



CHOICE BUSINESS  
COLLEGE

# HANDBOOK FOR INTERNATIONAL STUDENTS

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## DISCLAIMER

Choice Business College makes every attempt to ensure that information distributed is accurate and up to date. However, from time to time, sections of this Student Handbook may be amended to reflect changes in Choice Business College Policies and Procedures or other matters related to the operations of the College.

The Student Handbook, available on the Choice Business College website, is the most current version. Anyone intending to act on any information contained in the Student Handbook should first check the Choice Business College website: <https://www.cbc.edu.au>.

The information provided in this Handbook is provided in good faith but without express or implied warranty. Choice Business College, its agents and employees, will not be liable for any loss or damage arising directly or indirectly from the possession, publication, use, or reliance on information obtained from this Handbook.

# IMPORTANT CONTACTS AT CHOICE BUSINESS COLLEGE

## General Contact Details

Phone: +61 2 9630 6999

<b>Principal Executive Officer</b>  <b>Chief Executive Officer</b>	Name: Simon Peppercorn Email: <a href="mailto:simon@cbc.edu.au">simon@cbc.edu.au</a> Phone: 02 9630 6999
<b>International Admissions Officer</b>	Name: Stephanie Wong Email: <a href="mailto:enrol@cbc.edu.au">enrol@cbc.edu.au</a> Phone: 02 9630 6999
<b>Academic Program Manager</b>	Name: Kurstie Richardson Email: <a href="mailto:pm@cbc.edu.au">pm@cbc.edu.au</a> Phone: 02 9630 6999
<b>Accounts – Student Fees</b>	Name: Tiffany Xu Email: <a href="mailto:payments@cbc.edu.au">payments@cbc.edu.au</a> Phone: 02 9630 6999
<b>Student Services Manager</b>  - Gold Coast Campus - Sydney CBD Campus - Parramatta Campus	Name: Ada Li Email: <a href="mailto:ada@cbc.edu.au">ada@cbc.edu.au</a> Phone: 02 9630 6999
<b>Student Services Manager – Melbourne Campus</b>	Name: Winnie Chang Email: <a href="mailto:winnie@cbc.edu.au">winnie@cbc.edu.au</a> Phone: (03) 9670 0656
<b>Gold Coast Campus Student Support Officer</b>	Name: Grace Chen Email: <a href="mailto:info.gc@cbc.edu.au">info.gc@cbc.edu.au</a> Phone: (07) 5532 3212
<b>Sydney Campus Student Support Officer</b>	Name: Cyrinda Huang Email: <a href="mailto:info.syd@cbc.edu.au">info.syd@cbc.edu.au</a> Phone: 02 9630 6999

<b>Parramatta Campus Student Support Officer</b>	Name: Janet Wan Email: info@cbc.edu.au Phone: 02 9630 6999
<b>Melbourne Campus Student Support Officer</b>	Name: Cecily Chen Email: info.mel@cbc.edu.au Phone: (03) 9670 0656
<b>Emergency Contact</b>	Police, Fire, Ambulance – Call ‘000’  Police (non-emergency) – 131394
<b>International Student Care Service</b>	1800 056 449
<b>Department of Home Affairs Address:</b>	26 Lee Street Sydney NSW 2000 Phone: 13 18 81 Opening Hours: 9am to 4pm Mon-Friday
<b>Overseas Students Ombudsman</b>	Tel: 1300 362 072 (in Australia) +61 2 6276 0111 (outside Australia) Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> Website: <a href="http://www.oso.gov.au">www.oso.gov.au</a> Postal Address: GPO Box 442, Canberra ACT 2601, Australia

# WELCOME TO CHOICE BUSINESS COLLEGE

Congratulations on your decision to study with Choice Business College (CBC).

CBC aims to provide the highest level of education services with focus on professionalism, excellent student support services, interactive and creative training programs and ensure that we maintain our position as one of the market leaders in international education services.

We believe that with our extensive knowledge, determination to provide the highest quality educational services, our great locations and first-class training resources, we can ensure our students have a memorable education with our college.

We are a multicultural environment and sensitive to all your cultural needs as an international student.

During this orientation, you will find everything you need to know about studying with us including an overview of Choice Business College, how our courses work, how to plan your studies, our obligations to you and your obligations to us, what support is available to you during your studies.

If you have any questions, you can contact our Student Support Team. We are here to help and support you in your learning journey with us.

Remember, **you are important to us** and we want to see you succeed.



**Simon Peppercorn**

Chief Executive Officer | Choice Business College



# ABOUT CHOICE BUSINESS COLLEGE

## Our Vision

CHOICE BUSINESS COLLEGE's vision is to be the Industry's first choice in nationally recognised and Accredited Training, nationally.

## Our Mission

Our mission is to provide quality training and assessment services across a range of selected industry areas in accordance with the National Training Packages to meet the needs of the industry.

## Our Values

- Act professionally, respectfully, responsibly and ethically at all times
- Conduct ourselves with integrity and accountability
- Be committed to meeting student needs
- Treat all people and entities with dignity and with regard for their backgrounds and cultures

Choice Business College is a Registered Training Organisation (RTO) who is regulated by the Australian Skills Quality Agency (ASQA). This authorises CBC to issue AQF Certification documents for any nationally recognised qualification on our scope of registration. Our RTO Code is 41297.

Choice Business College is also registered on the *Commonwealth Register of Institutions and Courses for Overseas Students* (CRICOS). This authorises CBC to enrol international students in accordance with the requirements of the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2018*. Our CRICOS Provider Code is 03444C.

## Our Obligation to our You

We want you to enjoy your experience, as a student with Choice Business College. Your success is our success.

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we also have a legal and ethical obligation to ensure the quality of the training and assessment services we provide.

We take these obligations and our commitment to you seriously. Our policies, procedures and organisational practices are developed to ensure we comply with all our obligations, as well as providing you the opportunity and support to successfully complete your course.

We are required to comply at all times with the Standards for Registered Training Organisations (RTOs) 2015, as well as the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

All RTOs and CRICOS providers are subject to audits from the national regulator, and are required to provide detailed reports on our training and assessment activities, **including student attendance, participation and progress.**

We are also required to issue students with their Australian Qualification Framework (AQF) certification documents once they have been found competent in all units of competency, within the course.

Where a student does not complete the full course, a Statement of Attainment will be issued for any units successfully completed.

If a student is concerned in any way that we are not living up to our obligations, they have the right to make a formal complaint. Please see the Complaints and Appeals section of this handbook for information on how to do so.

Choice Business College will:

- Provide all students with a safe and healthy learning environment free of discrimination.
- Provide all students with a training and assessment schedule.
- Provide all students with the appropriate unit of competency details included in their training plan.
- Treat all students with equality and with respect.
- Comply with all legislation affecting the learning environment.
- Provide students with learning opportunities and academic support, prior to being assessed.
- Provide opportunities and support to practice the skills and knowledge required to deem students competent.
- Deliver and record training and assessment outcomes.
- Provide students with access to their file records if requested.
- Provide training materials and recommend other resources for further learning opportunities.
- Assess student's skills and knowledge through observation and questioning using valid, reliable, flexible and fair assessment tools and processes.
- Give feedback to students on their progress.
- Provide results and review the assessment process after assessment.
- Remind students of the appeals process and options for further assessments, if they are unhappy with the results.

## ABOUT OUR COURSES

All Choice Business College courses, including all training and assessment, are wholly delivered by Choice Business College. By enrolling in one of our Courses, you are enrolling directly with Choice Business College and any qualification or Statements of Attainment issued to you, are issued by Choice Business College.

Qualifications and Statements of Attainment issued by Choice Business College, are recognised under the Australian Qualification Framework (AQF). This means that the qualification issued by CBC are recognised anywhere within in Australia and as a graduate of Choice Business College, you may be eligible for course credit towards a related undergraduate program at most Australian Universities.

### Course codes and durations

Qualification Code	Qualification Name	CRICOS Code	Duration
BSB50215	Diploma of Business	089457J	Total <b>30</b> weeks, which comprises of 25 study weeks and a total 5 weeks of breaks.
BSB51918	Diploma of Leadership and Management	098834C	Total <b>49</b> weeks , which comprises of 38 study weeks and 11 weeks of holiday
BSB61015	Advanced Diploma of Leadership and Management	090723G	Total <b>49</b> weeks, which comprises of 38 study weeks and 11 weeks of holiday.
SIT40516	Certificate IV in Commercial Cookery	093032M	Total <b>75</b> weeks, which comprises of 63 study weeks and 12 weeks of holiday.
SIT50416	Diploma of Hospitality Management [Cookery]	094319K	For students who have already completed the Certificate IV in Commercial Cookery, this course is delivered over a total <b>23–26</b> weeks, which comprises of 19 study weeks and 4 weeks holiday (7 weeks holiday if over Christmas period).

Each course is delivered using a blend of face-to-face learning and a combination of face-to-face and online assessment.

Face-to-face learning is provided in a physical classroom environment as well as real-time, instructor-led virtual classrooms.

Assessment activities include:

- Theory-based assessment
  - Short answer questions
  - Multiple choice
  - Verbal questioning
  - Case studies
- Observation-based (Skills) assessment
  - Practical activities
  - Role-plays and simulations

If you are enrolled in the SIT40516 Certificate IV in Commercial Cookery, you will also be required to attend our operational commercial training kitchen, for additional skills-based training - as well as undertake a period of mandatory Work Placement. Details regarding your practical training and Work Placement will be provided to you directly.

*There is an additional module in this online Orientation for Commercial Cookery students undertaking Work Placement.*

# Entry Criteria for Choice Business College Courses

The following entry criteria apply:

- Students must be a minimum of 18 years of age at enrolment.
- Student must have successfully completed High School Certificate (Australian Year 12) or overseas equivalent.
- Students must have sound English literacy skills, including:
  - Providing an IELTS certificate, showing an overall band 5.5 (with no individual band below 5.0), OR
  - Where an IELTS certificate is not necessary as part of their visa application, undertake Choice Business College's Language, Literacy and Numeracy (LLN) Assessment and achieve the following ACSF Levels:
    - Learning – Level 3
    - Reading – Level 4
    - Writing – Level 4
    - Oral Communication – Level 4
    - Numeracy – Level 4

**It is also an entry requirement that Students must have access to a computer with Microsoft Word, Excel and PowerPoint (or compatible software) an internet browser and internet access.**

## Course Credit

Credit Transfer is the recognition of learning achieved through formal education and training.

We acknowledge the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in statements of attainment and qualifications.

Where a student may wish to apply for credit transfer, they will be required to formally apply and submit an authenticated copy of their previously attained AQF documentation for review by Choice Business College's admission department.

## Recognition of Prior Learning

All students of Choice Business College are offered the opportunity to apply for Recognition of Prior Learning (RPL) at enrolment. Students may be granted credit or partial credit in recognition of skills and knowledge gained through work experience, life experience and/or prior training.

## STUDENT'S RIGHTS AND RESPONSIBILITIES

As a student, you have the right to:

- Expect the education and training you receive will be at a quality consistent with the Standards for Registered Training Organisations (RTOs) 2015.
- Be informed about personal information CBC collects about you, the right to review and correct that information and who CBC may share that information with.
- Be able to access CBC's complaints and appeals processes.

Your responsibilities include, but aren't limited to:

- Complying with the **Student Code of Conduct** and **Campus Rules**, as described both within the *Student Handbook* and at the campuses themselves. These rules may be updated from time to time.
- Providing accurate personal information to CBC, such as your contact details.
- Complying with CBC's *Academic Conduct Policy*.
- Complying with any other policy of the College.
- Behaving in a responsible and ethical manner.
- Obeying all relevant state laws for the campus into which you are enrolled.

### Student Code of Conduct

*General misconduct* is where a student:

- acts dishonestly.
- harasses, bullies or intimidates other students or staff.
- interferes with students or staff.
- prevents or disrupts the learning of others.
- disobeys/fails to comply with contractual or legal requirements.
- damages or steals the property or Intellectual Property (IP) of Choice Business College, or the property of others.
- alters, defaces or improperly accesses Choice Business College documents or records.
- prejudices the reputation of Choice Business College or otherwise acts in an improper manner.

*General misconduct* includes the misuse of any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or the manner in which students are able to access to those systems. It also includes the sharing of logins and passwords.

*General misconduct* is deemed to be a breach of the Student Code of Conduct. All students are required to adhere to Choice Business College's Student Code of Conduct, at all times.

**Breaches of the Student Code of Conduct may result in a written warning, being reported to the student's agent or even suspension or cancellation of a student's enrolment, at the discretion of the Director or Chief/Principal Executive Officer.**

Under the Student Code of Conduct, students are expected to:

- Treat all others with fairness, dignity and respect at all times, especially when there is disagreement.
- Not initiate or participate in the harassment, victimisation, or disruption of the learning or work others.
- Not discriminate against others, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability.
- Not behave in such a way that may be interpreted as bullying, intimidating or abusive.
- Not bring into any premises being used for training purposes, any articles or items that may threaten or compromise the safety of self or others.
- Respect differences in people, their ideas and opinions.
- Act with honesty and integrity.
- Provide accurate information for enrolment and payments.
- Be considerate, polite and courteous at all times.
- Take responsibility for their actions.
- Respect the privacy and confidentiality of staff and students.
- Show care and regard for the property and safety of others.
- Follow dress and safety guidelines.
- Respect copyright and intellectual property of Choice Business College.

## **Change of address or contact details**

Maintaining current student contact details are a condition of an Australian student visa.

Any student visa holder who moves to a new address must notify Department of Home Affairs and the Choice Business College within 7 days of the change. It is a requirement of student visa conditions that student contact details are kept up to date with the education provider.

In cases where Choice Business College issues notices to students and the student has not advised Choice Business College of changes to contact details, the notice is still deemed to have been issued.

The student remains responsible for ensuring current and accurate contact details are provided to the College at all times.

**Failure to provide current and accurate details may impact on student visa status, particularly if important communications from Choice Business College are not responded to, as a result of being sent to the wrong address.**

## Campus Rules

Students are expected to comply with these rules while on campus or attending a training kitchen. Breaches of these rules may result in disciplinary action, up to and including suspension or expulsion from the course.

1. Choice Business College expressly prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited items or weapons of any description on campus at any time. Any student identified as possessing these items on campus will immediately be removed from campus and their enrolment will be cancelled. Any illegal activity will be report to the Police.
2. Choice Business College is a smoke free environment. Smoking is not permitted on campus, under any circumstances. Smoking is also not permitted in the bathrooms or near the entrances and exits to buildings.
3. Mobile phones must be turned off before entry into classrooms or any training/assessment environment, unless prior arrangement has been made with the trainer, teacher or person in charge.
4. Students must always follow the directions of their teacher/trainer, management or administration staff.
5. Students are required to wear appropriate safety clothing and use equipment safely.
6. Students must not use inappropriate or offensive language, signs, or gestures
7. Violent behaviour will not be tolerated. Violent activity will be reported to the police and the offending student removed from campus.
8. Racist language or behaviour will not be tolerated.
9. Sexual harassment will not be tolerated.
10. Other person's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Choice Business College accepts no responsibility for personal property lost or stolen.
11. Students are to NOT interfere with or disrupt any other student's ability to learn or interfere with their learning experience.
12. Clothing and conduct must be appropriate and not cause offence to any person.
13. Eating is not permitted inside the classroom. Hot or cold drinks, such as tea or coffee or water, may be taken into the classroom, if approved by the trainer/teacher. All empty containers must be removed by the student.

**All disciplinary matters will be handled by the Director or the Chief Executive Officer.**

## Housekeeping

Failure to ensure that the training areas are kept neat and tidy may create unnecessary hazards. All students are responsible for maintaining a neat and tidy classroom. This involves:

- Not consuming food in the classrooms.
- Removing all personal rubbish or placing it in the bins provided.
- Ensuring aisles and doorways are clear and free from obstruction (such as bags) at all times so as not to cause additional hazards including trip, or fall hazards.
- Tidying up after yourself in the communal areas such as the break-out areas, kitchen and so on.

Failure to ensure that the training areas are kept neat and tidy may create unnecessary hazards. All students are responsible for maintaining a neat and tidy classroom. This involves:

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- Removing all personal rubbish or placing it in the bins provided.
- Ensuring aisles and doorways are clear and free from obstruction (such as bags) at all times so as not to cause additional hazards including trip, or fall hazards.
- Tidying up after yourself in the communal areas such as the break-out areas, kitchen and so on.

## Hygiene

The following hygiene requirements are applicable to all students:

- Maintain personal cleanliness by bathing regularly
- Use deodorant/antiperspirant to minimise body odours.
- No heavily scented perfumes, colognes, or lotions. These can cause allergic reactions, migraines and respiratory difficulty for students and staff
- Regular hand washing and the use of hand sanitisers as a protection against the spread of illnesses
- Do not sneeze or cough without covering your nose and mouth
- Do not leave the toilet without washing your hands
- Any exposed cut or burn must be covered with a first aid dressing.

If you are suffering from an infectious or contagious disease or illness such as COVID-19, rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

## STUDYING WITH CHOICE BUSINESS COLLEGE

To participate in any of the courses delivered by Choice Business College students will be required to have access to a working computer (desktop or laptop) with:

- Internet access
- Microsoft Office or equivalent software
- Web browser such as Google Chrome, Microsoft Edge or Safari

Printing and scanning facilities are available on-campus, for a small fee.

Sometimes courses, or parts of courses may be delivered in a real-time, instructor-led virtual-classroom environment. Your PC, laptop or other device will need a functional webcam and microphone, to participate in these classes.

### Learning and Assessment

Each course requires students to participate in training and assessment. This includes attending a minimum of 20 hours of scheduled classes or virtual live online classes per week, and actively engaging in the various learning activities – such as:

- lectures
- required reading
- case-studies and roleplays
- watching videos as instructed by your trainer
- reviewing a range of study materials.

All study materials are provided in English. All assessments must be submitted in English.

### What is Competency-Based Assessment?

Competency-based assessment is the process of collecting evidence and making judgements on whether an individual has achieved competence. This confirms that an individual can perform to the standard expected in the workplace and expressed in the nationally endorsed training package.

Just as learner drivers must demonstrate that they can drive a car by allowing the examiner to observe them actually driving, Choice Business College students demonstrate competence by undergoing an formal assessment process. Assessment may involve a variety of methods.

Depending on the course, assessment activities can include:

- written assessment
- practical demonstrations
- role-plays
- third-party observations and other evidence collected during mandatory work placement\

Completing and submitting assessment activities is a mandatory requirement for the courses. **A successful result is needed for every assessment**, to satisfactorily meet the requirements for each unit within the course and to enable the issuing of accredited certification documentation or other certificates.

## Rules of Evidence

Evidence collected and used to confirm that a student is competent, must meet the four 'Rules of Evidence'.

<b>Valid</b>	The assessor is assured that the learner has the skills, knowledge and attributes described in the module or unit of competency and associated assessment requirements.
<b>Sufficient</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of the student's competency.
<b>Authentic</b>	The assessor is assured that the evidence presented for assessment is the student's own work.
<b>Current</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Whilst students will be supported by their trainers in completing the assessment, it is the responsibility of the student study the learning materials provided, practice any practical task and adequately demonstrate their knowledge and skills, before they will be deemed competent.

Trainers and assessors will not 'provide the answers' to students. They will instead refer to students to the relevant parts of their learning, to help the student in acquiring the required knowledge. Any student attempting to coerce the trainer/assessor to providing the answers or otherwise evade the assessment process will be in breach of the *Academic Conduct Policy* and penalties may apply.

Students will be generally given three attempts at completing an assessment activity. Additional attempts may require the student to repeat certain topics or units before being able to apply for a re-assessment. Additional re-assessments after the third attempt may incur additional charges.

There is no work-based training with our courses, with the exception of the SIT40516 Certificate IV in Commercial Cookery, which requires students to work in an approved commercial hospitality environment (kitchen) for up to 240 hours. This is known as 'work-placement' and is a mandatory requirement for that course.

*Specific details regarding work-placement will be provided to students entering the SIT40516 Certificate IV in Commercial Cookery, separately to this handbook.*

# ENGLISH LANGUAGE INTENSIVE COURSE FOR OVERSEAS STUDENTS (ELICOS)

COURSE NAME	CRICOS CODE	DURATION (Weeks)
General English (Elementary to Advanced)	098026B	60
English for Academic Purposes (Upper Intermediate to Advanced)	098027A	30

## **General English (Elementary to Advanced)**

This course is intended for students wishing to learn English for a variety of different purposes. The macro-skills of Reading, Writing, Speaking and Listening will be studied in conjunction with an electives program that allows students to enhance their skills in relation with their individual learning needs.

The course is delivered over 60 study weeks, which includes 10 weeks of structured holiday breaks.

The course has been designed to run at 5 proficiency levels (10 study weeks per level)

- Level 1: Elementary
- Level 2: Pre-Intermediate
- Level 3: Intermediate
- Level 4: Upper Intermediate
- Level 5: Advanced

There are no specific entry requirements for this course.

## **English for Academic Purposes (Upper Intermediate to Advanced)**

This course is designed to introduce international English students to Western higher educational concepts and culture. EAP 2 (English for Academic Purposes – Upper Intermediate) serves as a transition into theory-related Vocational Education and Training and EAP 3 (English for Academic Purposes - Advanced) prepares students for the demands of Undergraduate and Post-graduate studies. This course is delivered over 24 study weeks (12 weeks - each level) with 6 weeks of structured holiday breaks.

### **Entry Requirements**

Students entering this course will require a level of English which allows them to access sufficient language to understand and attempt the types of texts and tasks required in language levels equivalent to Upper Intermediate ELICOS studies (approx. IELTS 5.5 or equivalent.)

Both ELICOS programs – General English (GE) and English for Academic Purposes (EAP) are delivered face to face a minimum of 20 hours per week. This may be in a physical or virtual (online) classroom.

Qualification Code	Course Name	CRICOS Code	Duration (Weeks)
SIT40516	Certificate IV in Commercial Cookery*	09032M	75
SIT50416	Diploma of Hospitality Management	094319K	62
BSB50215	Diploma of Business	089457J	30
BSB51918	Diploma of Leadership and Management	098834C	49
BSB61015	Advanced Diploma of Leadership and Management	090723G	49

\*SIT40516 Certificate IV in Commercial Cookery includes a work placement component. This includes completing 192 hours, across 48 complete food service periods, in a commercial workplace environment. This workplace training is not to be considered as paid employment.

This course also includes a practical training component, requiring the students attend Choice Business College's training kitchen, for the campus into which they are enrolled.

## General Entry Requirements for VET courses.

### ENGLISH:

English proficiency level requirement: IELTS 5.5 or equivalent

### ACADEMIC:

Provide evidence of a Vocational Education/university Certificate (Australian) of up to Cert IV or equivalent to Year 12 Academic qualification

**NOTE: Every application is individually assessed.**

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course details on our website [www.cbc.edu.au](http://www.cbc.edu.au).

Note: RPL is not available for ELICOS courses.

Choice Business College has no arrangements with any other party in the delivery of any of its courses.

## Unique Student Identifier (USI)

All students – other than ELICOS students - undertaking an accredited VET course with Choice Business College are required to have a USI as part of the Enrolment Process, prior to commencing training. Please note:- without a USI VET qualifications or Statements of Attainment cannot be issued.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

International students studying in Australia require a USI. All international students in Australia will have been issued with a Student Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.

The USI will:

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements
- give students more control over their VET information

The Unique Student Identifier (USI) can be obtained by logging on to [www.usi.gov.au](http://www.usi.gov.au).

## Student Orientation

Students undertake a detailed online orientation, prior to a Campus Induction and commencement of their studies.

Choice Business College will provide students with information about all aspects of the course and the student's rights and responsibilities specifically relating to participation in the course. The purpose of the 'Orientation' and 'Induction' is to provide an overview of the course itself, and important information regarding how the College can assist the student with their learning.

While the Orientation is delivered online, and the induction is delivered on-campus.

Participation in Orientation and Induction by the student is mandatory.

## COURSE ATTENDANCE

All courses are delivered face to face – either in a physical or virtual online live classroom. Students are provided a schedule for each course, which details the class dates and times for every week of each term – as well as the dates of each term break.

Students are required to attend their classes for a **minimum of 20 scheduled hours per week** but are strongly encouraged to attend ALL classes (100%) for their course, to gain optimum learning.

Attendance in class is electronically recorded in the College's Student Management System, and monitored on an ongoing basis. This is part of Choice Business College's approach to ensuring students are progressing satisfactorily through their course and to enable the College to provide additional support or intervention, where required.

Students are made aware of attendance requirements through a variety of methods including:

- This orientation session
- The Student Handbook
- Other information you were provided prior to enrolment; and
- Throughout the course, particularly where a student may be identified as being 'at risk' of not meeting the required attendance requirements.

Any student that may have concerns with their ability to meet these attendance requirements, their academic progress or other related issues that are placing them at risk of not achieving the requirements for their course should contact their Student Support Officer or email [info@cbc.edu.au](mailto:info@cbc.edu.au).

## ACADEMIC PROGRESS

Choice Business Colleges monitors the progress of its students, to ensure that academic goals are being met and that students are achieving satisfactory outcomes.

For all students, other than ELICOS students, the following definitions apply:

**Satisfactory Progress:** Students who are meeting all or most of their assessment deadlines and achieving satisfactory outcomes for all or most of the competencies being assessed are deemed to have satisfactory progression.

**At risk:** A student is considered to be at risk if they fail to meet three or more assessment deadlines or if they fail to achieve satisfactory outcomes in three or more of the competency standards being assessed. Students may also be deemed to be at risk based on other evidence at the discretion of a trainer and assessor, in consultation with the Academic Program Manager.

**Unsatisfactory Progress:** A student's progress is deemed to be unsatisfactory if they are failing to meet the majority of assessment deadlines or if they are failing to achieve satisfactory outcomes in the majority of competency areas being assessed.

Any student identified as having attendance issues, deemed to be at risk, or not making satisfactory progress will be issued with a *1st Warning Letter* for Unsatisfactory Attendance/Academic Progress and will be contacted and counselled by the Trainer/Assessor/Teacher.

The Trainer/Assessor/Teacher will discuss the issue with the student and will document the following, putting a copy onto the student's profile, in the College's Student Management System. This will form part of the student's record:

- Any obstacles faced by the student that have contributed lack of participation or impeded progression;
- Learning support and personal support strategies and tactics to be put in place to assist the student in overcoming the obstacles identified;
- Specific improvement objectives agreed upon by both the student and the trainer/assessor/teacher;
- A specific time frame for the achievement of the agreed improvement objectives;
- Measures for monitoring and communicating about the effectiveness of the support strategies and tactics.

Should the student attendance issue, at-risk status or their academic progress not improve, the student will be contacted by the Student Support Officer or Academic Program Manager to arrange an intervention meeting.

The intervention meeting will include discussion relating to their course progress and a *2nd Warning Letter* is issued. The Academic Program Manager or Director of Studies will also consider the need to refer to the student to an external support service. This may include:

- English language support services, to assist with written assessments and comprehension of the learning materials;
- Assistance with academic and study skills; or
- Student counselling support if there are matters of a personal nature affecting the student's engagement in the course.

Where a student has demonstrated through their communications with the college, their attendance record, and assessment submission attempts that they are making a genuine effort to successfully complete their course, The Academic Program Manager or Director of Studies may also consider:

- Scheduling 'make-up' sessions;
- Reviewing the suitability of the course for the student and possible transfer, if appropriate;
- Providing the student an opportunity to repeat the unit in the next term; or
- Regularly scheduled contact with the student, to monitor their progress

## **ABSENTEEISM**

Students must contact the College every time they will be absent, prior to the regular class time, via email or phone. Students who do not advise the College of absences will be contacted/counselled by the Student Support Officer, Academic Program manager or another staff member.

All absences due to illness must be accompanied by a medical certificate that states the student was unable to attend classes.

Note: The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, massage therapists, iridologists, psychics etc.

**Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week. Any absences for five (5) consecutive days without approval will be investigated as a matter of urgency.**

A Student Support officer will attempt to contact the student. If student is not able to be contacted their Next of Kin and agent will be contacted.

The Student Support Officer will counsel student on the importance of notifying the College when absent.

If contact cannot be made the Student Support Officer will inform the CEO and the relevant authorities will be notified (e.g. Police, Department of Home Affairs etc). The Next of Kin will also be contacted.

## **CANCELLATION OF ENROLMENT**

If a student fails to meet the requirements for satisfactory course progression after the above intervention strategies have been applied, the College will issue a *Notice of Intention to Report – Unsatisfactory Progress/Attendance*. This letter will include advice regarding the College's intention to cancel the student's Confirmation of Enrolment.

The student can access the Choice Business College's complaints and appeals process, up to 20 business days from the date of issue of the letter.

The student is advised to seek advice from the Department of Home Affairs on the potential impact on their visa, if the *Confirmation of Enrolment* has been cancelled.

If following receipt of this letter:

- the student chooses to not initiate an appeal within 20 business days of issue of the letter; or
- if the appeal is unsuccessful; or
- if the health or wellbeing of the student or the wellbeing of others is likely to be at risk

the student's enrolment will be deemed to be cancelled and a cancellation letter will be issued to the student.

# ACADEMIC CONDUCT POLICY

## Purpose

Choice Business College (CBC) places significant value on the principles of academic integrity, across all aspects of its learning and assessment services.

The purpose of this policy is to describe the standards that are expected in terms of the academic conduct of students, staff and contractors to CBC

## Scope

This policy applies to all prospective and enrolled students of CBC, as well as all staff and contractors – past and present. It incorporates all elements of the student's learning and assessment with CBC, including Recognition of Prior Learning (RPL).

All agents have been advised of Choice Business College's Academic Conduct Policy and it is reinforced within the learning and assessment systems themselves.

## Responsibility

This policy is enforced by the Chief Executive Officer however all staff and students have an obligation to report any breaches of this policy. Trainers and assessors are responsible for reminding all students of this policy at the commencement of any assessment activity.

## Policy

This policy is provided to all students upon enrolment into any Choice Business College course and prior to any assessment taking place – including RPL. It is also provided to all staff and contractors on commencement of their duties with Choice Business College.

All staff and students are afforded the presumption that they will comply with this policy. However, CBC will implement tools and strategies to confirm compliance and take immediate action, where there is evidence that a breach has occurred.

Staff and students who comply with this policy act honestly and ethically at all times and do not deliberately seek to undermine the principles of academic integrity.

*Academic misconduct* is defined as any attempt to cheat, falsify, collude, plagiarise or otherwise act dishonestly, in undertaking any assessment task, or assisting other students to do so. This includes any attempt to gain advantage from unauthorised possession or use of Choice Business College's learning or assessment materials or other intellectual property.

Any staff member, contractor or student who gains, or attempts to gain advantage or assists any other person to gain advantage through unfair means or any action which is in breach of this policy, regardless of the success of the attempt is considered to have engaged in *academic misconduct* and is considered to be in direct breach of this policy.

Any attempt, regardless of the outcome, to not comply with this policy, which includes to:

- Misrepresent
- Collude
- Cheat
- Plagiarise
- Falsify
- Otherwise act deceptively or dishonestly when undertaking or facilitating an assessment task

whether by deliberate act or omission – including assisting others to do so – is deemed to be a breach of this policy.

Breaches of this policy also include:

- any attempt by a student to mislead or deceive a trainer/assessor about their identity, knowledge or skills or the originality of their work
- any attempt to persuade, harass or intimidate a trainer/assessor to not conduct an assessment of any student in accordance with the Choice Business College's *Assessment Policy and Procedures*, assessment instructions or to invalidate any part of the assessment process.

Cheating may also include breaching any process for undertaking assessment tasks, compromising the assessment activities of other students, or impersonating a student or enabling a person to impersonate a student in any assessment activity.

Any person accused of not complying with this Academic Conduct Policy is regarded as innocent of the alleged misconduct, until they have either admitted to it or been found by proper investigation to have so behaved.

## **Procedure**

In all instances where breaches of this policy are identified, the Chief Executive Officer is to be notified by the person who identifies the breach.

The Chief Executive Officer will review the circumstances of the misconduct and consult with the Group Vocational Compliance and Risk Manager (GVCRM).

The Chief Executive Officer or delegated staff member will investigate the misconduct. This will include reviewing any previously submitted assessments for evidence of previous potential breaches of this policy. Where a breach of this policy is confirmed to have occurred, the Chief Executive Officer will determine the penalty or other course of action in consultation with relevant academic staff and the GVCRM.

The final decision regarding the outcome of the investigation and resulting actions rests with the Chief Executive Officer. Where a student is found to have breached this policy, Choice Business College will take disciplinary action. This action may include, but is not limited to:

- A formal caution being issued;
- A requirement to re-sit an assessment or undertake additional assessment, at additional cost to the student;
- Cancellation of enrolment regardless of progress;

- Exclusion from future enrolment with Choice Business College, and/or
- Report incidents that are in breach of this policy to the appropriate regulator, where required by regulations or licensing conditions.

Students are notified in writing of penalties as a consequence of any breach of this policy, and are afforded the right of appeal. The grounds for appeal are:

- Procedural irregularities, and/or
- Not being afforded an opportunity to explain their actions; and/or
- Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision.

Notwithstanding any rights available to the student under Australian Consumer Law, whether or not a refund is granted is at the discretion of Choice Business College. A decision will be made in line with Choice Business College's Refund Policy. If a refund is granted, Choice Business College will deduct an administration fee from the refund amount for time and resources used in providing administrative and other services to the student.

Any staff member found to have willfully breached this policy may be subject to summary dismissal.

# **BULLYING AND HARRASSMENT POLICY**

## **Purpose**

Choice Business College is committed to providing an environment that is pleasant for students and staff to learn and work in and which is conducive to good workplace relations.

Bullying or harassment decrease productivity, increases absenteeism, and is also against the law. For these reasons, bullying and harassment will not be tolerated at Choice Business College.

This policy aims to ensure that all students and employees are not subjected to any unwanted bullying or harassment. It outlines Choice Business College's approach to dealing with bullying, harassment, discrimination and any unreasonable behaviour in the learning environment and workplace.

## **Policy**

This policy applies to all students and employees of Choice Business College and its companies and all individual contractors and employees of contractors engaged by Choice Business College (together referred to in this policy as employees).

This policy is not limited to the campus/workplace – it may include College-related functions and activities, external training and other events and activities provided by Choice Business College.

Students and Employees should be aware that they can be held legally responsible for their unlawful acts. Students and Employees, who aid, abet or encourage other persons to harass or bully can also be held accountable and subject to disciplinary processes.

Choice Business College has a legal responsibility to take reasonable steps to prevent harassment and bullying from happening in the learning environment and workplace. This involves educating students and employees about harassment and bullying, putting in place this policy, implementing reporting procedures and ensuring compliance by all students and employees.

If you make a complaint of harassment or bullying, it will be taken very seriously and will be dealt with sympathetically and in a confidential manner. Complainants will not be victimised or treated unfairly for making a complaint.

If a complainant is not satisfied with the way in which Choice Business College has dealt with their complaint, they can seek further advice from an outside agency such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination agency or other relevant government agency.

Any person who has been found to have harassed, discriminated against or victimised another person may be disciplined. The discipline will be appropriate to the severity of the offence but may involve warning, suspension, expulsion, or dismissal. Similarly, any person been found to have made a complaint that is vexatious or based on facts that the complainant ought to reasonably believe to be untrue will also be subject to disciplinary action.

## What is Bullying?

Bullying includes physical abuse and psychological abuse. Violent behaviour is a highly objectionable form of bullying. Note however, that it can be manifested in more subtle ways that impact on the health and well-being of the victims of bullying.

Examples of bullying behaviour include, but are not limited to:

- Abusive, insulting or offensive language or comments
- Aggressive or intimidating conduct
- Belittling or humiliating comments
- Teasing or ridicule
- Victimisation
- Deliberately excluding someone from work-related activities
- Setting tasks that are unreasonably below or beyond a person's capabilities
- Sustained and/or aggressive criticism without merit
- Spreading malicious rumours or misinformation

Bullying is harmful to the victims and the learning/workplace culture. Choice Business College's policy is to totally oppose bullying, without differentiating between students or levels of employee. In other words, if a Student, a Manager or a junior employee are guilty of bullying then no favouritism will be shown to the Student or the Manager compared to the junior employee – and so on.

## What is harassment?

Harassment can take a number of forms. The most common form of harassment is sexual harassment – in other words, any behaviour of a sexual nature that is unwelcome and has the effect of offending, intimidating or humiliating the person being harassed. It does not require an intention to harass nor does it require the recipient to ask for the behaviour to stop.

- Sexual harassment includes, but is not limited to:
- Lewd jokes or sexual comments/innuendo, or sexually offensive language
- Commenting about someone's body or sexual behaviours
- Displaying, circulating or discussing sexually explicit or suggestive materials
- Inappropriate leering, touching or other physical behaviour
- Repeatedly requesting a dating or sexual relationship
- Repeatedly asking a person unwelcome questions about their personal life

(Remember, the key element of sexual harassment is that it is unwelcome behaviour. It has nothing to do with mutual attraction, or private, consenting friendships, whether sexual or not).

Harassment can also be based on other grounds including, but not limited to:

- race/ethnicity
- disability/impairment, including illness
- age
- pregnancy
- relationship status
- physical features
- gender identity
- family responsibilities

- religious belief
- political conviction

Harassment in the campus or workplace can create an unpleasant or even hostile learning or work environment. Harassment makes study or work difficult for everyone - the person being harassed, any employee witnessing the harassment and the person inflicting the harassment.

Harassment generally is identified through a pattern of unwelcome behaviour; however, it can consist of just one act where this is of a serious nature. All that is required to constitute harassment is that a reasonable person would consider that the person being harassed would be offended, humiliated or intimidated by the behaviour in question.

Bullying and harassing behaviour does not include:

- Expressing differences of opinion
- Offering constructive feedback, guidance, or advice about learning activities or outcomes or work-related behaviour
- *Reasonable action* taken by the College, relating to the management and direction of students or workers in the place of learning or employment

Examples of *reasonable actions* include, but are not limited to:

- Reasonable direction and instruction relating to day-to-day tasks
- Setting realistic and achievable learning and/or performance goals
- Fair and appropriate rostering and allocation of working hours
- Transferring a worker to another area or role for operational reasons
- Deciding to not select a worker for promotion where fair and transparent processes are followed
- Leading an underperforming worker through a performance management process
- Taking disciplinary action, including suspension or terminating employment, where appropriate or justified under the circumstances

Other unacceptable conduct related to this policy include:

*Victimisation* – this refers to unfavourable treatment of a person because of the person’s involvement as a complainant or as a witness to a complaint/grievance. Unfavourable treatment could include exclusion, adverse changes to the work environment, harassment, discrimination, bullying or other forms of adverse actions.

Choice Business College will not tolerate victimisation of any person who reports or helps someone else to report instances of discrimination, bullying, harassment, vilification or participates in an investigation of such a report.

*Vilification* – which includes any act which may incite hatred, serious contempt or severe ridicule towards another student or employee because of their race, colour, sexual preference, gender identity, disability or impairment or any other protected personal characteristic.

### **Are you suffering harassment or bullying?**

All students and employees must appreciate that raising an allegation of harassment, discrimination or victimisation against another person is a serious matter. Regardless of whether the complaint is substantiated, the act of raising the complaint will have significant and often permanent

consequences both personally and professionally for the other party. Choice Business College will not tolerate abuse of the processes outlined in this policy or the making of vexatious complaints.

Reporting of harassment, victimisation or discrimination is purely voluntary and not mandatory. However, if a student or employee decides to not raise the issue in the manner outlined in this policy or chooses to not seek external help, Choice Business College expects that this will be the end of the matter. In particular, the student or employee must not seek to progress the issue informally (for example, allowing the matter to be the subject of innuendo or gossip or by harassing the other party in return). Breach of this aspect of the policy may attract disciplinary action.

All students and employees are required to treat any complaints under this policy confidentially and discuss a complaint only to assist its resolution. A serious form of victimisation can occur when coworkers discuss and take sides on complaints about potentially discriminatory or harassing behaviour. Students and employees are encouraged to come forward, to obtain assistance from the nominated people to ensure any inappropriate conduct that exists does not continue.

If you need any more information about harassment or bullying you should contact your Trainer, Student Support Officer or the CEO.

### Bullying or Harassment Complaint Procedure

Procedure	Responsibility
<p>The complaints procedure is based on the principle that the rights and privacy of both parties to a complaint should be safeguarded. Choice Business College considers that it is important that any complaint under this policy is dealt with as promptly as possible and with sensitivity and discretion.</p> <p>If you feel that you are being harassed or bullied, there are a number of steps you should take:</p> <ul style="list-style-type: none"> <li>• Tell the person that their behaviour is not acceptable, and that you want it to stop. If you would feel too uncomfortable saying these things however, it will not mean that you don't have a valid claim. It is suggested that you keep record of all incidents with names, dates, witnesses and any response you make in respect to the incident.</li> <li>• If informal methods are not successful and the you wish to make a formal complaint, this must be in writing (see below).</li> <li>• Report the behaviour or incident to your Trainer, Student Support Officer or the CEO. <b>Do this immediately.</b></li> <li>• If you are not comfortable reporting the matter to any of these people, report the matter another trainer or manager within Choice Business College immediately.</li> </ul> <p>You must keep your complaint confidential - this will avoid gossip and the possibility of defamation proceedings against you or Choice Business College.</p>	<p>CEO &amp; GVCRM</p>

## Resolution Procedure

Procedure	Responsibility
<p>While the procedural requirements of the various bullying resolution mechanisms vary, in all cases:</p> <ul style="list-style-type: none"> <li>• bullying complaints are addressed sensitively, promptly and in accordance with relevant policy and the principles of natural justice</li> <li>• all reasonable steps are taken to respect the confidentiality of the people involved in a complaint</li> <li>• fairness and impartiality prevail throughout the appropriate resolution process - until a bullying complaint is investigated and a decision is made, a complaint is an allegation, not a fact</li> <li>• appropriate records are maintained throughout the resolution process</li> <li>• persons who notify a bullying complaint are protected from victimisation or reprisal</li> <li>• persons who notify a bullying complaint are regularly informed of the progress of the matter and of the consequences of any finding if the grievance is substantiated.</li> <li>• Where discrimination, bullying or harassment is found to have occurred, this may be considered as misconduct or serious misconduct and disciplinary action may be commenced against the person against whom the findings were made.</li> <li>• Details of the allegation, the investigation and findings are reported to the Director and the CEO.</li> <li>• The Director, in consultation with the CEO, will determine whether or not disciplinary action should be commenced against the person(s) subject to the findings.</li> <li>• The CEO will provide written advice of the outcome of the investigation to the complainant and the respondent.</li> <li>• Complaints which at any stage of an investigation are found to be unsubstantiated, misconceived, frivolous, vexatious or not lawful by reason of a provision contained in legislation, or in breach of this Procedure, Choice Business College, by Notice in writing addressed to the Complainant, dismiss the Complaint.</li> <li>• Employees or Student who deliberately make false or malicious complaints, may be subjected to disciplinary action.</li> </ul>	<p>CEO &amp; GVCRM</p>

# COMPLAINTS AND APPEALS POLICY

## Purpose

The purpose of this policy and procedure is to outline Choice Business College's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015, as well as compliance with the of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 10.

## Responsibility

The Chief Executive Officer (CEO) is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students are made aware of its availability.

## Policy

### Informal and Formal Complaints

It is recommended that Complainants try to resolve a complaint informally. Where the concern relates to the training or assessment, the Complainant is encouraged to approach the trainer(s) of their course and/or where necessary the Student Support Officer at their Campus.

Where the Complainant is not satisfied with the results of this informal approach and wishes to take the matter further, the process described in this policy and procedure are followed.

Please note that it is not mandatory for Complainants to raise a complaint informally, before proceeding to a formal complaint.

Where someone wishes to lodge a formal complaint they are encouraged to do so using the Complaints and Appeals Form available from the Student Support Officer at the Campus, or from the [Choice Business College website](#) or by requesting a form via email, from [info@cbc.edu.au](mailto:info@cbc.edu.au) and sending it to:

**The Chief Executive Officer  
CHOICE BUSINESS COLLEGE  
Suite 2, Level 5, 460 Church St  
Parramatta, NSW 2150.**

### General Complaints Handling Principles

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

When making a complaint or appeal, the complainant is advised to provide as much information as possible to enable Choice Business College to investigate and determine an appropriate solution.

This should include:

- Specific details regarding the complaint itself, or the decision that is being appealed – including dates and times, where possible.
- Any evidence that supports the complaint or appeal.
- Details about any steps already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Choice Business College responds to all complaints regarding the conduct or practices of:

- The RTO, its trainers and assessors and other staff.
- Any third-party providing Services on behalf of Choice Business College and including education agents.
- Any student or client of Choice Business College.

Complaints may be made in relation to any of Choice Business College's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

The Complainant and any Respondent(s) have the opportunity to present their case at each stage of the procedure.

An appeal is a request for a decision made by Choice Business College to be reviewed. This can include decisions relating to:

- course admissions
- refunds
- outcomes of a complaint
- assessment outcomes / results
- other general decisions made by Choice Business College

## **Complaint resolution**

Choice Business College is committed to a procedurally fair complaints and appeals process that is objective and transparent and follows the principles of natural justice. Through this policy and procedure, Choice Business College ensures that complaints and appeals:

- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.

- Are able to be resolved at no cost to the individual, where the matter is not referred to independent parties for review.
- Are used to identify potential opportunities for continuous improvement and implementation of strategies or systems to prevent the issues from recurring.

Choice Business College will communicate with and inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

No complainant, staff, student or other stakeholder is disadvantaged in any way during the complaint and resolution process.

At all stages of the process, discussions relating to complaints and appeals are recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure are provided to the Complainant and/or any Respondent if requested.

### **Timeframes for resolution**

The complaint or appeal will be acknowledged in writing within 5 business days of receipt.

The complaints and appeals process will commence within 20 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Where Choice Business College considers more than 30 calendar days are required to process and finalise the complaint or appeal, CBC informs the complainant in writing, including the reasons why more than 60 calendar days are required and updates the complainant on the progress of their complaint.

### **Resolution of complaints and appeals**

- Some members of the management team of Choice Business College may be involved in resolving complaints and appeals as outlined in the procedures – excluding any staff member who may be the subject of the complaint.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for

the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

- The enrolment status of student will be handled as follows:
  - For domestic students that choose to access this policy and procedure, Choice Business College will maintain the student's enrolment while the complaints and appeals process is ongoing.
  - For international students, Choice Business College will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Choice Business College maintains the student's enrolment as follows:
    - If the appeal is against Choice Business College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Choice Business College's decision to report.
    - If the appeal is against Choice Business College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Choice Business College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

## Independent Parties

Choice Business College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Choice Business College.

- For domestic students, complainants and appellants are able to use their own external party at their own cost. Domestic students may also access the external complaint avenues indicated below free of charge.
- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
- Choice Business College will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Choice Business College.

## External complaint avenues

If the complaint remains unresolved, the complainant is able to request a review from an appropriate independent third party by contacting the National Training Complaints Hotline: Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally or via Email: [skilling@education.gov.au](mailto:skilling@education.gov.au).

Alternatively, Complainants may request that their complaint is directly referred to an independent mediator by writing to:

**The Chief Executive Officer  
Choice Business College  
Suite 2, Level 5, 460 Church St  
Parramatta, NSW 2150**

It is not the role of the Australian Skills Quality Authority (ASQA) to act as an advocate for individual student complaints.

## The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to Choice Business College:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Choice Business College.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

### 1. Records of complaints and appeals

Choice Business College will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

### 2. Publication

This policy and procedure will be published in the Student Handbook and on Choice Business College's website.

## CHOICE BUSINESS COLLEGE CAMPUSES

### Gold Coast Campus

Choice Business College has its registered head office and one of its campus centrally located in the heart of Southport, on the Queensland Gold Coast. Just north of Surfers Paradise, it is one of the major business centres of the Gold Coast and close to the dazzling Broadwater and the Southport Spit. Southport is only a five-minute drive from the 57 kilometres of coastline, with incredible sandy beaches and the tourist hub of Surfers Paradise.

You are never too far away from great shopping, fabulous restaurants, and cafes. Gold Coast is also famous for being home to Dreamworld, Movieworld, Sea World and Wet'n'Wild theme parks.

### Sydney City Campus

Sydney has been ranked as the [3<sup>rd</sup> most liveable city in 2019](#) and is increasingly popular as the most famous Australian city in the world due to many famous landmarks. Sydney harbour is world famous for its 200km of shoreline and has many of Sydney's most famous landmarks right on its waters edge such as the Sydney Opera House and the Sydney Harbour Bridge.

Our Sydney City Campus is located on Kent Street, in the heart of the city. It is easily accessible, being just a five-minute walk to Town Hall station.

### Sydney - Parramatta Campus

CBC Sydney – Parramatta Campus is conveniently located in Parramatta, 23 km west of Sydney CBD.

Parramatta is Sydney's second CBD, as well as being the historic heart of [Western Sydney](#). The city of Parramatta is a multicultural hub and home to people of a wide range of nationalities, religions and cultures.

With easy access to public transport, accommodation, restaurants, shops and parks, this exciting area provides a wealth of activities for students to enjoy while studying at Choice Business College.

### Melbourne Campus

Our Melbourne campus is centrally located in the Melbourne CBD and is surrounded with cultural attractions, abundant public transport, accommodation, gardens, restaurants and nightlife.

With its centralised location, activities and a wealth of opportunity exist in every direction. Choice Business College Melbourne provides a fantastic place to live, study and start a rewarding career pathway.

Ranked in 2019 as the [2<sup>nd</sup> most liveable city](#), Melbourne is a mix of old and new. Exclusive shopping arcades and the bustling Queen Victoria Market, along with historical landmarks from centuries ago, blend in with modern office towers. With its thriving arts scene, Melbourne is often dubbed Australia's cultural capital.

**All CBC campuses are close to the public transport, shopping, and other services. Each campus is equipped with computers, free WiFi internet, tea/coffee making facilities and quiet study areas.**

Whilst our main campus is located in Parramatta NSW, our registered Head Office is located at our Gold Coast Campus.

## **Gold Coast Campus (Head Office)**

**Address:**

G104/ G105 Australia Fair (Entry from Nerang St)  
Southport  
Queensland 4215  
Phone: (07) 5532 3212

## **Melbourne Campus**

**Address:**

Level 6, 341 Queen Street  
Melbourne Vic 3000  
Phone: (03) 9670 0656

## **Parramatta Campus**

**Address:**

Suite 2 Level 5, 460 Church Street  
Parramatta NSW 2150  
Phone: (02) 9630 6999

## **Sydney City Campus**

**Address:**

Suite 301, L3 and Suite 701, L7 at 541 Kent Street  
Sydney NSW 2000  
Phone: (02) 9630 6999

Practical training for our Commercial Cookery courses is delivered in purpose-built training kitchens, fully equipped to commercial kitchen standards. They are located at:

### **Gold Coast Campus Kitchen**

**Address:**

G104/ G105 Australia Fair (Entry from Nerang St)  
Southport, Queensland 4215

### **Melbourne Kitchen**

**Address:**

54-56 Latrobe Street,  
Melbourne, Victoria 3000

### **Sydney Kitchen**

**Address:**

65 Holt St  
Surry Hills, NSW 2010

The classrooms within the CHOICE BUSINESS COLLEGE campuses are modern, air-conditioned rooms that are set up for effective learning. WiFi is provided at all campuses, for staff and students.

Trainers are responsible for setting up classrooms, prior to the commencement of class. Trainers are also responsible for leaving the classroom in a clean and tidy condition, with the assistance of students, where required.

All campuses are equipped with computers for students to conduct self-paced learning, or carry out assessments, where needed. In addition, all campuses have a small student library, to support ELICOS students in their studies.

Each campus has printing and photocopy facilities available for staff. These facilities are also accessible by students, at a small fee.

## INFORMATION ABOUT LIVING, WORKING AND STUDYING IN AUSTRALIA

The following information is intended to assist you in preparing to travel and prepare to study in Australia. The information provided was correct at the time of publication, but may be subject to change. If you identify something that needs to be amended, or you find any broken links, please let us know.

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport, safety and so much more.

GOLD COAST	MELBOURNE	SYDNEY / PARRAMATTA
<a href="#">Study Queensland</a> <a href="#">Study Gold Coast</a>	<a href="#">Study Melbourne</a> <a href="#">Visit Melbourne</a>	<a href="#">Study Sydney</a> <a href="#">Sydney Tourist and Transport</a>
<a href="#">Education and living costs in Australia</a>		

The [Study in Australia](#) site is owned by the Australian Government and has comprehensive current information on all aspects of studying in Australia including:

- Entry requirements
- Living costs and accommodation
- Student visa options
- Insurance
- Banking
- Working while studying
- Cost of living
- Student support
- Health cover
- Legislation and much more.

## Working in Australia

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions.

Pay rates and workplace conditions are set by Australian law. [The Pay and Conditions Tool](#) (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The Fair Work Ombudsman can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.

For information on employee entitlements, the [FairWork Ombudsman](#) provides important details.

### Your employer cannot cancel your visa.

Only the Department of Home Affairs (DHA) can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions.

If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

When you start working in Australia, it is a good idea to keep a diary of days and hours worked keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

All visa holders who believe they might have been exploited or underpaid should approach the [Fair Work Ombudsman \(FWO\)](#) through the Fair Work Infoline on 13 13 94. The Ombudsman also has an [anonymous reporting service](#).

## Safety

We take your safety seriously, so we strongly advise you to visit all the links below, to be very well informed on all aspects of your safety, during your time in Australia. The links below also cover insurance, phone, internet, and banking.

Students coming to Australia need to be aware of the vastly different conditions, such as swimming at our beaches and swimming safety as well as becoming aware of sun safety.

If you have any difficulty accessing these links please advise the College to enable us to assist you.

[SUN AND WATER SAFETY](#)

[FIRE SAFETY](#)

[EMERGENCY INFORMATION](#)

[PERSONAL SAFETY](#)

## Other Important websites

### [Overseas Students Ombudsman](#)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Call: 1300 362 072

### [Department of Home Affairs \(DHA\)](#)

The Australian Government's Department of Home Affairs, provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

### [Subclass 500 Student Visa - Rules and Requirements](#)

[Education Provider Default](#) (if CBC can no longer offer your course for study)

## Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Completing your course within the duration specified on the COE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued a letter (approval) of release from the College to attend another training provider
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

See the full list of [mandatory and discretionary student visa conditions](#) including rules for working while studying.

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with the Department of Home Affairs on your behalf, but please note that you are not obliged to use a migration agent to lodge any kind of visa application.

## Education Agents

Education agents promote various Australian education programs and training providers internationally and are a good way for students to apply to study in Australia.

Agents are experienced in assisting with international student applications and applying for visas.

Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle-free for students. Most do not charge for their service, as they collect a commission from the training provider you choose to attend. However, some agents do charge small amounts or offer additional services for which they may require the payment of a fee. You can check our [website](#), to see a current list of agents we recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**

## Arranging Travel

Students will need to make their own travel arrangements to and within Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation, to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

We can arrange pick up from the airport, for a small fee.

Once you have your travel details you should advise the College.

## Things to do before traveling to Australia

- Apply for your passport
- Arrange your student visa
- Make contact with the College
- Complete required forms with the College
- Make any required payments to the College
- Arrange for immunisations and medications from your doctor
- Apply for a credit card and/or arrange sufficient funds to support your stay in Australia
- Confirm overseas access to your funds with your bank
- Make your travel arrangements
- Arrange your mandatory insurances / OSHC
- Advise the College of your travel details
- Arrange suitable accommodation
- Arrange transport from the airport to your accommodation
- Pack your bags, being sure to include the following:
  - Name and contact details of a College representative
  - Enough local currency for taxis, buses, phone calls etc. in the event of an emergency
  - Important documents:
    - A printed copy of the Student Handbook.
    - Passport
    - Letter of Offer
    - Confirmation of Enrolment (CoE)
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or certified copy)
    - Receipts of any payments paid to the college
    - Medical records and / or prescriptions.

**If you are travelling with your family, you will need to include their documents as well.**

Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## What NOT to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on your Incoming Passenger Card, which you will receive on the plane. Students have received on-the-spot fines for not declaring items.

For further information, including luggage restrictions, and other tips for travelers to Australia, visit the [Australian Border Force](#) website.

## Upon arrival in Australia

- Call home
- Settle into your accommodation
- Contact Choice Business College
- Purchase household items and food
- Enrol your children in the local school (if applicable)
- Attend the scheduled International Student Orientation at CBC (compulsory)
- Advise the College of your address, phone and email
- Ensure you are issued your student ID card
- Advise your health insurance company of your local address
- Open a local bank account
- Apply for an Australian tax file number (TFN) if seeking work
- Become involved in student life and associations (eg music, sporting and cultural clubs)
- Keep copies of all payments you make to the College
- Keep a copy of your Student Contract and any other documentation issued to you by the College

## Accommodations Options in Australia while studying

### Choosing Where to Live

Most students want to live within walking distance of their campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Whilst studying with the college your accommodation options are:

### Homestay

The Homestay experience helps visiting students absorb and understand Australian culture & customs while studying here. It is a cultural exchange between the local host (homestay) family and the visiting international student, who lives with the homestay family while studying in Australia.

Eastern Shores International Homestay is an established accommodation service offered to education providers and International students.

<http://www.esinternational.com.au/>

## **Renting**

Renting a property is when you enter into a written agreement with a 'Landlord' to reside in a property. You can either rent a property as a single or shared arrangement or have flatmates (perhaps other students). There are several websites you can look at for choosing a rental property:

[www.realestate.com.au](http://www.realestate.com.au)

[www.domain.com.au](http://www.domain.com.au)

[www.gumtree.com.au](http://www.gumtree.com.au)

## **Bringing Family**

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances on the [DHA website](#)).

Family members can include your spouse, and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

### **Some issues to Consider**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into their studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia, it is important to consider the following issues:

- The cost of airfares for your family to and from Australia
- Possible higher rent for a larger home
- Limited employment opportunities for your spouse
- Extra costs for food, clothing, and other necessities
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia
- Waiting lists for childcare centres
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time

For more information visit:

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

## **Child Care**

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school

## **Schools:**

If you would like to bring your children to Australia with you; it is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.

[Search for a state or private school in the area.](#)

School fees can range from \$7,800 to \$30,000. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

## Overseas student health cover (OSHC)

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also cover the cost of emergency ambulance transport and limited prescription drugs. The Department of Home Affairs requires all overseas students to maintain OSHC for the duration of time they are in Australia.

**IMPORTANTLY, YOU MUST HAVE OSHC FOR THE ENTIRE DURATION OF YOUR COURSE - AS A CONDITION OF STUDYING IN AUSTRALIA**

Students will be able to purchase OSHC through the College, at the enrolment stage. Students can also purchase their OSHC through their Education Agent or directly from one of the approved OSHC providers. If you do not buy your OSHC through the College you must provide evidence of your insurance, no later than your Orientation.

OSHC is offered by five health insurance providers that have signed an agreement with the Australian Government can provide OSHC.

### OSHC Providers

[Allianz](#)

[Medibank](#)

[NIB](#)

[BUPA](#)

[AHM](#)

You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Some students may be exempt from enrolling in the OSHC such as students from countries where Governments may have reciprocal health agreements, for students in Australia.

Note: Only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

[OSHC FACTSHEET \(Australian Government\)](#)