



KENT
INSTITUTE
OF BUSINESS AND TECHNOLOGY

STUDENT HANDBOOK

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The Centre of Academic Excellence Pty Ltd
trading as
Kent Institute of Business and Technology

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WELCOME

The Management and staff of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY extend a warm welcome to you.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY will ensure that you will receive the opportunity to fulfill your personal potential during your training, and every endeavor will be made by staff to accommodate your individual needs.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about KENT INSTITUTE OF BUSINESS AND TECHNOLOGY, policies and procedures together with forms and documents that you may have to refer to.

We sincerely hope your time at KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is a memorable and productive learning experience.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY CONTACT DETAILS

1. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY

Level 5 & 6, 70-72 Bathurst St
SYDNEY NSW 2000

Tel: (02) 9267-9284

Fax: (02) 9262-9459

Email: info@kentinstitute.nsw.edu.au

Website : www.kentinstitute.nsw.edu.au

2. STAFF CONTACT NAMES & TITLES

Mr Kelvin Chu, Managing Director/PEO

Mr Greg Radford, Director of Business Development

Dr Allen Nuchthabanik, Director of Education

Mr James Lee, Head of Business School

Mr Tony Vulic, Head of Information Technology School

Ms Emily Xu, Student Services Manager

Contact Person for Student, Compliance Issues, Student Support Services, Complaints/Appeals

CODE OF ETHICS

1. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY shall at all time act with integrity in dealings with all students and members of the community.
2. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - (a) NSW Vocational Education and Training Accreditation Board (VETAB) and Australian Quality Training Framework (AQTF) National Standards for Registered Training Organisations.
 - (b) The Education Services for Overseas Students Act 2000 (ESOS) and the National Code 2007 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. The provision of education to international students is regulated by the Department of Education, Employment and Workplace Relations (DEEWR) through the [Education Services for Overseas Students](#) (ESOS) legislative framework. DEST has made available a brief overview of the [ESOS Framework](#), including the rights and responsibilities of international students.
ESOS Framework:
http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf
 - (c) Department of Immigration and Citizenship (DIAC), under the Migration Act 1958, who is responsible for issuing student visas to allow entry to Australia to study.
 - (d) Commonwealth/State legislation and regulatory requirements.
3. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY will ensure:
 - (a) the provision of adequate facilities in which to conduct training programs
 - (b) the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - (c) the accuracy of any marketing and promotional advertising material
 - (d) compliance with an acceptable refund policy and protection of fees paid in advance policy
 - (e) compliance with current Occupational Health & Safety and Duty of Care requirements
 - (f) the maintenance of adequate records and security of all current and archival records
 - (g) students access to their records upon request
 - (h) the maintenance and continual improvement of a Quality Assurance System
 - (I) students to be notified of any intention to relocate premises no later than three weeks before relocation occurs
5. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY undertakes to maintain quality training and to uphold the highest ethical standards.
6. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

7. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.
8. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY

Philosophy

This Institute is committed to providing and maintaining quality and vocational education and training services to the highest possible standards. All Institute courses are designed and delivered to meet the requirements of the industries they serve and the community generally. The education and training services provided by the Institute are expected to prepare students for a confident entry into the workforce in their chosen field, armed with the knowledge, skills, attitudes and behaviours required to enable them to perform to the standard required by their employers and industry generally.

Management Practices

The Institute will at all times, develop and implement policies and procedures to ensure that the Institute and its operations are managed by appropriately qualified staff, in both Administrative and Teaching areas. The learning environment will be structured to facilitate the best possible learning situations for both the student body and teaching staff. Sufficient resources will be acquired and made available at the appropriate times to ensure effective teaching and facilitate the learning process for students.

All courses will be delivered by appropriately qualified staff who will be provided with quality teaching material and resources. Appropriate teaching and learning strategies will be employed in the learning environment to ensure students have the best possible opportunities for success. Students will be supported in their quest for achievement and will be given every opportunity to strive for excellence in their chosen field.

Marketing of Institute Courses

The Institute guarantees to market its courses within the provisions of the Trades Practices Act, 1973 and the NSW Fair Trading Act. In addition to and in respect of these requirements, all courses will be marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In all marketing and promotional material, no false or misleading statements or comparisons will be drawn with other providers or courses.

Provision of Student Information

Students will be provided with accurate, relevant and up-to-date information, prior to commencement of their courses. They will be given a handbook they may need to utilise at some time during their studies with the Institute. This information will include details about the Institute's Code of Practice, admission procedures, course fees and refund policies, competencies they are expected to achieve, methods of assessing and certifying them, grievance procedures, student support services and the facilities available to students throughout their stay at the Institute.

Students will be provided with additional information from time to time.

Recruitment of Students

Recruitment and selection of students will be conducted in an ethical and responsible manner and in accordance with the requirements of the course curriculum. Selection will be made on the basis of educational criteria and in accordance with equal opportunity legislation. Applicants for enrolment will be assessed by appropriately qualified staff to determine whether they are capable of achieving the stated course competencies. This assessment will be made on the basis of their qualifications and proficiencies. All students will be offered the opportunity for recognition of prior learning. Such applications will be assessed on the same basis as for entry into courses and in line with designated course and module outcomes.

Refunds and Tuition Assurance

The Institute has a published refund policy which is made available to all students prior to enrolment. It aims to be fair and equitable to both the Institute and its student body. The Institute guarantees to safeguard the fees of local and overseas students through its management and administrative systems. In the event that the Institute is forced to close down, students will be guaranteed a continuance of their education and training by guaranteed acceptance into provider institutions of equal standing.

Protection of Fees Paid in Advance

The advance payment of fees are deposited and protected by the Institute's trust account.

1. Student fees cannot be drawn to the operating/management account until the student commences the course.
2. Overseas student health cover fees can be drawn and to be paid to Medibank before student commences
3. On commencement student fees can be drawn as per the ESOS Act 2000 requirements

Student Grievances

The Institute provides students with a published mechanism for dealing with grievances. Such grievances are resolved internally where possible. Should any grievance not be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance. The Sydney Independent Centre is the external agency; and would be used as an arbitrator to handle the grievance, complaints and appeals that could not be handled internally.

Guarantee of Service

The Institute pledges to honour all guarantees outlined in this Code of Practice.

The Institute reserves the right to modify any timetables, course schedules, Institute fees and refund policy to reflect changing circumstances.

STUDENT POLICIES AND PROCEDURES

Educational Standards

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY'S policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

Student Support

Support, information and counseling are available for all students on a wide range of issues and problems such as academic progress, accommodation, further study, orientation, government services and arrangements for independent grievance resolution. Complete a Student Request Form or log on and use the Student Services Manager to make an appointment. Any discussion will remain strictly confidential.

Use of Personal Information/Giving Information to Relevant Bodies

Information that students provide the college may be made available to Commonwealth or State agencies, and the Fund Manager of the ESOS Assurance Fund.

Under section 19 of the ACT, the college must tell DEST about changes to the student's enrolment and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

Change of Address

Student must inform the Institute within 7 days of your arrival in Australia of your current residential address and must advise any changes of address within 7 days. Please come to the Administration Office to fill in a Change of Address Form. The form will be sent to DIAC and the details of your address will be recorded on the Institute's database program (KentBC). Log on to your Student Information System to verify that all personal details have been input correctly.

Change of Enrolment

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

Deferral of Enrolment

If you have not commenced your studies and wish to defer your studies more than 28 days but less than 6 months, you are required to fill a Student Request Form for Deferral of Studies and explain the reason for your request in writing. Your deferral request will be approved for the following reasons only:

- Illness where a medical certificate from a registered medical practitioner states that the student is unable to attend classes; or
- Exceptional compassionate or compelling circumstances

Once your deferral request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE. DIAC will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

Suspension/Cancellation of Enrolment (initiated by student)

If you are currently studying and wish to suspend your studies for more than 28 days but less than 6 months, you are required to fill a Student Request Form for Suspension of Studies and explain the reason for your request in writing. Your suspension request will be approved for the following reasons only:

- Illness where a medical certificate from a registered medical practitioner states that the student is unable to attend classes; or
- Exceptional compassionate or compelling circumstances

Once your suspension request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE. DIAC will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

If you would like to withdraw from your studies, you are required to inform us in writing. Your enrolment and CoE will be cancelled. DIAC will be notified via PRISMS as required by ESOS Act, which may lead a cancellation of your student visa.

Suspension/Cancellation of Enrolment (initiated by Kent Institute)

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY may suspend/cancel the enrolment of any student:

- who has gained admission to the Institute by misrepresentation, by falsification of documents or by other fraudulent means, or
- who has failed to fulfill the normal requirements for admission or enrolment, or
- whose payment has been overdue more than 28 days, or
- who has been suspended their studies more than 6 months, or
- who has failed to meet course requirement (refer to “Reporting Student to DIAC” on page 18), or
- for any act of grave misconduct associated with the academic program of the Institute.

The student will be informed by a Letter of Intention to suspend/cancel of enrolment and given 20 working days to make an appeal explaining why their enrolment should not be suspended/cancelled. (Please refer to “Appeal Policy” on page 17).

Once your enrolment is suspended/cancelled, your CoE will be cancelled. DIAC will be notified via PRISMS as required by ESOS Act, which may lead a cancellation of your student visa.

Refund Policy

- 1) Enrolment fee and accommodation booking fees not refundable.
- 2) Fees will be refunded:
 - (a) In the event of a default by the provider, the student shall be entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001; or
 - (b) In the event of a default by the student then
 - the Institute has to be notified at least 28 days before the commencement date of the course otherwise a cancellation fee of 30% will be charged, refund will normally be made within 4 weeks of the application;
 - The student is not granted a student visa. In this instance, application must be accompanied by a rejection letter from the Australian Embassy.
- 3) Health Cover Premium is refunded in full before arrival in Australia. Not refundable after arrival.
- 4) Tuition fees are not refundable or transferable after the commencement date except for compassionate ground.
- 5) Application for refund must be in writing and must be received by the college no later than 3 months after commencement of the course. Application received after 3 months will not be processed.

This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Transfer and Release Policy

From July 2007, international students are restricted from transferring to another education provider if you have not yet studied 6 months in your principal course at the Institute. If you wish to transfer to another education provider within the first 6 months of your principal course, you must apply for a Letter of Release by completing a Student Transfer/Release Request Form and providing a letter from another education

provider confirming that a valid enrolment offer has been made and other relevant documentation supporting the reasons of the transfer/release.

Student transfer/release requests will be granted only:

- if the student has studied six months at the Institute from the course commencement date, or
- if the student is under 18 years old and has written evidence that his or her parent or legal guardian supports the transfer and written confirmation that the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements, or
- if the student has not yet studied six months from the course commencement date at the Institute, however, has met all the following requirements:
 - a. the student has met academic progress requirements, and
 - b. the student has fully paid the six months tuition fee, and
 - c. the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
 - d. exceptional circumstances relating to the change of the student's study and career goal which cannot be satisfied by the Institute.

If granted, a Letter of Release will be issued at no cost to the student and the student will be advised to contact DIAC to seek advice on whether a new student visa is required.

If not granted, a written statement will be issued to inform the student of the decision and reasons for refusing the request and the right to appeal the decision in accordance with the Institute's Complaints and Grievance Procedures.

Student Services Manager will assess the request in accordance with the above Student Transfer and Release Policy within 10 working days.

Absenteeism Policy

Students are required to notify the Administration Office of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY prior to the commencement of the session/s if they are unable to attend.

Students must abide by conditions 1A, 1B and 1C as set down in the assessment policy. These conditions are as follows:

- 1A Students who are absent on the date of assessment must notify KENT INSTITUTE OF BUSINESS AND TECHNOLOGY of their inability to attend prior to the assessment time. **A medical certificate must be supplied to the ADMINISTRATION OFFICE.**
- 2A Students attending under a traineeship scheme and who are unable to attend an assessment due to work commitments, will need a letter for their employer stating the reason they are unable to attend.
- 3A Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

Your Student Visa

You must obey the conditions of your visa. If you breach these conditions, DIMIA has no alternative but to counsel you and possibly cancel your visa. This is because the Migration Act and Regulations have set out the actions that must be taken by the Department and are part of the law.

Here are the most common visa conditions:

- 8101** You cannot work in Australia. You may apply for a new student visa with permission to work of you wish to.
- 8105** You cannot work more than 20 hours per week during any term or semester of your course.
- 8202** You must satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- 8501** You must maintain your approved Overseas Student Health Cover while in Australia.

You must inform the Institute within 7 days of your arrival in Australia of your current residential address and must advise any changes of address within 7 days. The Institute is required by law to keep your residential address so you can be contacted if you do not satisfy course requirements. If you do not abide by this condition, you may not be aware of any such contact by the Institute. This situation may lead to the cancellation of your student visa.

Student Induction and Orientation

A Student Induction & Orientation Day and class registration is conducted for all new students on the first day of course commencement.

It is essential for students to attend this session to understand KENT INSTITUTE OF BUSINESS AND TECHNOLOGY 's academic system and familiarise themselves with the facilities.

At Induction & Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. It is possible to make appointments with all Head of Schools to answer any questions students have regarding subject selection.

At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY. Please complete this form and hand it to the trainer.

Flexible Delivery

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY recognises the principles of flexible delivery within the constraints by the Department of Immigration.

Conduct

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At KENT INSTITUTE OF BUSINESS AND TECHNOLOGY we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY and fellow students.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes and in quiet study areas, or set to silent.

- No food or drinks are allowed in lecture and computer rooms of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY.
- No chewing gum or smoking is permitted within KENT INSTITUTE OF BUSINESS AND TECHNOLOGY.
- The student is not to enter staff rooms unless a teacher invites them to do so.
- Punctuality for class is very important. If you are more than 30 minutes late, or are not in the class when required, you will be marked absent.
- The student must present their student identification card when requested.
- If a computer is left for more than 10 minutes, please log out so that all fellow students may have the opportunity to use the computer.
- Only urgent telephone messages to the Institute will be accepted.

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

Student Privacy

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY recognises a student's right to privacy. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY'S Privacy Policy identifies how we handle information we learn about as a learner. We collect and store your enrollment details and your progress reports.

Where State or Commonwealth funding supports training we are obliged to submit your enrollment details for statistical purposes.

We do not identify information you provide us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998.

ACADEMIC ISSUES

RPL & RCC Policy and Procedures

Policy & Procedure for Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY recognises equivalent statements of attainment and qualifications issued by Registered Training Organisation (RTO's) Australia wide.

RPL or RCC is available on provision of verification at the beginning of a course. Students can not apply for RPL or RCC at the end of their course.

What is Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC)?

If you know you are competent in the learning outcomes detailed in the module you are enrolled in, you can apply for RPL or RCC. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible after the induction and orientation program.

Then, in consultation with your trainer you should:

- Obtain a copy of the RPL/RCC Procedure and Application Form from the Administration office
- Decide which module(s) are to be recognised
- Provide an Evidence Portfolio in line with the Assessment Criteria in the module information.
- Seek peer assessment
- Arrange for a direct practice observation of your competence if applicable
- Challenge a formative assessment of relevant underpinning knowledge and skills i.e. participating in a set assignment.

Evidence for recognition of prior learning and/or current competencies may include:

- Evidence of current competence within last 2 years
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

Students seeking recognition are provided with:

- RPL/RCC Procedure and Application forms
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL/RCC is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. Students may receive full recognition or high standing for the competencies required for a course or module. High standing recognises attainment of some but not all competencies for the course or module. Students are initially self assessed against learning outcomes and assessment criteria of relevant modules.

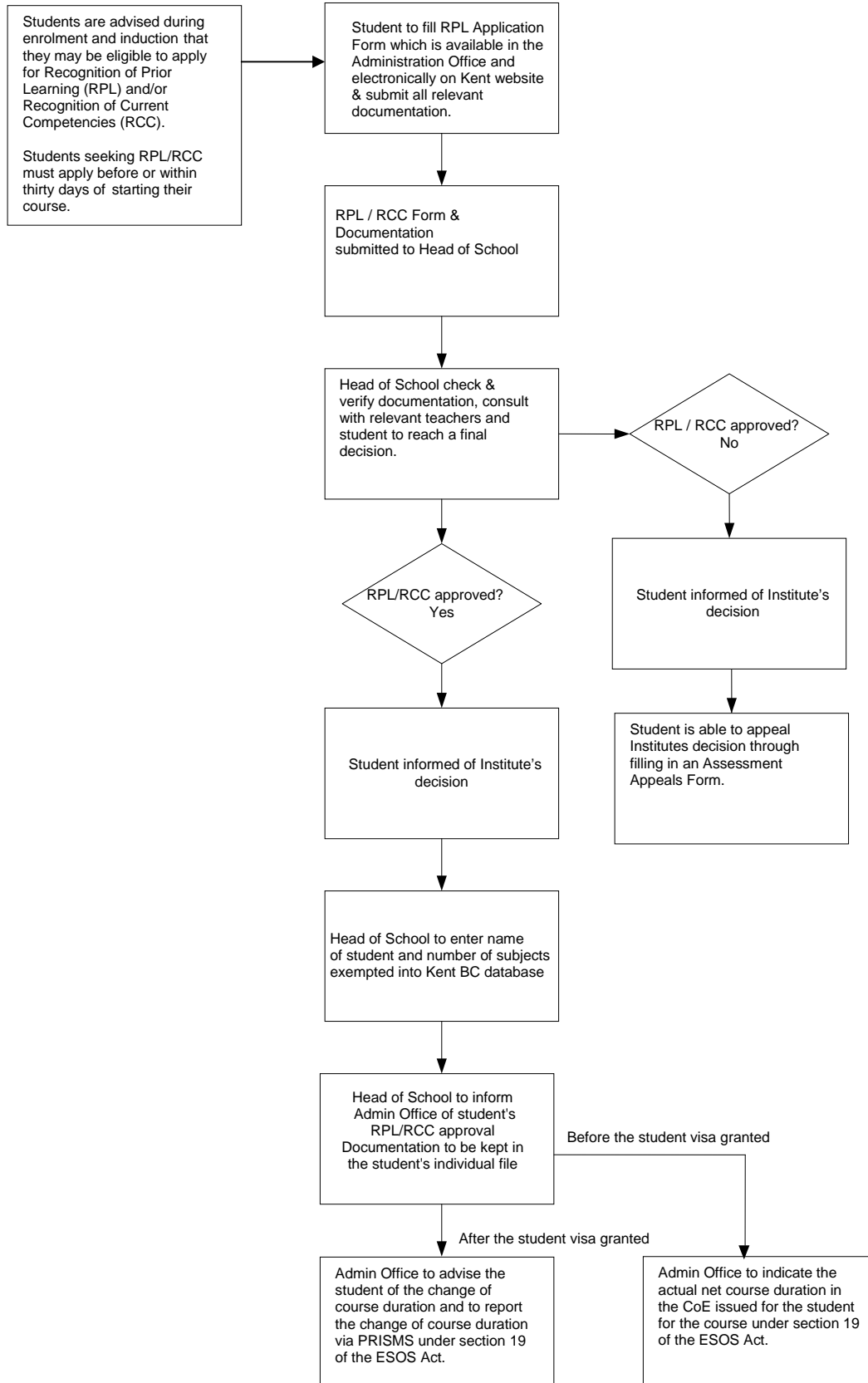
Students must document their claim for competency in sufficient detail to enable the assessor to decide on assessment needed.

If you require further information please ask your trainer and/or the administration office.

Shortening of course duration after RPL/RCC is granted:

- If the RPL/RCC is granted before the student visa grant, the actual net course duration (as reduced by RPL/RCC) will be indicated in the Confirmation of Enrolment (CoE) for the student, or
- If the RPL/RCC is granted after the student visa grant, the change of course duration will be reported via PRISMS under section 19 of ESOS Act.

Kent Institute of Business and Technology RPL / RCC Procedure Flowchart



Assessment Strategies

The Institute has adopted an on-going formative assessments strategy. Normally assessments are conducted in the scheduled classes. Students must attend their scheduled classes in order to get assessed.

Issuing of Certification

Vocational education and training undertaken at KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is competency based. Assessments determine whether a student is competent/or not yet competent.

Students are issued with a statement listing modules undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with certification listing modules undertaken and results are stated using the following grades:

Competent Percentage	
High Distinction	85 - 100%
Distinction	75 - 84%
Credit	65 - 74%
Pass	50 – 64%

What are Competencies

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- ◆ Collecting, analysing and organising information
- ◆ Communicating ideas and information
- ◆ Planning and organising activities and tasks
- ◆ Working with others in teams
- ◆ Leading teams
- ◆ Using mathematical ideas and technological tools
- ◆ Solving problems
- ◆ Demonstrating understanding

Your Responsibilities as a Learner

All students will be provided with a description for each Unit and, the elements, which make up each Unit of competency together with a proposed list of “Show, Tell and Apply” evidence.

Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit.

- a. Initial assessments to identify what competencies you already have. (Overall self assessment.) From this a learning plan can be designed to develop the remaining or outstanding competencies.

- b. On-going/formative assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- c. Final/summative assessments when you indicate you are ready to complete the assessment for any remaining competencies.

How are competencies assessed?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set. During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “C” - Competent or “NYC” - Not Yet Competent”. Competencies are not ‘scaled’ or ‘marked’.

Broadly it’s simply a matter of whether you can (‘C’) or cannot (‘NYC’) demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units and units of learning a certificate for the qualification cannot be issued.

You can however, receive recognition from for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit numbers and national identification number.

If you elect to continue and complete the full qualification or any outstanding Units your assessor will work with you and together, a training pathway and plan can be developed to complete the outstanding learning units.

Your Trainer’s Responsibilities

1. Your Trainer will provide clear instructions about what is expected from you during your training.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your trainer will provide their contact details and you will be able to contact your trainer between workshops. This provides additional support for your self-paced and 'take home' learning activities.

4. When the total requirements have been *signed off*, an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
5. During assessment the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent. Competencies are not *scaled or marked*.

Attendance and Academic Progress Policy

The Institute is one of the CRICOS providers and offers full time courses to International Students. Student visa holders are required by National Code 2007* to fulfill a minimum of 20 hours study per week.

Under the DEEWR-DIAC Course Progress Policy, the six months of study will represent approximately 4 to 5 subjects. Once the student is reported to DIAC for passing less than 50% of the subjects undertaken within the 6 months period, DIAC may cancel the student's visa. However, the student is given 20 days to appeal before he/she is reported to DIAC by the college.

There is to be no appeal at DIAC unless:

- the student reported is the wrong student
- the student complained that the Immigration law is unfair
- the student can be accommodated within exceptional/narrow compassionate grounds such as family bereavement or hospitalization (medical certificate from a GP does not count).

It will be in the best interests of all students to attend scheduled classes to acquire the knowledge and skills and be assessed for the required competency. Assessment tasks will normally be conducted in scheduled class as part of the on-going formative assessment process. Therefore it is compulsory for students to attend scheduled classes in order to participate in the assessment activities.

The policy of recording your name each time you come to class on the class roll will remain. Your teacher will continue to record and monitor your attendance except that the school will not be required to report those students with less than 80% attendance. However the teacher can allow the students' attendance to be taken into account for those students in borderline cases.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY considers students who are passing at less than 50% of the required subjects to be making unsatisfactory academic progress.

(* National Code 2007 is written in simple English to interpret the Commonwealth Legislation known as the ESOS Act 2000)

Intervention Strategy

Kent Institute of Business and Technology INTERVENTION STRATEGY with regard to students who fail to pass 50% of the subjects undertaken per semester.

According to the Department of Immigration and Citizenship (DIAC) new regulation which takes effect from 1st July 2007, students must pass a minimum of 50% of the subjects undertaken per semester. According to DIAC, this means half a year of academic studies or about 4-5 subjects undertaken at Kent Institute depending on which semester.

To ensure students are given every opportunity to get over the 50% threshold, the school has drawn up an intervention strategy so that students will be aware of the process.

Reassessment Policy

- 1) At the end of each study block, the college will contact all those students who failed a subject in that block within 3 working days after the end of the block. Students will be asked to see the Head of Studies or Councillor for a counselling session and to discuss the reasons for the poor performance. The student will be given the opportunity for reassessment within a period of two weeks after the counselling session. A reassessment fee of \$100 will apply.
- 2) Students will be required to see the teacher in charge to arrange a time and place to do the reassessment. Students are allowed two opportunities to pass the failed subject. To ensure fairness, students will be given the opportunity to access the teacher in charge who will offer support and additional resources as required to prepare them for the reassessment.
- 3) If the student does not pass the subject on the second attempt, it will be recorded as a fail. Students will have to redo the subject at the student's own expense when the subject is being offered the next time round.

Appeals Process

Should a student pass less than 50% of the subjects undertaken within the 6 months of study or two semesters in the school's timetable/academic calendar, the student will be notified in writing of our Intention to report to DIAC for not achieving satisfactory course progress. The written notice will inform the student of the access to our complaints and appeals process (see details in page 21). The student will be given 20 working days to do so.

Reporting Student to DIAC

Where the student has chose not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the Institute, the Institute must notify the Secretary of DEST through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Plagiarism

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it, is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Teacher/Facilitator will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure.

Training Delivery and Assessment

Classroom Training

Training is delivered 'face to face' by qualified trainers and you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role play techniques, discussions, presentations and assignments.

Classroom Assessment/In Class Assessment

Assessment strategies cover a wide range of assessment methods and may include workplace simulation, case studies, practical demonstrations, creation of specific written documents and reports, and formal questions (such as multiple choices, short and long answers), and these strategies are employed to address the performance criteria in accordance to the training packages in relation to these units of competency being assessed.

Library

Kent Institute has an agreement with WEA Sydney that Kent students can use WEA library on the ground floor, 70-72 Bathurst St Sydney. For further details please enquire at our reception.

Special Needs Learning and Assessment

Students with special needs may receive assistance for learning and assessment, which will be determined on a case-by-case basis. Students applying for special consideration need to provide a statement from a health professional about their disability or illness, which also provides recommendations. Students will then meet with the Student Services Manager to discuss issues of accommodation, which will then be submitted to the Director for approval.

WELFARE & COUNSELLING

Student Health

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness, which could affect others (e.g. colds, flu and viral infections), should not come to KENT INSTITUTE OF BUSINESS AND TECHNOLOGY until recovered.

Students unable to attend KENT INSTITUTE OF BUSINESS AND TECHNOLOGY due to illness must advise their department reception immediately. A medical certificate will be required.

Drugs and Alcohol

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is a drug and alcohol free institute. To ensure the integrity of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the KENT INSTITUTE OF BUSINESS AND TECHNOLOGY'S premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major violation of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

Occupational Health and Safety

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the federal and State rules and regulations of the NSW Occupational Health and Safety Act.

It is important students report ANY injury immediately. If a student sustains an injury an Incident Report Form is to be filled in by staff as soon as possible. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the administration office and/or trainer.

Access and Equity

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by either staff or students to be in violation of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY'S Access & Equity Policy, staff and students are required to report the situation to Management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

Harassment

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a student's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures

- ◆ Lower assessment of student work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of student work performance
- ◆ Student violence both physical and threatened against teachers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for students or dismissal for staff.

Access to Legal Services

Free legal information can also be obtained by students on a wide range of legal issues through LawAccess NSW. Free legal advice and information can be obtained by telephone by calling LawAccess NSW Legal Help Line **1300 888 529** for the cost of a local call, or by visiting the website www.lawaccess.nsw.gov.au

LawAccess NSW is a free NSW wide telephone information, referral and advice service open from 9am to 5pm Monday to Friday. All calls are answered by information officers who can explain:

- legal aid policies and services
- how to apply for legal aid
- how to get help with your legal problem

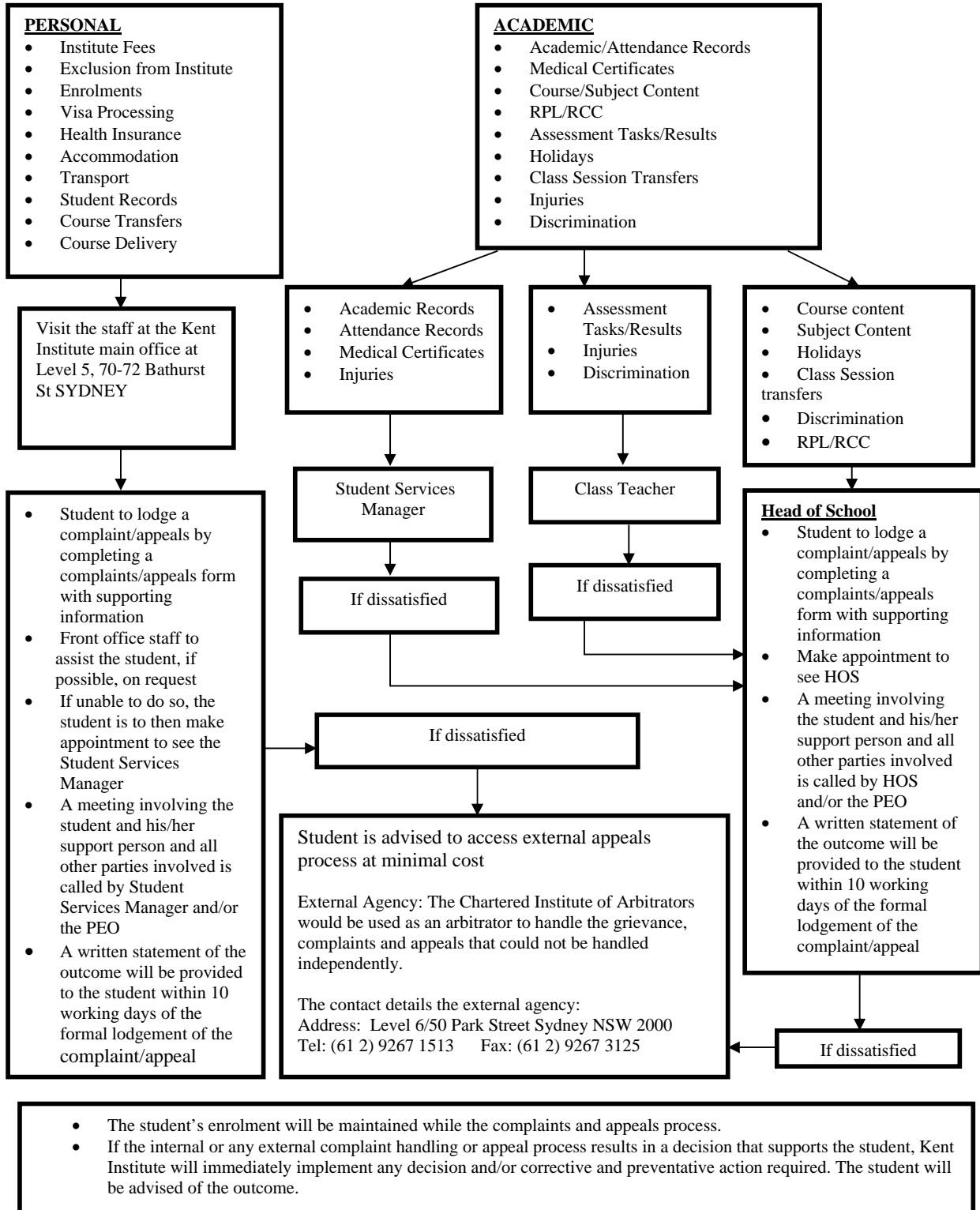
LawAccess also gives referrals to other services and will answer simple legal questions.

Family and civil law advice is available from LawAccess lawyers if a caller can't get into a legal aid office because of the following reasons:

- disability
- distance
- severe disadvantage
- if the matter is considered urgent.



Complaints and Appeals Processes



Student Counselling Services and Support

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage.

All students should make an appointment at reception with the Student Liaison Officer if they wish to ask about any vocational education and training or personal counselling services available at KENT INSTITUTE OF BUSINESS AND TECHNOLOGY.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products KENT INSTITUTE OF BUSINESS AND TECHNOLOGY will do its best to ensure they are relevant to industry needs

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, KENT INSTITUTE OF BUSINESS AND TECHNOLOGY provides:

Student Vocational Counselling to improve and extend training outcomes. While this can be achieved on a one to one basis with Management, trainers, assessors and Head of School are required to monitor student progress. Students are advised to make an appointment at reception to see the Student Liaison Officer in the first instance. They can then make a time to see the Manager/Principal/trainers/assessors and Head of Schools who are responsible for monitoring student progress.

Additional support and services include:

- a. Education and Career Counselling
- b. Assistance when applying for RPL and RCC

Personal Counselling services are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- a. Grievance /conflict resolution
- b. Stress management
- c. Access and equity issues
- d. Student welfare and support

The Student Services Manager is available to counsel students in these areas. Where the Student Service Manager is unable to meet the needs of the student, the students may contact one of the following counselling providers located in Sydney:

Counselling Services located in Sydney

These include:

Counselling Psychotherapy Health, Level 4/193 Macquarie St. Sydney, (02) 9235 2450

R&D Counselling and Group Thereapy, 1 Bay Rd, Ultimo, (02) 9280 3161

Language, Literacy and Numeracy (LLN) Support

Language, Literacy and Numeracy (LLN) Support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support are identified on enrolment. Many Trainers have a background in language learning and teaching and are able to offer students case by case support in this area.

Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need to:

- a. Count, check and record accurately
- b. Read and interpret
- c. Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extra curricula assistance is available and can be accessed by contacting the administration office for more information.

Student Travel Concession Forms

Travel Concession forms are ONLY AVAILABLE FOR PERMANENT RESIDENT STUDENTS, for State Rail Authority & State Transit Authority of NSW and Private Omnibus Services.

Students requiring a travel concession can obtain an application form from the Administration Office.

Student ID Card

To promote a safe and healthy learning environment all students are issued with a KENT INSTITUTE OF BUSINESS AND TECHNOLOGY Identification Card, containing their photograph, name, Student ID number, commencement and completion date and signature. Students are required to have their Identification card with them at all times whilst on the KENT INSTITUTE OF BUSINESS AND TECHNOLOGY'S premises.

Hazard Report

In the event that a student identifies something on the campus, which could cause injury to someone, or something, please advise the Administration Office without delay. A hazard report will be completed and the incident will be investigated.

GENERAL INFORMATION

Organisation's Property

During the term of enrolment students may be issued with resources to aid them in their studies. These resources remain the property of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY and are only on loan.

These resources may take the form of:

- Text books belonging to the College or teachers, and for which the student has not paid (NOTE: all on loan text books received by students must be recorded on the Student Loan Register held at the Administration Office. The Register must be completed with the student's name, signature and the date of issue and also signed and dated when the books are returned).

Students are required to return KENT INSTITUTE OF BUSINESS AND TECHNOLOGY's property within the time specified by the issuing staff member.

Failure to comply with this policy will result in no certification being issued until all property is returned.

Student Equipment List

All students will require:

- ◆ dictionary
- ◆ calculator
- ◆ typing/computer paper (A4 white)
- ◆ red, black, blue biros
- ◆ pencil
- ◆ eraser
- ◆ ruler
- ◆ highlighter
- ◆ writing paper

Student Feedback and Quality Improvement

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY collects statistical information regularly to monitor, maintain and achieve on-going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office, or online via the Student Information System.

This Student Handbook is prepared by Emily Xu, Student Services Manager in consultation with the directors of Kent Institute. I would greatly appreciate if you could report any errors or misprints to me at emily@kentinstitute.nsw.edu.au.