy:

- 1.1 At Laura Business College all students are required to attend at least 80% of the scheduled course contact hours for each term.
- 1.2 Laura Business College monitors student's attendance to ensure students comply with student VISA conditions relating to attendance.
- 1.3 Laura Business College will notify and counsel students who are at risk of failing to meet attendance requirements that is 80% of scheduled course contact hours for each term.
- 1.4 If the students attendance is less then 80% Laura Business College may choose not to report a breach in case:
 - a. The students attendance is at least 70%.
 - b. The student is maintaining satisfactory course progress.
 - c. Student produces documentary evidence clearly demonstrates compassionate or compelling circumstances.
 - d. The decision is consistent with the attendance recoding and monitoring policy & procedure.
- 1.5 Students whose attendance falls below 70% will immediately be advised in writing that they will be reported to the Secretary of DEST for unsatisfactory attendance in 20 working days from the date of the letter if they cannot provide satisfactory evidence for the college not to do so, through the Complaints and appeal process.
- 1.6 If the student chooses not to access the Complaints and Appeals Policy within the 20 working day period and withdraws from the process, or the process is completed and unsatisfactory

evidence has been supplied, The College PEO will notify The Secretary of DEEWR via PRISMS that the student has not achieved satisfactory attendance as soon as practicable.

1.7 If student is absent for three consecutive days or 1 course week, Laura Business College will try to contact the student via telephone, text message or email to find out the reason for his/her absence.

Definition:

Compassionate or compelling circumstance: are those generally beyond the control of the student these can include but not limited to:

- Serious illness or injury: where a medical certificate states that the student was unable to attend classes.
- Bereavement of a close family member such as parents, siblings or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the students study.
- Traumatic experience which could include: Involvement in or witnessing a serious accident, witnessing or being the victim of a serious crime.

Responsibility:

| | Action | Timeframe |
|------------------------|---|--|
| Educator/ Assessor | Record attendance | On a daily basis twice a day once the student arrives and once the student leaves. |
| Administration officer | Records and monitors attendance via wisenet | Once a week |
| | Contact the students who are absent | As required |
| | File warning letters, medical certificate etc. | As required |
| | Conduct counselling meetings with student who are at risk | Once the students attendance falls below 85% |
| College Principal | Issue warning letter | Once the students attendance falls below 85% |
| | Issue intention to report students to the secretary of DEEWR | Once the student has failed to meet satisfactory attendance |
| | Report student who has failed to meet satisfactory attendance requirements to the secretary of DEEWR via PRISMS | 20 working day after the letter has been sent or after the complaints and appeals process has been finalised |

Procedure:

- 1.1 Student's attendance will be recorded on a daily basis by the teachers using Form 13 "Roll Call".
- 1.2 The students will need to sign in once they arrive and sign out once they leave. The teacher will sign and make comments such as the student was absent from class.

- 1.3 At the end of each day the teacher will give the roll call to the administration officer.
- 1.4 The administration officer enters the roll call electronically via wisenet once a week.
- 1.5 A minimum of 2 warning letter will be sent to students who are at risk of maintaining 80% attendance inviting them for a counselling session with the administration officer. During the counselling session the students will be reminded of Loura Business College Policy and Procedure and there Visa requirements.
- 1.6 The student will be informed that if his/her attendance has fallen below 80% that they may be reported to the Secretary of DEEWR and their student visa is at risk of being cancelled. Any questions regarding the student visa conditions and possible outcomes of breaches should be referred to DIAC.
- 1.7 Students who have failed to meet satisfactory attendance will be issued with a letter stating the student will be reported to the Secretary of DEEWR via PRISMs and they will have 20 working days from the date of the letter to access Loura Business College Complaints and Appeals process.

Records:

All documents relating to attendance such as medical certificates, letters or outcomes of counselling meeting will be filed and documented in the students personnel file.

Lack of communication regarding finances

It is your responsibility to ensure your fees are paid up to date. Your Student ID card will expire when your fees are due. You are advised to visit the Administration to bring your fees up to date. It is in your best interest to discuss any financial difficulties pro-actively with the Administrative Officer who may assist for a flexible payment plan.

Language/use of English on College Premises

At LBC we are well aware of the lifestyle changes that is faced by students when they come to study in another country and that speaking in your native tongue is often more comfortable for you. However, to assist you to study, live and work in the country of your choice, students **MUST** speak English at all times when on College premises. This will help you and fellow students to improve your level of English which will be of benefit to you during your studies, your community life and also in the workforce.

Conduct

Bringing the College into Disrepute On Campus / Off Campus;

The College will take disciplinary action against any student who brings the College into disrepute while on campus or during industry placement.

Illegal substances

Possession or use of illegal substances on campus will result in dismissal. Your obligations under the LBC Commitment require you to comply with the State and Government legislation. Possession and use of illegal substances is a criminal offence.

Unprofessional conduct

The College promotes an environment that is based on industry standards and professionalism. Your conduct should be exemplary reflecting the requirements set in the education industry.

Physical/Verbal Abuse

There is no place in a professional environment for either physical or verbal abuse. Students should be responsible for creating a supportive and harmonious environment.

Academic Dishonesty

The College culture respects all individuals.

Academic Dishonesty may be defined as any attempt by a student or students (a group), to gain an unfair advantage in any assessments (including an assessment in practice) by deception or fraudulent means.

Breaches of the rules regarding academic dishonesty will be dealt with as per the policy and procedure.

Theft

Any student who steals from another student or member of staff will be dismissed from the College.

Evidence of Smoking Inside Designated Areas

For health, safety and environmental reasons the College has a 'No Smoking' policy. It is therefore forbidden to smoke in any area of the College and within a 20 meter radius of the College. Breach of this policy will lead to disciplinary action.

Inappropriate Language in College public areas

Your conversations in public areas may be overheard by other students, staff or guests. The College requests your awareness of this factor.

Usage of Mobiles in Classroom

All mobile phones should be turned off whilst you are in any College lecture or practical class.

Inappropriate Grooming in College Hours

The College is a learning environment and has a professional standard. Ensure your leisure attire is appropriate and acceptable.

Possession of Hazardous Material/Implements

At no circumstance should any student possess harmful implements or any hazardous material that would jeopardise the safety and security of staff and students.

Damage to College Property

Ensure you treat College property as your own. All College property should be used with care and respect.

Removal of College Property

The removal of any items of equipment, mechanical, electrical or other belonging to the College from one area to another without permission may be viewed as theft and disciplinary action will follow. This includes food, glassware, crockery and cutlery. Eating and drinking in classrooms and computer labs is not allowed unless as part of a formal class.

Breaching Computer Security

Should the College become informed that the computers supplied in the computer room or any other area of the College have been tampered with in any way, to affect the current configuration or operational intent, the student(s) responsible for this will be dealt with as specified in the Code.

No attempt will be made by the College to recover files from student computers in the event of a repair or replacement of a computer. It is the student's responsibility to save files to a secure area other than the hard drive.

Computers owned by the College and running on the College network are the property of the College including all data stored on them. Any data which is part of the College system or stored on any part of any computer belonging to, or attached to the College system may be audited for the Functions of identifying violations of the student Code. Violations of the student Code in regards to computer security will be dealt with strongly and may result in loss of computer privileges, financial remuneration for repairs, suspension or expulsion.

Possible issues may include, but not be limited to:

1. Removal of individual components, i.e. hard disks, video cards, memory, modifying of operating systems loaded to machines;
2. Modifying of programs loaded to computers, eg. Microsoft Office;
3. Up-loading data or programs to hard disk drive;
4. Reformatting hard drive, requiring re-installation of operating system and programs;
5. Introduction of viruses to individual computers or to the server;
6. Knowingly using other students'/staff passwords and logons;
7. Modifying records stored on server or other computers;
8. Downloading or running of any program which is not part of the original College computer configuration. Doing so will imply it is of illegal or unethical nature;
9. Deliberately sending material or chain letters which is upsetting, constitutes sexual harassment racial vilification, or is considered to be a nuisance;
10. Intentionally misusing programs for the Function of financial gain or illegal Functions;
11. Intentionally prohibiting the running of maintenance and checking routines;
12. Deliberately sending messages using somebody else's name. Saving files on the hard drive of individual computers, or saving files on the server. Files found in and including e-mail is the

property of the College. Illicit material which are found on these items are considered in violation of the Code;

13. Attempting to defraud the network printer/copier. Any misuse or abuse of the printer/copier will be considered an attempt to defraud.
14. Physically damaging or altering computers, the copier/printer or any other equipment owned by LBC. Malicious damage of any sort will result in the equipment not being available for use and the cost of repair being reallocated as necessary.
15. Computers and e-mail are in place as an academic resource only. College assignments take priority over pleasure use of the computer or e-mail. Abuse of these materials that is illegal or unethical in nature is prohibited.

Appeal Rights

If any student feels they have not been treated fairly the following is available to them:

- Appeals process;
- Complaints policy as outlined in the student induction manual.

Monitoring Course Progress Policy & Procedure

Policy:

Loura Business College monitors, records and assesses the course progress of each student for each unit of competence of the course in which the students are enrolled.

All international students are required to comply with condition 8202 of their student VISA. This means maintain satisfactory course progress for each study period.

Students must successfully complete or demonstrate competency in at least 50% of the course requirements in a compulsory study period being every term (refer to pre-enrolment information for the duration). This means that 50% of the units defined in the term course progress report must be completed or demonstrated to achieve satisfactory course progress.

Loura Business College will notify students in writing and implement an intervention strategy to the students at risk of failing to meet course requirements.

If students fail to meet satisfactory course progress in a second consecutive compulsory study period, Loura Business College will notify the student in writing of its intention to report the student to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS for unsatisfactory course progress in two consecutive study periods. This action automatically alerts DIAC.

If the student thinks there are reasons why they should not be reported, the student may appeal against Loura Business College decision. The student may appeal if they believe one or more of the following have happened:

Loura Business College has not recorded or calculated your marks correctly.

There are compassionate or compelling reasons which have contributed to your unsatisfactory progress.

Loura Business College has not implemented the intervention strategy in accordance with its documented policies and procedures.

Loura Business College has not made the college's Course Progress Policy available to the student.

Definition: "successfully complete": achieve a minimum of 50%

Procedure:

1. Loura Business College assess the student course progress at the end of a study period
2. Loura Business College generates a course progress report for each study period
3. If the student is identified at risk of failing to meet course progress requirements Loura Business College will implement the intervention strategy.
4. Loura business college will send a letter to the student inviting him/her to attend a counseling meeting to discuss the reasons as to why the student is at risk and agree to a plan to improve the student progress.
5. The student will be reminded of Loura Business College course progress policy and, the satisfactory course progress is a student visa requirement.
6. The student will be informed that if he/she is assessed as making unsatisfactory course progress in a second consecutive compulsory study period. The student may be reported to the Secretary of DEEWR by the College Principle via PRISIMS and the student visa is at risk of being cancelled. Any questions regarding the student visa conditions and possible outcomes of breaches should be referred to DIAC.
7. If any student is deemed to be reported to DEEWR, he/she will be given an unsatisfactory course progress letter outlining the intention of Loura Business College intentions to report the student. Students are also notified that they may appeal against the decision within 20 days of the letter being issued. A student may appeal on the following grounds:
 - (a) Loura Business College has failed to record or calculate the student's marks accurately.
 - (b) The student has compassionate or compelling circumstances that impact on the student's capacity and/or ability to progress through the enrolled course or
 - (c) Loura Business College has not implemented the intervention strategies documented in this policy or referred to in other existing policies provided or made available to the student.
8. Where a student's appeal is successful Loura Business College will do the following depending on the findings of the appeals process:
 - (a) If an error was made in calculations and the student did make satisfactory course progress, Loura Business College will not report the student to DIAC.
 - (b) If Loura Business College has failed to record a student's marks, the college will correct this omission and the student will not be reported to DIAC.
 - (c) If the appeals process shows that satisfactory academic progress was not made due to compassionate or compelling circumstances, the student will not be reported to DIAC.
9. Loura Business College will then notify the Secretary of the Department of Education Employment and Workplace Relations(DEEWR) through the Provider Registration and International Student Management System (PRISMS). The report to DEEWR will result in the student being issued with a Section 20 notice outlining the breach of visa conditions. This report will require the student to present to DIAC within 28 working days from the issue date. if the student:
 - a) Chooses not to access the Complaints and Appeals process within the 20 working day period from Loura Business College notification of intention to report.
 - b) The student has withdrawn from the Client Complaints and Appeals process.
 - c) The Client Complaints and Appeals process is completed and the student's appeal was unsuccessful.

Intervention Strategy

Loura Business College will provide its students with all the support to assist them in achieving their learning outcomes as per student support policy.

Loura Business College Intervention strategy is activated when a student is deemed to be at risk of not meeting satisfactory course progress (Students must successfully complete or demonstrate competency in at least 50% of the course requirements in a compulsory study period (refer to pre-enrolment information for details on duration).

Loura Business College develops intervention strategy for each student on a case to case basis listed below is suggested actions taken by Loura Business College but not limited to.

| Steps | Who is responsible | Comments |
|---|--|--|
| Intervention strategy is activated | College Principal | A letter is sent out to the student inviting him/her to a counselling meeting to discuss the intervention. Students are welcomed to bring family member or friend with them. |
| | | Discussion of course suitability for which the student is enrolled into. EG, is the student completing a course suited to them? |
| Intervention strategies can cover but limited to: | College Principal/ Trainer/ Administration officer | English Language Support: Students requiring English language support will be referred to appropriate external originations which offer English language support. |
| | | Study skill support: Will be referred to their educator for extra support in relation to exam preparation, assessment preparation, and time management. |
| | | Welfare support: Student will be referred to the Administration officer, who then will refer the student to an appropriate external organisation which will be able to help with personal issues influencing course progress. |
| Study Plan | College Principal/ Trainer/ Administration Officer | An amended study plan may be required for a student who has an intervention strategy in place |
| Assessment | College Principal/ Trainer/ Assessor | Student are given the opportunity to demonstrate competency by undertaking re assessments as per the provisions of the reassessment policy |

Transfers to Other Institutions (International Students)

Department of Immigration and Citizenship (DIAC) regulations state that international students are required to remain at the institution which originally recruited them for the first 6 months of their program, unless they have obtained permission from their current provider to transfer.

Permission to change provider, including a letter of release, will only be granted in exceptional circumstances. A letter of release must be obtained by the student from their current provider i.e. where Loura Business College is not the provider, prior to transferring to Loura Business College. Loura Business College will only issue a CoE for intended students when it has sighted a letter of release.

Refund Policy

LBC acknowledges that Government Legislation requires tuition fees and application fees to be refunded in full if:

Provider Default

1. The course does not start on the agreed starting date which is notified in the Offer Letter.
2. The course stops being provided after it starts and before it is completed.
3. The course is not provided fully to the student because the college has a sanction imposed by a government regulator.
4. If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Refunds under the above conditions will be paid in full to the student within 14 days.

LBC may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.

LBC Enrolment & Refund Agreement

In making a contract to enroll in a course(s) at the LBC the Applicant acknowledges:

- That the information provided by the Applicant in their application is complete and correct.
- Agrees to be bound by the rules and regulations and any amendments made to the rules and regulations.
- Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the college
- Agrees to observe DIAC student visa requirements.
- Agrees to pay all fees required on or by the due date as notified in writing by the college or as per the invoice. A penalty of \$50 per week applies for late payment.
- LBC will access these fees in accordance with the procedures established by the State Government and the Australian Department of Education, Science and Training.
- Changes or variations to this contract attract a \$25 administrative fee.
- LBC reserves the right to accept or reject any application for Loura Business College enrolment at its discretion.
- LBC reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
- Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 14 days.

Student Default

NOTE: All applications for refund must be made in writing by way of the Application for Refund form (available from the LBC Reception area) and submitted to the Administration Officer by Registered mail, Courier or personal delivery as soon as practicable.

Student Misconduct;

The College reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.

- This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- Refer to the Student Complaints & Appeals Procedure on the college website if you wish to appeal the Refund Policy.

Refund details

| | |
|---|-------------------------------------|
| 1.Enrolment Fee | No Refund |
| 2. Tuition Fees | |
| Visa refused prior to course commencement | Full Refund* |
| Withdrawal at least 10 weeks prior to agreed start date | Full Refund* |
| Withdrawal at least 4 weeks prior to agreed start date | 75% refund* |
| Withdrawal less than 4 weeks prior to agreed start date | 60% refund* |
| Withdrawal after the agreed start date | No refund |
| Visa cancelled due to actions of the student | No refund |
| Course withdrawn by College | Full refund including enrolment fee |
| The College is unable to provide the course for which the original offer was made | Full refund including enrolment fee |
| Visa extension is refused | Return of unused tuition fees** |
| Withdrawal from study - current students (Notification of Withdrawal from Studies form must be received 2 weeks prior to term commencement by Student Administration.) | Refund of unused tuition fees |
| Compulsory Health Insurance (Student Visa holders only) | No Refund |

*Refunds granted may incur an education agent's fee

** Except "Visa refused prior to course commencement"

Fee and charges are subject to change from time to time, refer to college website for the latest update.

In extenuating and exceptional circumstances Loura Business College will consider waiving some of the conditions regarding refunds. Applications for waiving of Loura Business colleges rights must be made in writing to the CEO.

In addition to the above protection all students are recommended to obtain a copy of New Consumer Guide for International Students published by the NSW Department of Fair Trading. Copies are available from Reception or at the Department of Fair Trading

Leave of Absence

A Student is only permitted to take course leave (leave of absence) under very limited circumstances. The circumstances under which a leave of absence will be approved must be compelling or compassionate in nature. The ESOS Act requires that leave of absence be granted only on documented medical or compassionate grounds. Therefore, students must provide documented supporting evidence of their circumstances.

The College may accept absence for the following reasons:

1. Sickness If supported by a medical certificate from a registered medical practitioner.
2. Compassionate circumstances Illness or death of an immediate family member. The college may need to approve this in advance.
3. Religious/Cultural reasons. The College must approve this in advance.

The following are not acceptable reasons for absence:

1. Employment related issues
2. Unavailability of desired subjects at the college at a particular time
3. Transport or accommodation problems.

Except where specifically advised above, the student CoE cannot exceed the CRICOS registered course duration.

Permission to Work

Students who are granted a student visa with work rights are limited to 20 hours work per week while their course is in session. They may work full-time during semester breaks. Student visa holders found to be working in excess of their limited work rights may be subject to mandatory visa cancellation. If a student wishes to work while studying they must apply for a visa with 'permission to work' (Condition 8105) after they have commenced study. Part time work must not interfere with your studies or attendance at the College.

Right to External Appeal

The college policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

After completion of the internal appeals process students are at liberty to appeal to the college's external arbitrator who will provide an unbiased determination on the appeal which is binding on both parties.

An Overseas student may contact VETAB if the student is concerned about the conduct of the registered provider. The chief executive may under part 2, division 2 of the Act, suspend or cancel the registration of a provider or course. The dispute resolution process described in the policy does not prevent an overseas student from exercising the student's rights to other legal remedies. All disputes will be resolved in a reasonable time frame to allow for students on limited time because of visa requirements

Critical Incident Policy

In the event of a critical incident, Loura Business College recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. The Critical Incident policy

outlines Loura Business College's procedures for managing a critical incident. The policy will ensure that the College has an effective approach in responding to critical incidents as they occur; Appropriate support and counselling services available to those affected; and Appropriate training and information resources provided to staff.

Assistance is also available for students with special need i.e. religion or cultural needs.

Overseas Students Health Cover / Medibank Card Students who need assistance in obtaining Health Cover or who have paid for Health Cover should contact the reception desk.

Critical Incident

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

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non-life threatening events could still qualify as critical incidents.

Critical Incident Team

When a critical incident occurs, the CEO Mr. Sanjeev Loura will call a meeting with the appropriate staff to form a Critical Incident Team.

The CEO Mr. Sanjeev Loura is the contact point for all enquires relating to the Critical incident.

The Critical Incident Team is responsible for;

- assessing risks and response actions
- liaison with emergency and other services
- contact with students' relatives and other appropriate contacts
- liaison with other external bodies, such as home stays, carers or foreign embassies, and
- Counselling and managing students and staff not directly involved in the incident.

Action Plan

The Critical Incident Team/Critical Incident Coordinating Group will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies. This will include:

- creating and disseminating a plan and its procedures
- a review of the plan, and
- staff development and training.

Reporting and Recording of Incident and Action Taken

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify DEEWR and DIAC as soon as practical after the incident and in the case of a student's death or other

absence affecting the student's attendance, the incident will need to be reported via the Provider registration and International Student Management System (PRISMS). All aspects of the incident and its management will be recorded on the student files.

Follow-up and Evaluation

The LBC staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds. A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the Critical Incident Team/Critical Incident Coordinating Group and/or other stakeholders.

Resources

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