



International Student Pre-Enrolment Information

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1 RTO REGISTRATION

Austech Business Institute (ABI) is a Registered Training Organisation (RTO), registered by Australian Skills Quality Authority (ASQA) ABI is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

2 NATIONALLY ACCREDITED & RECOGNISED COURSES

All courses are nationally accredited and recognised, fulfilling the requirements of the Business Services Training Packages. Courses on our scope of registration are as follows:

- BSB40515 Certificate IV in Business Administration CRICOS Code: 087048J
 - BSB51915 Diploma of Leadership and Management CRICOS Code: 089421K
 - BSB61015 Advanced Diploma of Leadership and Management CRICOS Code: 089422J
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3 PROTECTION OF FEES

Provider Default

In the case of ABI not being able to provide the training services as paid for, all student tuition fees paid to ABI are protected through ABI membership of the Tuition Protection Scheme (TPS).

Fees Paid in Advance

To protect student fee instalments paid in advance, ABI complies with the 2015 RTO Standards and does not require any instalment to be in excess of \$1500 in total.

4 LEGISLATIVE REQUIREMENTS

ABI follows all relevant Commonwealth and State laws covering WHS, workplace harassment, victimisation and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the Act, EEO, Access & Equity and Anti-Discrimination and Harassment Acts, and ABI Code of Practice.

5 FACILITIES AND EQUIPMENT

ABI provides students with access to necessary instructional and assessment facilities, materials and equipment.

Training facilities available include:

- Training facilities and equipment set up safely and securely
 - Adequate acoustics, ventilation and lighting
 - Amenities for meal breaks
 - Toilet facilities
 - Computers with up to date software
 - Fast internet access and free internet facilities for all students
 - Selected reference material
-

6 ACCESS AND EQUITY

We are committed to providing opportunities to all people for advancement in training on an equitable basis, irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Hence through documented policy and procedure ABI ensures that:

- All applicants have equal access to all ABI pre-registration information and registration advice
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- All applications are screened and places offered according to the specified ABI and course entry requirements
- All participants have equal access to our programs
- All participants are expected to behave towards other participants and ABI staff with due consideration to access and equity i.e. without prejudice, harassment or exclusion
- Any issues or questions raised regarding access and equity will be treated fairly and equitably through the ABI Complaints and Appeals procedure.

The principles of Access and Equity are covered at our student induction and regularly reviewed to ensure the correct interpretation and applications are provided and adhered to.

7 STUDENT SELECTION AND ENROLMENT

Student selection and registration into ABI is based upon clients satisfying, ABI (under CRICOS) and course entry criteria. ABI entry criteria includes: covering English proficiency (min. IELTS score of 5.5 or the equivalent), academic qualifications (min. completion of the HSC or the equivalent), work experience, age (min. 18 years) and visa status (as per assessment levels for the country of origin). Course entry criteria is specific to each course on scope and is provided on the course brochures and the website

Certified copies of all documents must be submitted upon application.

CRICOS requirements can be found at www.immi.gov.au

8 FINANCIAL STATUS

Under current country assessment levels, students from Assessment level 1 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from Assessment level 2-3 countries must have evidence that they have funds totalling \$AU18000 per year of study in Australia. Students accompanied by a spouse should add 35% per annum.

9 STUDENTS WITH SCHOOL-AGED DEPENDANTS

Students should add a further 20% per annum if they have at least 1 child (plus AUD\$8000 per annum or the cost of schooling) if the child is of school age and 15% per annum per additional child (plus AUD\$8000 per annum or the cost of schooling) if the children are of school age

10 INDUCTION

All registering students are required to undertake an induction procedure provided by appropriate ABI staff. During this procedure students will be provided with a Student Handbook and all ABI and course policies and procedures will be explained.

11 STUDENT SUPPORT, WELFARE AND GUIDANCE

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see Institute Staff for free advice relating to study on:

Managing your time

- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

Our Director of Studies will act as a Student Contact Officer in all matters that we can assist you with.

ABI is aware that as a training organisation it cannot fully provide for all types of support requirements. The following table identifies the ABI support capabilities and applicants need to make a decision prior to registration if ABI provides the services that they require

ABI Student Support Capabilities: Costs and limitations:		
1. Applicants conditions: this includes student disability or any physical attribute or life situation or condition that might influence the student’s ability or to complete their training successfully.		
Support provided by ABI	Costs	Limitations
<u>Handicapped/Wheelchair Access</u> The premises has handicapped access through a ramp and door buzzer at the rear of the premises – Disabled lift access	NA	NA
ABI will provide printed information on course in <ul style="list-style-type: none"> • larger print • electronic format to allow the student to amplify on screen or to print in a format which meets the students learning needs • tutorials can be recorded Assessments Knowledge can be undertaken as verbal assessments	NA NA NA NA	Course rules or practical assessments requiring physical demonstrations may not be able to be undertaken by a blind person – this lies outside of ABI control ABI does not have the expertise to convert to brail – this lies outside of ABI capability

<p>Practical: as research based can be assisted i.e. written by a third party– through prior arrangement with ABI to ensure that the work submitted is that of the student</p>	<p>NA by ABI but assistors might charge the student for their services</p>	
<p>ABI courseware is visual based i.e. printed</p> <p>Tutorials can be recorded and provided to the student to get them transcribed</p> <p>Assessments are written</p> <p>Practical demonstrations may use the assistance of a signer to ensure WHS and any assessor feedback or instruction are understood</p>	<p>NA</p> <p>Student Personal cost of using this service</p>	
<p>Assessments may be undertaken as written or oral</p> <p>Assistance in tutorials by signers etc. allowed</p>	<p>NA</p> <p>NA by ABI</p>	
<p>This depends on the nature of the issue and type of support required</p> <p>ABI has a list of external support services which the student can use</p>	<p>NA by ABI</p>	<p>ABI does not employ staff with Mental/psychological/emotional training- this lies outside of the RTO capabilities</p>
<p>The RTO has a list of external support services which the student can use</p> <p>Critical incident as a crisis amongst the current student body will be managed by ABI Critical Incident Committee</p>	<p>NA by ABI</p> <p>NA by ABI</p>	<p>The Critical Incident Committee may need to use outside help depending on the Critical incident</p>
<p>Extra tutorial and assessment assistance can be organized through ABI with ABI trainers/assessors</p> <p>External LLN services – information provided to student</p>	<p>NA by ABI</p> <p>Charges by external providers</p>	

Extra tutorial and assessment assistance can be organized through ABI with ABI trainers/assessors	NA by ABI	
External LLN services – information provided to student	Charges by external providers	
Not an issue of concern to ABI unless disability involved. See above	As above	

12 QUALITY TRAINING AND ASSESSMENT

All ABI training and assessments comply with the compliance standards and the requirements of the relevant national training package.

These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

13 TERMS AND CONDITIONS

ABI requires all students to access and understand all ABI and course information available on the website, at reception and included in the institute application and marketing material. Students will be required to sign a declaration that they have read and understood all terms and conditions before registration and will be bound by these conditions once registration is complete.

14 FLEXIBLE DELIVERY AND MEETING STUDENT DELIVERY NEEDS

Where possible and in compliance with CRICOS, RTO Standards and course requirements and within the capabilities of ABI, reasonable adjustments will be made to delivery methods to cater for individual student requirements.

As CRICOS listed courses, these courses are delivered on site as face to face supervised and assisted tutorials in English following competency based training. Students are advised to bring their own laptops the class. ABI does not deliver on-line

Reasonable adjustments to delivery strategies might include:

- Providing oral rather than written assessment
- Extra tutorials
- IT assistance

Student learning needs will, be established through the enrolment process.

15 FLEXIBLE ASSESSMENT AND MEETING STUDENT ASSESMENT NEEDS

All assessment tasks are designed to allow students to demonstrate that they can satisfactorily complete all tasks as required by the competency units comprising the course being undertaken

Trainers will assess student assessment needs at the start and assessment tasks may include formal exams, research assignments, presentations, demonstrations, reports, simulations, computer based productions, group and individual work. Assessment tasks are constructed upon the principles of validity, reliability and fairness and follow an Assessment Validation Policy.

Based on individual needs reasonable adjustments to assessment strategies might include:

- Providing oral rather than written assessment
- allowing additional time or the use of a computer in a written test to complete responses for a candidate who is physically impaired, and that impairment contributes to the time to complete the test
- asking a candidate to record responses on a video or audio tape where they have difficult writing
- using an interpreter during assessment tasks
- varying an assessment task to produce the same outcomes, but via different methods

16 RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

ABI recognises the AQF and VET qualifications and Statements of Attainment issued by any other RTOs. This service is provided to students through the Recognition of Prior Learning (RPL) and Credit Transfer (CT) process.

ABI recognises that students will have acquired vocational skills from a variety of different sources including formal training, work experience, life experience, other training etc. and that these skills are valid, irrespective of how they were acquired.

Hence ABI provides all registering students the opportunity to have their prior learning recognised through a formal RPL and CT process at the time enrolment with ABI. All students must apply for RPL and CT at Enrolment and as a result RPL candidates will have an ABI RPL Candidate Kit sent to them and an ABI Assessor will contact them to discuss the RPL process and guide them through it.

CT Candidates are required to complete the CT Application at the time of their enrolment and submit the Application with all required verified copies of supporting evidence.

ABI will issue a written RPL and CT outcome letter to all applicants.

Any UOC for which the student obtains CT or RPL will not need to be assessed again. The total course duration and course fees will be reduced accordingly. This might affect student visa and students should obtain professional advice before proceeding.

Note

1. ABI does not charge for CT but there is a charge for RPL.
2. RPL might require the candidate to seek Australian recognition of foreign qualifications and experience

17 COMPLAINTS AND APPEALS PROCEDURES

ABI follows a Complaints/Appeals Policy and Procedure ensuring that all student complaints and appeals are considered confidentially with expediency and to the satisfaction of all parties involved.

Students have available to them an Internal Dispute Resolution Process for both academic and non-academic complaints and appeals and if this does not reach a satisfactory resolution an external procedure is available.

International students are able to access the International Student Ombudsman for all complaints and appeals against providers

Note that students may include a support person and their own independent advisors at any stage of the resolution process and the existence or use of the ABI process does not remove the right of the student to seek independent legal representation.

18 COURSE DEFERAL

Students on student visa are not permitted to defer their course unless on grounds of medical reasons (illness) or other exceptional circumstances beyond the students control.

Students must fill up the application for course deferral and specify the duration and reason for the deferral. ABI will notify a Student Course Variation via PRISMS.

19 STUDENT LEAVE

It is not recommended that any student on student visa take extra leave outside the official ABI study breaks. If there are exceptional circumstances students on Student Visas may apply for a course deferral on medical grounds or on compassionate reasons.

20 FEES

All course fees and charges are payable in Australian Dollars (AUD). ABI will reduce total course duration and fees on a pro-rata basis for CT and RPL.

All fees and charges must be paid by the due date shown on the letter of offer and/or invoice. A penalty may be applied to late tuition fees.

Students may be precluded from attending class, receiving results, sitting tests / exams if tuition fees have not been paid in full by the date written on their Offer Letter.

If students need to repeat a subject(s) a pro rata tuition fee is payable.

Fees are subject to change with notice to students. ABI will honour the tuition fees quoted for enrolled students only if the student commences tuition within 12 months of enrolment date.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed the first fee plus all other fees including learning material costs and other levied fees is required to be paid. Each terms fee must be paid by the commencement of the relevant term.

If the tuition fee is not paid on time then a late payment fees will apply as follows:

- 7 days overdue \$200
- 14 days overdue \$400

Should fees remain overdue for more than 14 days ABI will inform the student of their intention to report them for non-payment of fees via PRISMS

Whilst student fees are outstanding students will not be permitted to attend their scheduled class until such time as the outstanding fees have been paid.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

It should also be noted that any school aged dependents accompanying you to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

21 CURRENT ABI TUITION FEES

Course	CRICOS Code	Tuition Fee	Duration Tuition + Breaks (Weeks)
Business Courses			
BSB40515 Certificate IV in Business Administration	087048J	\$5,400	20 + 6 = 26
BSB51915 Diploma of Leadership and Management	089421K	\$13,750	60 + 6 = 66
BSB61015 Advanced Diploma of Leadership and Management	089422J	\$19,500	90 + 8 = 98

22 SCHEDULE OF NON TUITION FEES

Application Fee (also known as Enrolment Fee)	\$250
Overdue tuition fee – 7 days	\$200
Overdue tuition fee – 14 days	\$400
Change of COE details	\$100
Deferral Application fee	\$150
Re-enrolment fee	\$500
RPL Application fee (Certificate IV in Business Administration per unit)	\$270
RPL Assessment fee (Diploma of Leadership and Management per unit)	\$570

RPL Assessment fee (Advanced Diploma of Leadership and Management per unit)	\$810
Theory Assessment Re-sit	\$180
Practical Assessment Re-sit	\$220
Interim Attendance letter	\$20
Interim Academic transcript	\$20
Re-issue of final documents	\$100

Note: The fees and charges stated above are subject to change or variation with notice to students

The \$250 enrolment fee which applies before enrolment for all courses is mandatory and this fee is non-refundable.

In the unlikely event of default by ABI, due to closure the protection of student tuition fees paid are protected by the Tuition Protection Scheme.

In the circumstances of provider default where the refund option is chosen by the student, ABI will refund the student all course fees. Refunds will be paid to students within 7 calendar days of the default day.

Situations where a provider default may occur include:

- 1) The course does not start of 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

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the college's expenses, then the college is relieved of its liability to make the payment. The student must advise the college in writing whether they agree to the alternative arrangement.

Refund Policy

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused by the DIBP prior to course commencement	Full refund
Withdrawal from registration 5 weeks or more prior to agreed start date	90% refund
Withdrawal from registration between 5 - 3 weeks prior to agreed start date	70% refund

Withdrawal from registration 3 or less weeks prior to agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Visa extension is refused	Return of unused tuition fees
Withdrawal from study - current students	For refund of unused tuition fees, <i>Notification of Withdrawal</i> form must be received by ABI 4 weeks prior to start date of the following semester(s)
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider
Airport Pick-up	Full Refund if cancelled 7 days prior to flight arrival

Tuition fees **will NOT be refunded** under the following circumstances:

1. Student whose enrolment is terminated for failure to comply with ABI's policies and procedures and the requirements of their Student Visa
2. Student cancels the enrolment less than two weeks prior the course commencement date.
3. Student cancels the enrolment after course commencement date.
4. Does not commence (i.e. Does not arrive, or has not arranged with ABI for a later start.)

Requests for refund should be made in writing to the CEO with documented evidence of the reason for the refund. Eligible refunds will be refunded within 7 calendar days of receipt of the claim.

All written Refund Requests will receive an outcome statement detailing the reason for declining the request and in the event of a request acceptance - how the refund amount was calculated.

Refunds will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the CEO (in the capacity of Financial Controller)

23 WITHDRAWAL FORM COMMENCED COURSE

In the event that an Austech student intends to transfer their study to another provider or terminate their study. One month notice in writing is required before the commencement date of the next semester. If less than one month notice is given, the student or an agent or parents have the obligation to pay the following semester fee according to the instalment indicates on the offer letter.

Students will need to fill out the Course Withdrawal Form to notify ABI the cease of their study. The form is available from ABI administration office upon request.

Note: If the Austech student intends to transfer to another provider within the first 6 months of their primary course with Austech the student must apply for a Letter of Release from Austech

24 BREACHES OF VISA REQUIREMENTS

Students registered under CRICOS are subject to attendance, academic and financial warning and reporting requirements and therefore to the ABI Warning and Reporting Policy and Procedure.

Students who have not been consistently attending their course or whose academic results are unsatisfactory will be contacted by Administration Officer to arrange an interview to discuss these matters.

Students below the 80% average course attendance rule, with unsatisfactory academic performance on a study period basis and with fees outstanding will be reported to the DIBP. Students may be advised in writing and required to attend a meeting with a DIBP official within 28 days after the day specified in the letter. Students must continue to attend ABI until advised by the DIBP.

25 SICK DAYS AND OTHER ABSENCES

Students registered under CRICOS should be advised that ABI is not permitted to enter sick days or any other days absent (unless granted Exceptional leave) on attendance records. All unofficial absences, sick or otherwise will be recorded as absences and subject to the above rulings.

26 CHANGE OF CONTACT DETAILS

All students are required to maintain current and accurate contact details with ABI at all times. In the event of a change in contact details students are required to complete a change of details form and submit to the Registrar within 5 working days of the change – but most preferably before.

27 DISCIPLINARY PROCEDURES

All ABI students are subject to Australian civil and criminal laws and to the ABI Disciplinary Policy and Procedure. ABI reserves the right to expel students who break these conditions. In such circumstances students will be reported immediately to the DIBP and the depending on the seriousness of the incident the Police involved.

28 CODE OF PRACTICE

ABI has a Code of Practice, which covers all its activities. Students will be provided with a copy of the code on request or in the Student Handbook at orientation to their course.

29 LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the participant to discuss their requirements.

30 STUDENTS RIGHTS and RESPONSIBILITIES

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;

- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the Institute's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within five days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions

Students have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - Following reasonable directions from a member of staff;
 - Not behaving in any way that may offend, embarrass or threaten others;
 - Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - Taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;

Not to smoke in non-smoking areas;

- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

31 ABI RESPONSIBILITIES

As an RTO (Registered Training Organisation), ABI is required to meet various obligations under the Australian Quality Training Framework, the Education Services for Overseas Students (ESOS) legislation and the National Code of Practice 2007.

These can be described broadly as:

- Being registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Meeting quality assurance standards and continuously reviewing and improving upon all aspects of the institute's training and assessment systems
- Complying with tuition and financial assurance requirements; and
- Encouraging overseas students recruited to study in Australia to comply with the conditions of their visas, and reporting those who do not.

For further information on the ESOS Act 2000 and the National Code of Practice 2007 can be found at: aei.dest.gov.au/AEI/ESOS/default.htm

32 CHANGE OF LOCATION OF PREMISES

If the Institute changes its location, students will be notified in writing at least three weeks before the re-location is to take place

33 OVERSEAS STUDENT HEALTH COVER

It is the responsibility of all students to ensure that they are members of a provider of Overseas Student Health Cover during their stay in Australia. Such cover is provided by either Medibank Private or AHM Australia.

34 ESOS FRAMEWORK

Training organisations that appear on the Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS) register are governed by the Education Services for Overseas Students (ESOS) framework.

This includes a number of legislative pieces, including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These regulations are in place to protect overseas students and to uphold high quality standards within Australian education institutes. Further information on the ESOS Framework can be found at aei.dest.gov.au/AEI/ESOS/default.htm

35 LIVING IN SYDNEY

ABOUT SYDNEY

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a variety of things you can do and see in Sydney when not studying.

ABI is located 15 minutes from Sydney International Airport, only 25 minutes by train from the Harbour Bridge, Opera House, Circular Quay, The Rocks and 5 minutes from Brighton Le-Sands Beach.

We're also a short stroll from the heart of Rockdale. Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy

36 GETTING TO ABI

ABI is located close to Arncliffe Station; ABI is easily accessible by train or bus. From Sydney you can catch a train on the Illawarra Line the journey takes 20 minutes and trains leave about every 10 to 15 minutes.

37 GETTING AROUND SYDNEY

Central Station has a direct train service to Sydney Airport plus train and coach services to most parts of the country. For weekends away, we can recommend the Blue Mountains and Jenolan Caves to Sydney's west, the Central Coast of NSW to Sydney's north, the South Coast of NSW to Sydney's south and the Hunter Valley wineries to Sydney's North West. Sydney and its surrounding areas also contain 37 National Parks (including the world's second-oldest National Park – the Royal National Park) with fantastic walking tracks and campsites, containing plants and animals you won't see anywhere else in the world.

38 TRAINS

There are frequent suburban train services leaving from Central station to Arncliffe Station, which is a few minutes' walk. For further information on Sydney Trains including timetables and fares go to www.cityrail.info

39 BUSES AND FERRIES

Sydney has many bus services between the suburbs and the city centre. Many bus services travel along George St. or Pitt Streets. Fares start from \$1.50 and depend on the travelling distance. Ask the bus driver for the exact fare. There are many ferry services from Circular Quay to suburbs around Sydney. You can use weekly travel passes or Ferry tens to make ferry travel cheaper. For further information on Sydney Bus Services go to www.sydneybuses.info and Sydney Ferries go to www.sydneyferries.info

40 TAXIS

It is usually easy to find a taxi in Sydney. Prices vary depending on the distance travelled. If you take a taxi on a toll-way you will have to pay the toll. You can take a taxi from a taxi rank, book one by telephone or you can 'hail' a taxi from the street.

41 WEATHER

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Each day may be a combination of seasons, so be prepared for rain, heat, or cold, wind and sunshine all in the one day. Perhaps you should carry an umbrella and something warm. Listen to the weather forecasts carefully

42 TRADING HOURS

Post Offices are open from 9:00 am to 5:00 p.m., Mondays to Fridays and in some shopping centre Post Offices are open on Saturday mornings from 9.00am till 1.00pm.

Banks are open from 9:30 am to 4:00 p.m., Monday to Thursday. They stay open till 5:00 p.m. on Friday and are closed on Saturdays and Sundays. There are a number of banks near the institute.

Shops are usually open from 9:00 am to 5:30 p.m. during the week, and many big stores stay open till 9:00 p.m. on Thursdays. They are open from 9:00 am until 4:00 p.m. on Saturdays and from 10.00 am and 5.00pm on Sundays as well. Most Coles and Woolworths supermarkets are open till midnight during the week and till about 10.00pm on the weekends.

43 BANKING

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards.

An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks

44 MEDICAL PROBLEMS

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

If you cannot come to college, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to the institute or the time you are away will affect your attendance.

Overseas students pay 15% of the cost of a visit to the local doctor and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are staying in a private hospital. When you get a bill or a receipt for a medical service, take it to the Medibank Private office, together with your medical card and apply for a refund. Normally you have to pay for medicine at the pharmacy. This expense is not usually refunded.

Please note: Medibank Private does not cover medication. If you are hurt in an accident or need urgent medical attention in an emergency go to the Emergency Department of a hospital

45 SERVICES

The following services may be useful to know during your studies in Sydney.

Service	Phone Number/Contact
Police, Ambulance or Fire (call in a life threatening or emergency situation)	000
State Emergency Service (SES)(call for help in floods or storms)	132 500
Directory Assistance	12 455
Immigration and business, student and visitor visas (DEPARTMENT OF IMMIGRATION)	131 881
Department of Fair Trading	13 32 20

Mc Kell Building
2-24 Rawson Place
Sydney NSW 2000

Salvation Army (general advice and support services)	1300 36 36 22
Smith Family (general advice and support services)	9085 7222
St Vincent de Paul Society (general advice and support services)	9560 8666
ABC Taxis	132 522
RSL Taxis	9581 1111

TELEPHONE NUMBERS

All landline telephone numbers can be found in the White Pages (residential) or Yellow Pages (business). These are also available on the internet:

www.whitepages.com.au
www.yellowpages.com.au

USING PUBLIC TELEPHONES

You can buy phone cards from \$5 to \$50 in value from newsagents and chemists. If a phone accepts coins, it will take 10c, 20c, 50c and \$1 coins only. A local call cost is 50c. To call a Sydney telephone number from overseas, you need to include the country code for Australia (61) and the area code for Sydney (2). For example, to call someone (9555 5555) from overseas you would have to dial the international code relevant for your country and then 61 2 9555 5555.

To dial an overseas telephone number from Sydney, you need to dial 0011 + the country code + the area code + the telephone number.

46 GENERAL INFORMATION ON ALL COURSES

Entry Requirements:	18 years of age or over Higher School Certificate (HSC) or equivalent
Study Method:	Full-time only - with a minimum of 20 face-to-face contact hours per week
Teaching Methods:	Face to face class room based on Austech premises
English Proficiency:	IELTS 5.5 (or equivalent) Students who are not fully proficient must take language literacy and numeracy (LNN) training
Work Experience:	Not applicable
Field Trips:	Advised at commencement of course
Assessment Methods:	Flexible assessment procedures e.g. combination of assessment tasks, written assignments, simulated work presentations

Customisation and Contextualisation: All courses have been designed to meet the course structure requirements of the relevant training package and as such have not been customised. However course learning and assessment material have been contextualised to meet the needs of the target industry and learner and /or to suit the needs of the individual students where these needs have been identified. This will occur on a case by case basis and will be conducted in consultation with the individual student

NTIS	CRICOS	Qualification Level and Specialisation	Duration Tuition + Breaks = Weeks
BSB40515	087048J	Certificate IV in Business Administration	20 + 6 = 26
BSB51915	089421K	Diploma of Leadership and Management	60 + 6 = 66
BSB61015	089422J	Advanced Diploma of Leadership and Management	90 + 8 = 98

47 UNIQUE STUDENT IDENTIFIER (USI)

USI is an Australian Government initiative and all students need to provide their USI at the time of enrolment with ABI. For more information please visit www.usi.gov.au. Or contact Administration Office for help.

BSB40515 – Certificate IV in Business Administration
CRICOS Code: 087048J

Course Overview:

This course aims to provide:

- Training and skills development in the functions of business and the environment in which business operates at a semi-supervisor level;
- An overview of a wide range of well – developed administrative skills within the business sector;
- Skills and knowledge for operation within the business sector at a semi supervisory level and at apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a range of sources;
- Interpersonal skills essential for a career in the business sector.

Target Groups:

This course is particularly targeted at those people who:

- Persons who are wishing to upgrade their existing skills to be able to effectively work within the Business sector in a supervised administrative role.
- Persons who have been made redundant from the workforce and are wishing to make a career change and who are seeking to update their existing skill set
- Current employees who are wishing to enhance their existing skill set or to make a change in career pathways within the business sector.
- Persons who are seeking to be promoted or who are currently employed seeking to become a senior employee.
- Workplace Trainers and Assessors who have the industry experience within the business sector wishing to be able to train and assess in this vocational area
- Persons who are fully experienced within this vocational area and are seeking formal recognition of their existing skills in Business
- International students who are wishing to gain a qualification in Business Administration to work at a semi-supervisory level position.

Course Duration:

Total duration of the course is 26 weeks consisting of two ten week terms where the student will attend as specified on the course timetable. Holidays consist of six weeks.

This course is only offered as a full-time and is not offered part-time or by distance education.

Qualification Awarded:

At the successful completion of this course the participant will receive a Certificate IV in Business Administration BSB40515. Those students who do not complete this course or who are deemed not yet competent in units will still receive a Statement of Attainment for all units completed.

Career Outcomes:

Attainment of this qualification may enable the participant to fill positions as Accounts Supervisor, Executive Personal Assistant, Officer Administrator or Project Assistant.

Pathways for further study:

Students will be provided with information on further study options available to them including the Diploma of Leadership and Management (BSB51915).

Course Units and Descriptors:

BSBADM405 Organise meetings

This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.

BSBADM406 Organise business travel

This unit describes the performance outcomes, skills and knowledge required to organise domestic and overseas business travel, including developing associated itineraries, booking travel and accommodation, preparing travel related documentation and making travel arrangements.

BSBSUS301 Implement and monitor environment sustainable work practices

This unit describes the skills and knowledge required to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances.

BSBFIA401 Prepare financial reports

This unit describes skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports.

BSBINM401 Implement workplace information system

This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.

BSBMKG413 Promote products and services

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

BSBREL401 Establish networks

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

BSBCMM401 Make a presentation

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

BSBCUS402 Address customer needs

This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer that includes; assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.

BSB51915 – Diploma of Leadership and Management
CRICOS Code: 089421K

Course Overview:

This course aims to provide:

- Training and skills development in the functions of business and the environment in which business operates at a management level;
- An overview of a wide range of well – developed managerial skills within the business sector;
- Skills and knowledge for operation within the business sector at a managerial level and the ability to manage the work of others and to add value to or review management practices;
- Interpersonal skills essential for a managerial career within the business sector.

Target Groups:

This course is particularly targeted at those people who:

- Persons who are wishing to upgrade their existing skills to be able to effectively work within the Business sector in a managerial role.
- Persons who have been made redundant from the workforce and are wishing to make a career change and who are seeking to update their existing skill set
- Current employees who are wishing to enhance their existing skill set or to make a change in career pathways within the business sector.
- Persons who are seeking to be promoted or who are currently employed seeking to become a senior employee.
- Workplace Trainers and Assessors who have the industry experience within the business sector wishing to be able to train and assess in this vocational area
- Persons who are fully experienced within this vocational area and are seeking formal recognition of their existing skills in Business
- International students who are wishing to gain a qualification in Management to work in a variety of managerial positions.

Course Duration:

Total duration of the course is 66 weeks consisting of five terms (four terms runs for thirteen weeks and one term two runs for eight weeks) where the student will attend as specified on the course timetable. Holidays consist of six weeks for the course.

This course is only offered as a full-time and is not offered part-time or by distance education.

Qualification Awarded:

At the successful completion of this course the participant will receive a Diploma of Leadership and Management BSB51915. Those students who do not complete this course or who are deemed not yet competent in units will still receive a Statement of Attainment for all units completed.

Career Outcomes:

Attainment of this qualification may enable the participant to fill positions in office management, personnel management, business development management and accounts management.

Pathways for further study:

Students will be provided with information on further study options available to them including the Advanced Diploma of Leadership and Management (BSB61015).

Course Units and Descriptors:**BSBLDR501 Develop and use emotional intelligence**

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.

It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

BSBMGT517 Manage operational plan

This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan. This unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.

BSBLDR502 Lead and manage effective workplace relationships

This unit describes the skills and knowledge required to lead and manage effective workplace relationships.

It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.

BSBCUS501 Manage quality customer service

This unit describes the performance outcomes, skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation

BSBFIM501 Manage budgets and finance

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes

BSBMGT502 Manage people performance

This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly.

BSBR501A Manage risk

This unit describes the performance outcomes, skills and knowledge required to manage risks in a range of contexts across the organisation or for a specific business unit or area. The unit has been designed to be consistent with AS/NZS 4360:2004 Risk management.

BSBWHS501 Ensure a safe workplace

This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area, according to

WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

BSBADM502 Manage Meetings

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

BSBPMG522 Undertake project work

This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

BSBINN502 Build and sustain an innovative work environment

This unit describes the skills and knowledge required to create an environment that enables and supports the application of innovative practice focusing on a holistic approach to the integration of innovation across all areas of work practice.

BSB61015 – Advanced Diploma of Leadership and Management
CRICOS Code: 089422J

Course Overview:

This course aims to provide:

- Training and skills development in the functions of business and the environment in which business operates at a management level;
- An overview of a wide range of well – developed managerial skills within the business sector;
- Skills and knowledge for operation within the business sector at a managerial level and the ability to manage the work of others and to add value to or review management practices;
- The ability to analyse, diagnose, design and execute business management functions
- Interpersonal skills essential for a managerial career within the business sector.

Target Groups:

This course is particularly targeted at those people who:

- Persons who are wishing to upgrade their existing skills to be able to effectively work within the Business sector in a managerial role.
- Persons who have been made redundant from the workforce and are wishing to make a career change and who are seeking to update their existing skill set
- Current employees who are wishing to enhance their existing skill set or to make a change in career pathways within the business sector.
- Persons who are seeking to be promoted or who are currently employed seeking to become a senior employee.
- Workplace Trainers and Assessors who have the industry experience within the business sector wishing to be able to train and assess in this vocational area
- Persons who are fully experienced within this vocational area and are seeking formal recognition of their existing skills in Business
- International students who are wishing to gain a qualification in Management to work in a variety of managerial positions.

Course Duration:

Total duration of the course is 98 weeks that consists of seven thirteen week terms and one seven week term where the student will attend as specified on the course timetable. Holidays consist of eight weeks.

This course is only offered as a full-time and is not offered part-time or by distance education.

Qualification Awarded:

At the successful completion of this course the participant will receive an Advanced Diploma of Leadership and Management BSB61015. Those students who do not complete this course or who are deemed not yet competent in units will still receive a Statement of Attainment for all units completed.

Career Outcomes:

This course is appropriate for a senior manager in a medium-sized organisation or the CEO of a small organisation.

It prepares you in areas such as strategic planning, managing risk and managing systems and is especially suitable students or professionals who are looking to build on knowledge already gained in management.

It supports the management function in a variety of industries / departments. There are numerous career paths available after completing this course.

Jobs: Managers are needed in almost all businesses and organisations. The Principal / Student Counsellor are your first contact for advice on gaining employment in the management field after completing this course.

University: After successful completion of this course, you can apply to study e.g. a Bachelor of Management at university and may receive credit for studies already completed. You may need to negotiate with the individual institution to arrange Recognition of Prior Learning (RPL).

Pathways for further study:

Students will be provided with information on further study options available to them.

Course Units and Descriptors:

BSBFIM601 Manage finances

This unit describes the skills and knowledge required to undertake budgeting, financial forecasting and reporting and to allocate and manage resources to achieve the required outputs for the business unit. It includes contributing to financial bids and estimates, allocating funds, managing budgets and reporting on financial activity.

BSBINN601 Lead and manage organisational change

This unit describes skills and knowledge required to determine strategic change requirements and opportunities; and to develop, implement and evaluate change management strategies.

BSBMGT605 Provide leadership across the organisation

This unit describes the performance outcomes, skills and knowledge required to demonstrate senior leadership behaviour, and personal and professional competence

BSBMGT617 Develop and implement a business plan

This unit describes the skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan

BSBINM601 Manage knowledge and information

This unit describes the performance outcomes, skills and knowledge required to develop and maintain information processing systems to support decision making, and to optimise the use of knowledge and learning throughout the organisation

BSBMGT608 Manage innovation and continuous improvement

This unit describes the performance outcomes, skills and knowledge required to sustain and develop an environment in which continuous improvement, innovation and learning are promoted and rewarded

BSBMGT616 Develop and implement strategic plan

This unit describes the skills and knowledge required to establish the strategic direction of the organisation, sustain competitive advantage and enhances competitiveness. It covers analysis and interpretation of relevant markets, capability assessment of the organisation and analysis of the organisation's existing and potential competitors and allies. It also covers implementation of the strategic plan and developing specific actions and initiatives that will be undertaken by people working in various roles.

BSBMKG609 Develop a market plan

This unit describes the performance outcomes, skills and knowledge required to research, develop and present a marketing plan for an organisation

BSBR501 Manage risk

This unit describes the performance outcomes, skills and knowledge required to manage risks in a range of contexts across the organisation or for a specific business unit or area. The unit has been designed to be consistent with AS/NZS 4360:2004 Risk management

BSBCOM603 Plan an establish compliance management systems

This unit describes the skills and knowledge required to plan and establishes appropriate compliance program/management systems which enable an organisation to fulfil its obligations and responsibilities under applicable compliance requirements.

BSBWHS605 Develop implement and maintain WHS management system

This unit describes the skills and knowledge required to develop, implement and maintain a Work Health and Safety management system (WHSMS) or parts of a WHSMS

BSBSUS501 Develop workplace policy and procedure for sustainability

This unit describes the skills and knowledge required to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances

The End