文件下载自万友教育网站

版权归学校所有

www.oneuedu.com

万友优势 ADVANTAGE

客户信息私密性

录入系统后自动设置权限，除专属的案件专员其他内部人员及外部人员不可见

精英团队

文案专员为每位学生一对一定制专属方案，移民律师外部协助．团队为学生带来高质量服务

学生案件更新通知

当文案专员每完成一步，会更新在万友系统中，客户会以邮件的形式收到步骤更新通知，查看自己案件的最新进程

全程服务透明

无押金等不必要条款，客户案件信息透明，收费项会在案件开始前与客户协商一致，案件开始后无特殊意外情况，不会产生收费项目

提供服务 PROVIDE SERVICES

学校查询　课程查询　学生签证　留学准备　出发准备　绿卡资讯

详细流程请扫码

添加客服为您解答

KEYSTONE COLLEGE
OF BUSINESS & TECHNOLOGY

VET Student Handbook

Table of Contents

Message from the CEO 6
Our Vision 7
Our Mission 7
Our Values 7
Introduction 7
About the Learner Handbook 7
Contact Details 8
Perth City Campus **8**
Adelaide Campus **9**
Emergency/Important Contact Details **9**
Useful Contact Details **9**
Learner Safety **12**
Sun and Water Safety **12**
Client Selection and Enrolment Procedure 13
Courses offered at KCBT **13**
ELICOS 14
Entry Requirements 14
Client selection 15
Enrolment 15
Orientation letter 15
Agents 15
Overseas Student Health Cover Policy 16
KCBT Facilities 16
Equipment & Learning Resources 16
Simulated Environment 17
Computer Room, Laptops and Bring your Own Device (BYOD) 17
Orientation 18
Learner Support Services **18**

Learner Advice **19**
Learner Information Policy **19**
Learner Access to Records **19**

Learner Welfare and Support Referral 19
Academic issues **19**
Flexible delivery and assessment procedures **20**
Reasonable adjustment **20**
Additional Support **20**
Personal / Social issues **20**
Critical Incidents 20
Brief Overview of Vocational Education 21
Course Delivery Method **21**
Structured Training and Assessment **21**
Unstructured Learning and Self Study **21**
Work-Based Training **22**
Support during Work-Based Training 22
Submission of Work-Based Training Time-sheets 22
Additional Requirements to Participate in Work-Based Training **22**
Accident Procedure **22**
Placement Safety **22**
Unpaid Voluntary Workers Insurance **23**
Assessments and Assessment Outcomes 23
Assessment Methods **23**
Assessment Policy **24**
Assessment Submission Guidelines **24**
Retention of Assessment **24**
Submitting your assessment **24**
Assessment Retention Requirements **24**
Assessment Cover Sheet **25**
Assessment Results **25**
Special Conditions that may affect Assessment **25**

Assessment Re-submissions **25**
Conditions for Re-submission **25**
Complaints and Appeals 26
Course Progress 26
Intervention Strategy **26**
Monitoring Course Enrolment Load **27**
Credit Transfer (Recognition of Qualifications issued by other RTOs) 27
Unique Learner Identifier 27
Recognition of Prior Learning (RPL) 28
Deferral, Suspension or Cancellation of Learner Enrolment 28
Classroom and Site Policies 28
Punctuality and Attendance **28**
Rules of Enrolment 28
Learner Discipline 29
Non-payment of fees **29**
Financial Hardship **30**
Academic Dishonesty **30**
Plagiarism and Collusion 31
Course Fees 32
Fees for KCBT Courses **32**
Advanced Tuition Fees **33**
Refund Policy 33
Location and list of Policies and Forms 33
Emergencies **34**
KCBT Compliance with the Regulator 34
Code of Conduct 34
Governance and Quality of Education Delivery 34
Certification and Issuing of Qualifications and Statements of Attainment 35
Transition to Training Packages and Disestablishment of Courses 35
Access and Equity 36
Privacy 36

Language, Literacy and Numeracy Assistance 36
Learner Feedback 37
Social Media Policy 37
Learner Code of Behavior 38
Learner Details **38**
Working in Australia 38
Permission to Work 38
Accessing your visa information 39
Finding Work 39
Getting a Tax File Number 39
Tax Returns 40
Superannuation 40
Consumer Protection 40
PLAN YOUR TRAVEL 40
Travel Checklist **40**
Important documents: 42
Customs and Border Protection 42
Department of Agriculture and Water Resources 43
Bringing Family **43**
Issues to consider **43**
Living Costs in Australia 44
Minimum Cost of Living **44**
Accommodation 45
Legal Protection 46
Bringing School Aged Kids 47
Childcare **48**
ENROLMENT CONDITIONS **48**
FEES AND CHARGES **49**
Overseas Student Health Cover 50

Message from the Founder and CEO

"Education is the most powerful weapon which you can use to change the world." – Nelson Mandela

Congratulations, on taking the first key step to learn and enrich your life through education. I welcome you to Keystone College of Business and Technology (KCBT).

At KCBT, it is our mission to provide quality education, a safe and comfortable environment and the best learning resources to our students. To ensure we achieve this, we have carefully selected our academic and administrative staff who work in collaboration to provide the best outcomes for our students.

At KCBT you will have access to a variety of resources to assist you in your learning journey and to provide a well-rounded education experience to make your experience rewarding and an enjoyable start to the life-long learning journey and to a successful career.

I wish you all the best with your journey at KCBT and look forward to meeting with you on campus.

Sincerely,

Rohini Modgill

Our Vision

To be a leading, innovative, Australian training provider that reflects industry standards and builds upon them.

Our Mission

To foster a conducive learning environment with access to cutting edge technology and industry experts, that nurtures every learner's individual creativity and equips all graduates with the required skills and more, to conquer their future challenges and goals.

Our Values

Teamwork
Conducive Learning Environment
Personal and Professional Growth Opportunities
Respect
Customer Focused Service
Innovative
Creative
Inspiring

Introduction

Keystone College of Business and Technology is a Registered Training Organization (RTO) for private education that meets Standards for Registered Training Organisations (RTOs) 2015. All our courses are nationally accredited and continually updated in line with changes in industry.

Perth Campus:
Keystone College of Business and Technology is situated in the Perth *CBD* at Level 7, 251 Adelaide Terrace. There is a bus stop directly opposite the college for easy access into the city on the free bus (CAT) service. KCBT is just a 2-minute walk away is the famous landmark "WACA- Home of Cricket in WA".

Adelaide Campus:
The campus is located in the heart of Adelaide city, on level 3, 38 Currie Street. Currie Street is a main street in the Adelaide city centre, South Australia. It runs from King William Street, through Light Square, to West Terrace on the western edge of the city centre. The campus is walking distance to Rundle Mall and major banks and walking distance from the bus stop.

About the Learner Handbook

The Learner Handbook is made available to all learners prior to enrolment, at the KCBT website and again as part of our learner orientation program. It is important that you read and understand the content of the Learner Handbook before course commencement.

You can access the most up-to-date version of KCBT Learner Handbook at any time via our website (http://kcbt.edu.au/learners/learner-handbook), you are also welcome to request a printed copy from reception.

If you do not understand any part of the Learner Handbook or you would like any sections explained to you, please contact Support Staff on
Perth Campus: Phone: 08 9221 1261
or email: reception@kcbt.edu.au

This Learner Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011 and/or the Education Services for Overseas Student Act 2000

To assist you with both Academic and Non-Academic matters, Keystone College of Business and Technology employs Student Support Staff who are here if you need help or support at any time. Please contact the Student Support staff or see one of our staff members. If they are unable to address your specific needs, they can refer you to someone who can.

Definitions

- ASQA — Australian Skills Quality Authority
- DOHA — Department of Home Affairs
- AQF — Australian Qualifications Framework
- CRICOS — Commonwealth Register of Institutions and Courses for Overseas Learners
- ITECA — Independent Tertiary Education Council Australia
- OSHC — Overseas Student Health Cover
- Support Staff Training Coordinators, Student Support Staff, Enrolment Officer, Marketing Officer, Compliance Manager, Director of Marketing, CEO

Contact Details

You can access you schedule via the student management system. To identify how to reach your training venue from your place of residence in Perth (WA), visit the Perth Transport website at www.transperth.wa.gov.au, for Adelaide please use https://www.adelaidemetro.com.au. These websites will produce a number of options on how to reach your training venue in time, from your place of residence in Perth (WA) or in Adelaide (SA). If you need assistance, please contact our Student Services Team. During Orientation we will include a tour of the campus related to your studies.

Perth City Campus

Perth Campus:
Level 7, 251 Adelaide Terrace
Perth WA 6000
Tel: +61 8 9221 1261
Email: reception@kcbt.edu.au
Web: www.kcbt.edu.au
Parking: No student parking is provided at the Perth City Campus.

There are numerous ticketed car parking locations close to the campus, check City of Perth Parking for more information.

Adelaide Campus:

Level 3, 38 Currie Street
Adelaide SA 5000
Tel: +61 8 7200 3422
Email: reception@kcbt.edu.au
Web: www.kcbt.edu.au
There are numerous ticketed car parking locations close to the campus, check City of Adelaide Parking for more information.

Emergency/Important Contact Details

The emergency contact person for both campuses are detailed below and can be contacted 24 /7

Perth	• Mr Marcus Aquilino Mobile: 0431 747 994, • Student Support: student.services@kcbt.edu.au
Adelaide	• Mr Marcus Aquilino Mobile: 0431 747 994 • Student Support: 0452 621 882

Useful Contact Details

Department Name	Contact Details (Perth)	Contact Details (Adelaide)
Career Development Centre Employment Agencies	Free call 132 398	Phone (08) 8388 6600
Department of Home Affairs	131 881 www.homeaffairs.gov.au	131 881 www.homeaffairs.gov.au
The Department is responsible for immigration and customs border policy. Home Affairs brings together Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs, settlement services and immigration and border-related functions, working together to keep Australia safe.		
ATO – Australian Taxation Office	Tax File Number: 132 861 www.ato.gov.au	Tax File Number: 132 861 www.ato.gov.au
The Australian Taxation Office is an Australian statutory agency and the principal revenue collection body for the Australian government. The ATO has responsibility for administering the Australian federal taxation system, superannuation legislation, and other associated matters		
Health Cover	NIB: niboshc@nib.com.au ; Phone: 1800 775 204	NIB: niboshc@nib.com.au ; Phone: 1800 775 204

College's 24hr Emergency Contact	0431 747 994	0470 219 358
Alcohol and drug information	08 9442 5000	PH: 1300 13 1340 (South Australian callers only - local call fee). Interstate callers can contact ADIS on (08) 7087 1743
Family help line	08 9223 1100	(08) 8207 0060
The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.		
Trans Perth / Adelaide METRO	13 62 13	1300 311 108 (metropolitan customers) 1800 182 160 (regional customers)
Legal Aid	1300 650 579	1300 65 11 88
Legal Aid offers free or low-cost legal services to the community. We can help if you have questions about the law, if you are going to court, or if you need advice on a legal problem.		
Ambulance	08 9334 1234 (non-emergency transport) 000 (emergency)	1300 13 62 72 08 8274 0600 (for interstate or international callers)
Medical and Health	Royal Perth Hospital 197 Wellington St Perth CBD WA 6000 Central City Medical Centre Shop 14, City Station Concourse, 378 Wellington Street, Perth WA 6000 Perth Medical Centre 713 Hay St Perth WA 6000	Royal Adelaide Hospital Port Road Adelaide City Clinic 7 Day & Night1/160 Grote Street, ADELAIDE, SA, 5000 Ph: 08 8241 1199 City Medical Centre 1/80 Grote Street, ADELAIDE, SA, 5000 08 8120 1888
Lifeline:	Phone: 13 11 14	Phone: 13 11 14

Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.	
Beyond Blue:	Chat Online: 3pm -12am, 7 days a week Phone: 1300 224 636 Website: https://www.beyondblue.org.au
Service details - Depression. Anxiety	
Kids Helpline:	1800 551 800
If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).	
Poison Information Centre:	131 126
Service details - Provides advice on the management, assessment and treatment of poisonous products including non- prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.	
Sexual Assault counselling service	
Search online for 'rape crisis center' in your home state Service details - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24-hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.	
Pregnancy Help:	Phone: 1300 655 156 Email: info@pregnancysupport.com.au Website: https://www.pregnancysupport.com.au/
Emergency	In Emergencies – Dial 000 or 112 mobile (to override key locks)
The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.	
Nearest Police Station	131 444 - Nearest Police Station

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics in any way and are there to help you feel safe in threatening situations. In a non-emergency situation, you can contact the local police station

Learner Safety

KCBT has a number of processes to provide a safe and secure learning environment to all learners. These include hours of operation and access to staff to assist learners where required.

When travelling to and from college premises it is important to ensure your own safety at all times. Learner safety tips:

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy
- Avoid confrontation - it is better and safer to walk away if you are being provoked
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets
- Have your keys ready well before you reach the door of your car or house
- If you are going away, tell someone you trust where you are going and when you will be back
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops
- Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Check the time of the last train, bus or tram home to avoid being stranded at night
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

Sun and Water Safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country.

There are some steps you can take to protect your skin:

- Wear sunscreen protection (such as SPF50+ water resistant sun cream) and apply before you go outside.
- Apply sunscreen at least 25-30 minutes before and after swimming
- Wear a hat and UV protective sunglasses.
- Avoid spending long periods of time in the sun between 10am and 3pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.

Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:

- Never dive into a body of water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one.

Flags:

- RED & YELLOW - Area operated by a lifesaving service
- RED - Beach is closed - Do not enter the water
- YELLOW - Potential hazards in the water
- BLACK& WHITE - Board riding and surfing is not permitted

Source: https://www.studyinaustralia.gov.au

Client Selection and Enrolment Procedure

Courses offered at KCBT:

KCBT delivers various qualifications ranging from Certificate III to Advanced Diploma (see table below). Learners can access the following information by following the hyperlink next to the qualification. Specific information on each one of our training products is available in our course information flyers. It is important that you read the information in the course flyer for your chosen course as it provides information as per standard 5.2 (Standards for RTO 2015) for example:

1. Course Description
2. Course Duration and Fee
3. Delivery Methods
4. Entry Requirements
5. Intakes
6. Course Content and term breaks duration
7. Credit Transfer
8. RPL
9. Unit of competency

National Code	Qualification Name	More Information
RII60520	Advanced Diploma of Civil Construction Design	https://kcbt.edu.au/advanced-diploma-of-civil-construction-design/
10904NAT	Diploma of Social Media Marketing	https://kcbt.edu.au/diploma-social-media-marketing/
BSB50120	Diploma of Business	https://kcbt.edu.au/diploma-of-business/
BSB60120	Advanced Diploma of Business	https://kcbt.edu.au/advanced-diploma-of-business/

BSB50820	Diploma of Project Management	https://kcbt.edu.au/diploma-of-project-management/
SIT30821	Certificate III in Commercial Cookery	https://kcbt.edu.au/sit30821-certificate-iii-in-commercial-cookery
SIT40521	Certificate IV in Kitchen Management	https://kcbt.edu.au/certificate-iv-in-commercial-cookery/
SIT50422	Diploma of Hospitality Management	https://kcbt.edu.au/sit50416-diploma-of-hospitality-management/
SIT60322	Advanced Diploma of Hospitality Management	https://kcbt.edu.au/advanced-diploma-of-hospitality-management/

ELICOS (please refer to ELICOS Student Handbook for further information)

Entry Requirements:

<table>
<tr><th colspan="4">Entry Requirement</th></tr>
<tr><th>Course Level</th><th>English language Proficiency</th><th>Academic Requirements</th><th>The delivery methods</th></tr>
<tr><td>General English
FCE
CAE
PTE
IELTS</td><td>Placement test or Recognised English test score (e.g. IELTS, PTE, FCE, CAE or TOEFL)</td><td>Course available for those 18 years and over. Students commence at the level according to their current ability.</td><td>Face-to-face learning.
Structured learning activities.
Authentic learning experiences.
'Other study' such as teacher led e-learning.</td></tr>
<tr><td>Certificate III</td><td>IELTS 5.0 or equivalent</td><td>Australian Year 11 (or equivalent) Course available for those 18 years and over.</td><td rowspan="3">➢ Face-to-face classroom-based structured learning
➢ Simulated business environment.
➢ E-learning (Not more than 33% of the course).
➢ Learners will be required to bring their laptop device (refer to BYOD- bring your own device policy).</td></tr>
<tr><td>Certificate IV</td><td>IELTS 5.0 or equivalent</td><td>Australian Year 11 (or equivalent) Course available for those 18 years and over.</td></tr>
<tr><td>Diploma</td><td>IELTS 5.5 or equivalent</td><td>Australian Year 12 (or equivalent) Course available for those 18 years and over.</td></tr>
</table>

Advanced Diploma	IELTS 5.5 or equivalent	Australian Year 12 (or equivalent) Course available for those 18 years and over.	

For more information on our courses please refer to: (http://kcbt.edu.au/category/courses/)

Client selection

Enrolment and admission into some Keystone College of Business and Technology training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. (http://kcbt.edu.au/category/courses/)

Enrolment

The enrolment procedure commences when a learner contacts Keystone College of Business and Technology expressing interest in a training program(s).

Enrolment applications are assessed to ensure that the learner meets any prerequisites and/or entry requirements that have been set for the selected course. Learners are informed of successful enrolment and sent information on the course and their course induction. Learners who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Keystone College of Business and Technology to discuss their training needs and alternative opportunities. Please refer to Student Enrolment and Selection Policy and Procedure (http://kcbt.edu.au/students/policies/)

Orientation letter

As an additional support to enrolling learners, Keystone College of Business and Technology sends an orientation letter to the learner prior to the commencement of training. Information includes the time, date and location of training, the resources the learner should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Agents

Keystone College of Business and Technology (KCBT) has a firm recruitment, monitoring and termination practices in place for Education Agents that recruit students for KCBT. KCBT takes all reasonable measures to only use Education Agents that have appropriate knowledge and understanding of the Australian Education Industry and does not use education agents who are

dishonest or lack integrity. For further information on KCBT agent policy and agent list, please refer to KCBT website.

Overseas Student Health Cover Policy

For International Learners: Overseas Student Health Cover (OSHC) is compulsory insurance that provides cover for the costs of medical and hospital care which international learners may need while in Australia and is mandatory for international learner visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. Staff at KCBT can organise OSHC for learners, please contact enrolment@kcbt.edu.au for more information.

KCBT Facilities

The campus is situated in one of the most exciting parts of the city and the facilities provide an environment which is both safe and conducive to achieving study goals.

The Common room is a great place for socializing and relaxation, when not studying. Computers with Internet access are available in the computer room for research.

The Keystone College of Business and Technology is in close proximity to major public transport, buses and trains, the city centre full of great cafés, restaurants, shopping and accommodation.

Services available to learners include:

- Orientation
- Counselling
- Initial Airport, train and bus pickup (a fee applies)
- Cultural adjustment
- Learner accommodation
- Language & literacy support

The Support staff at Keystone College of Business and Technology can help learners with:

- Application and enrolment
- Articulation into Australian Universities
- Credit Transfer and Recognition of Prior Learning
- Career advice

Equipment & Learning Resources

KCBT facilities include classrooms; a computer lab; common room with kitchen facilities. The 'common room' provides learners an ideal area within the building to relax, socialize with other learners and have their meals. Learners also have full access to a fridge kettle, microwave, and vending machine. This allows learners to bring food from home and save money.

Simulated Environment

KCBT has a simulated environment established for training and assessment purposes. There is practical (hands on) training and assessment conducted for the courses offered at KCBT

Learners take on the role and responsibility to meet requirements of a true to life business. Learners are expected to dress in business attire to reflect "real workplace" and follow workplace standards including policies and procedures and relevant legislation requirements. Learners complete work-related tasks, and contingency planning.

Computer Room, Laptops and Bring your Own Device (BYOD)

At KCBT, learners have access to computers/laptops provided in the computer room. However, learners must bring their own personal laptops. Learners are be provided with a generic username and password if they wish to use the KCBT computers. Printing/scanning facilities are also available in the computer room or via Wi-Fi access for learner computers. Please refer to BYOD Policy on (http://kcbt.edu.au/learners/policies/)

Wireless internet

Wireless internet is available throughout college premises. Learners can obtain the Wi-Fi access name and password from reception.

Classroom

All classrooms are fully air-conditioned, and are equipped with e-boards.
No food or drinks are permitted in any classroom at any time. Food and drink may be consumed in the learner common room.

Books

Relevant books are provided to learners, some books are available online while others are paper based. Learners can access public libraries for additional resources, the following libraries are close to KCBT:

Perth	• State Library of Western Australia (2 kms from Perth campus), 25 Francis Street, Perth • City of Perth Library & History Centre (1 kms from Perth campus), 573 Hay Street, Perth
Adelaide	• Adelaide City Library (0.5 kms from Adelaide campus) 77-91 Rundle Mall, Adelaide • State Library of South Australia (0.75 kms from Adelaide campus) North Terrace &, Kintore Ave, Adelaide

Resources at KCBT are mapped against the units of competency within the relevant training packages for all qualifications delivered to ensure that learners have access to the best and most relevant resources for their qualification.

Orientation

Orientation is conducted in the first week of the term and is obligatory before course commencement. Learners are notified of orientation date, time and venue via email (learner email address provided in Application form).
At Orientation the learners are provided with all necessary information about the college pertaining to course commencement, college facilities and resources, academic progress and reporting and student support services available.
Refer to Learner Orientation Policy and Procedure for more details on college website (http://kcbt.edu.au/category/courses/)

Course Start Date

Each course start date is identified in the Offer and Course Agreement you received when you were accepted into KCBT.

Learner Support Services

Keystone College of Business and Technology will ensure learners are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Learners who undertake training with Keystone College of Business and Technology receive every opportunity to successfully complete their chosen training program. Keystone College of Business and Technology will provide learners with information prior to commencement of services including any third-party arrangements affecting the delivery of training and/or assessment.

Questions and Enquiries – Student services are available during operating hours 8:30 – 5:00 pm (face to face/email/telephone) to answer any questions or queries you may have. Please contact the following emails for support:
Course Enrolment - Enrolment Manager – enrolment@kcbt.edu.au
Re-enrolment and Class Schedule - Student Support Manager – student.services@kcbt.edu.au
Fees/payment plan - Accounts officer – account@kcbt.edu.au

Course Variation Application Form – Please access and complete this form to request changes to your course/commencement date, cancel your enrolment, deferment or would like to move to another RTO.

Complaints and Appeals Form - Please access and complete this form if you are not satisfied with the outcome of any KCBT decision, you may appeal, using the Complaints and Appeals Form available from the Student Services Team, or via our website. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.

Learner Advice

Keystone College of Business and Technology has processes in place to provide all learners with information about the training, assessment and support services, and about their rights and obligations, prior to enrolment or entering into an agreement.

While Keystone College of Business and Technology will ensure that all learners will receive the full training services paid for, it does not guarantee a learner will successfully complete the course in which they are enrolled or that the learner will obtain employment outcome outside the control of Keystone College of Business and Technology.

Learner Information Policy

Keystone College of Business and Technology will provide all relevant information and directions to each learner prior to enrolment to enable the learner to make informed decisions about undertaking training with Keystone College of Business and Technology.

Where there are any changes to agreed services, Keystone College of Business and Technology will advise the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third - party arrangements.

Learner Access to Records

Learners have the right to request information about or have access to their own individual records. Any such request must be made in writing via email to records manager at KCBT (admin@kcbt.edu.au). KCBT administration staff will provide the requested information or access. Learners also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

Learner Welfare and Support Referral

The following support services are available for all learners studying at KCBT. The services mentioned below will be provided to learners of KCBT at no additional cost. (Refer to Learner Support Services Policy for more details on college website http://kcbt.edu.au/learners/policies/)

Academic issues

Learners can contact Support Staff or relevant trainers to discuss academic, attendance, or other issues relevant to studying at KCBT at any time. Support staff will provide advice and guidance, or referral, where required.

In the event that a learner's needs exceed the capacity of the support services Keystone College of Business and Technology can offer, they will be referred to an appropriate external agency.

Information regarding support agencies, resources and services may be sourced online. KCBT staff members will assist learners to source appropriate support.

Flexible delivery and assessment procedures

KCBT staff will pursue any reasonable means within their ability to assist learners in achieving the required competency standards. In the event that a learner's needs exceed the capacity of the support services at KCBT, college will refer learner to an appropriate external agency.

Reasonable adjustment

KCBT will allow for reasonable adjustments given that the standards expected should be the same irrespective of the group and / or individual being assessed.

Reasonable adjustment means adjustments that can be made to the way in which evidence of learner performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way.

Additional Support

Additional support may be provided to learners in the following situations but not limited to:

- English language, Literacy and Numeracy difficultly
- Personal problems
- Difficulty with study load
- Non-participation in class activities
- Not following KCBT policies and procedures while on campus
- Any disability which may impact on the ability to participate successfully in Learning and Assessment

Personal / Social issues

Many issues can affect learner's social and/or personal life and all learners have access to the Support Staff to gain advice and guidance on personal issues, accommodation, or family / friend issues. Where further support is required, a referral to appropriate support services will be organised and KCBT will not charge any fees for this referral.

Critical Incidents

Critical incident as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.* Critical incidents are not limited to, but could include:

- missing learner/s or staff member/s.
- severe verbal or psychological aggression.
- death, serious injury or any threat of these.
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse

Non-life-threatening events could still qualify as critical incidents.

In an event of a Critical Incident contact KCBT Support Staff as soon as possible. Please refer to KCBT critical incident policy available at reception or http://kcbt.edu.au/learners/policies/

Brief Overview of Vocational Education

Vocational education and training undertaken at KCBT is competency based. Assessment tasks determine whether a learner is "Competent" or "Not Yet Competent" in units of study that make up a qualification.

However, each individual assessment task will be determined as either "Satisfactory or Not Satisfactory". All assessment tasks required for each unit of study must be satisfactory for any learner to be deemed as Competent in that unit.

Course Delivery Method

KCBT courses are delivered via a combination of the following modes of delivery:

Structured Training and Assessment

Training/Learning and assessment for a minimum of 20 scheduled course contact hours per week, can include:

- ***Supervised Face to Face Training and Assessment**** – Classroom Training and Assessment, including but not limited to; training delivery and practical training; engagement in group activities; class learning exercises; participation in simulated activities; roles plays; observations; attending guest lectures or excursions; completion of assessments (projects and work tasks).
- ***Supervised Distance Training and Assessment (Away from Campus)*** – Online Training and Assessment (with Trainer Online – MS Teams), including but not limited to; training delivery; engagement in group activities; class discussion; participation in simulated activities; roles plays; observations; attending guest lectures or excursions; completion of assessments (projects and work tasks).
- ***Unsupervised Distance Learning and Assessment (Away from Campus)*** – Prescribed Learning and Assessment within the Learning Management System (Trainer available if necessary) including but not limited to; Completion of additional learning; assessment which could include projects, questions, reports, work tasks.

Unstructured Learning and Self Study

Unstructured learning and assessment activities prescribed by your trainer, away from scheduled course contact hours, this can include:

- ***Unsupervised Prescribed Learning and Assessment*** - Online research/forums; workshop activities; completion of assessments (projects, questions, reports and work tasks); structured prescribed reading and follow up activities.
- ***Unsupervised Learning (Self-Study)*** - Private study; Self-initiated learning; Research.

*Face to Face includes training in our simulated/real workplace environments i.e. The Kitchen

Work-Based Training

Work-Based Training is a structured, assessable programme. Work-based training is considered as class time. The courses listed below include a COMPULSORY work-based training placement. During scheduled WBT students must complete a minimum of 20 scheduled course contact hours per week. All work-based training is organised by KCBT team in consultation with students. In some cases, to enhance your overall experience in industry, KCBT provides additional time (above the minimum WBT requirement) to help you to successfully become part of the Australian workforce during your study.

Commercial Cookery	SIT30821 Certificate III in Commercial Cookery	10 weeks/200 hours WBT (48 service periods)

Support during Work-Based Training

During WBT, if you require any support please contact KCBT Team by emailing:

Training Coordinator- Commercial Cookery Ana.Pereira@kcbt.edu.au

Student Support Manager student.services@kcbt.edu.au

Submission of Work-Based Training Time-sheets

Your Work-Based Training time-sheets must be scanned and emailed to KCBT every Tuesday. Students will be marked as non-participating for the entire week = 20 hours, if the time sheet is not received on the due day. Time Sheets to be emailed to: IP@kcbt.edu.au

Additional Requirements to Participate in Work-Based Training

SIT30821 Certificate III in Commercial Cookery

The following information is for CERT III students.

Accident Procedure

If you are involved in an accident whilst on Work-Based Training, there are procedures to be followed:

- Normal arrangements for medical assistance must be made.
- Notify your next of kin.
- A medical certificate must be issued by the attending doctor.
- KCBT must also be notified as soon as possible – please forward a message to your trainer or Student Support Manager or Training Coordinator – Commercial Cookery.

Placement Safety

Rules To ensure you gain practical experience as part of your training; you acknowledge the following rules:

- You follow proper techniques and processes; if you are unsure, you must call your trainer/supervisor or other staff member.
- Have a person monitoring you as you perform a task for the first time, or you feel uncertain about your ability to complete the task;
- Only use safe and well-maintained equipment that is appropriate for the task;
- Follow safety guides as provided by your host employer during your Workplace Health and Safety induction;
- Wear appropriate clothing, safety, and health equipment;
- Maintain correct posture and body positioning to reduce the risk of injury;
- If an injury occurs, ensure you advise your workplace supervisor and complete a workplace incident report record as soon as possible;
- Contact KCBT emergency telephone number (0431 747 994) OR Student Services (08 9221 1261) and see a doctor as soon as possible.

Unpaid Voluntary Workers Insurance

KCBT holds an appropriate Insurance policy for students attending Work-Based Training. This insurance is valid only when the student is on unpaid, scheduled Work-Based Training. If you are injured or hurt during your work-based training placement you need to ensure that you report it to KCBT as soon as possible. You should use your Medicare or Private Health Insurance including OSHC to claim your medical expenses. Please note that Work-Based Training placement is NOT covered by WorkCover / Workers Compensation Insurance as you are UNPAID. To make a claim on the Voluntary Workers Insurance with KCBT please Email admin@kcbt.edu.au, and we will forward you the Insurance Claim form. Please note that you will be required to provide evidence to support your claim, therefore you should retain copies of:

- Medical Certificates
- Receipts / Invoices for medical appointments and tests

Assessments and Assessment Outcomes

You will be provided with student guide and assessment overview at the commencement of each Unit of Competence to inform you of the requirements of the unit, including the number of assessments required to complete satisfactorily to be deemed competent and the assessment completion due dates.

As a Registered Training Organisation, KCBT ensures that all assessments conducted follow the Principles of Assessment and Rules of Evidence.

Assessment Methods

Assessments/exams are conducted during class, workshops and through industry-based projects. The assessments methods are:

- Structured assessments activities such as reports, displays, role plays, and presentations.

- Portfolio (A purposeful collection of work samples of annotated and validated pieces of evidence, compiled by the learner. Evidence could include written documents, photographs, videos or logbooks)
- Questioning
- Direct Observation
- Third -party evidence (if applicable)

All assessments are identified in the learner pack as a part of the assessment requirements.

Assessment Policy

KCBT Assessment Policy and Procedures apply to all assessment processes undertaken by KCBT staff. Unless stated otherwise, all policy and procedures cover the assessment of all qualifications and as an assessment only process (RPL). This policy provides guidelines within which qualified trainers will use professional judgment to conduct assessment.

Assessment Submission Guidelines

Assessment Submission Guidelines outlines the rules that govern all assessments at KCBT. Within each assessment document, an **'Assessment Cover Sheet'** must be signed to state you agree with the contents of this document. No assessments will be accepted for marking without a completed and signed Assessment Cover Sheet.

Retention of Assessment

It is your responsibility to keep a second copy of your assessments. KCBT does not take responsibility for lost or stolen assessments. KCBT reserves the right to request a copy of your original assessment at any time after you have submitted your assessment. This includes WBT (Work-Based Training) documentation submitted.

Submitting your assessment

All submitted assessments file names must include the following details and should be electronically submitted via KCBT LMS.

FILE NAME:
Student ID_Unit of Competence_Assessment Number_Date submitted
Example:
KCBT1000_ BSBWHS401_Assesment 1_22.11.21

Assessment Retention Requirements

KCBT securely retain all completed student assessment items for each student, for a period of six months from the date on which the judgement of competence for the student was made.

Assessment Cover Sheet

All assessments that are written submissions must be presented with an assessment cover sheet. KCBT assessment cover sheet is available on the KCBT website. KCBT does have a due date extension procedure for written assessments; however, all learners are encouraged to manage their study load and should only apply for extensions if there is a compelling reason.

Assessment Results

Results are made available to within three weeks of completing any assessment. Trainers provide feedback and results to learners in one or more of the following ways:

- Interviews highlighting strengths and weaknesses measured against the assessment criteria
- A competent/satisfactory or not yet competent/not satisfactory result may be given to the learner at the time of the assessment
- Written comments on any submitted written assessments
- An evaluation or marking sheet or record of assessment

Special Conditions that may affect Assessment

Any special conditions that may affect assessment must be reported to the Support Staff by any learner two weeks prior to the assessment event. Learners are notified within one week as to the outcome.

Assessment Re-submissions

If a learner does not satisfy assessment requirements towards achieving competency in a unit, on the first attempt, the learner will be allowed one resubmission of the 'Not Satisfactory' (NS) assessment tasks. If a learner does not achieve a 'Satisfactory' outcome upon resubmission, no further resubmissions will be allowed, and a re-enrolment cost will incur for each unit. The re-enrolment fee will be charged at the unit cost price.

Under the SIT30821 Certificate III Commercial Cookery qualification, the kitchen class re-sit per unit will incur a cost of $250.

Conditions for Re-submission

A learner will only be considered as being eligible to re-submit a 'Not Satisfactory' (NS) assessment if the learner has:

- participated in learning and classroom activities and undertake the given assessment tasks in genuine manner, and
- submitted the original assessment by the due date (either the original due date or an extended/ deferred due date granted in accordance with KCBTs extension policy

Examples of non- genuine attempts may include but are not limited to:

- Not attempting large sections of the assessment in a meaningful and reasonable manner, and/ or
- Not attempting all questions in a meaningful and reasonable manner, and/or

- Responses not having a reasonable relation to the question posed

Complaints and Appeals

Any learner who is dissatisfied with their assessment results can make an application to have their assessment reassessed. All assessment complaints and appeal applications must be received in writing, addressed to the Student Support Manager.

Receipt of the grievance will be acknowledged within five working days and the complaints process will commence within ten days of the receipt of the written complaint and all reasonable measures will be taken to finalise the process as soon as practicable.

Learner Complaints and Appeals Policy and Procedures should be read in conjunction with KCBT "Course Progress and Policy & Procedure" http://kcbt.edu.au/learners/policies/

The right to complaint and appeals does not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

As per the requirements of National Code and ESOS Act, KCBT's complaint and appeal processes are:

- available to all learners
- confidential
- FREE of cost
- responded within 10 working days of the lodgement

Course Progress

KCBT will notify learner and the Department of Education and DoHA if learner breaches learner visa conditions as a result of having failed to maintain satisfactory course progress.

KCBT will monitor, record and assess learner course progress for each unit of the course for which learner has enrolled to help achieve satisfactory course progress and will intervene if learner is at risk of failing to achieve satisfactory course progress.

KCBT has adopted DIBP (DoHA) Course progress policy to monitor the progress of learners enrolled in courses offered by KCBT (please refer to the course progress policy onhttp://kcbt.edu.au/learners/policies/).

Intervention Strategy

KCBT proactively monitors learner progress and applies intervention strategies as soon as any learner is identified as at risk of not making satisfactory course progress. The intervention strategy is activated where the learner has failed or has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. Trainers/Assessors are vigilant and identify learners who are at risk of not making satisfactory course progress and recommend additional support for such learners.

Monitoring Course Enrolment Load

When a learner is identified of not meeting the satisfactory course progress, and which may affect the learners expected duration of study, KCBT will record this variation and reasons on the learner file and must correctly report such change via PRISMS.

The following reasons may change the learners study load and may affect the learners expected duration of study (completion within expected duration):

- Necessary units are not available or offered in a particular term.
- Timetable clash.
- RPL/Credit Transfer.
- Failed prerequisites.
- Due to implementation of Intervention Strategy
- An uncommon or unusual event that is out of your control (compassionate or compelling circumstances or Extenuating circumstances)**.**

Learner must provide evidence of compassionate or compelling circumstances or extenuating circumstances.

Credit Transfer (Recognition of Qualifications issued by other RTOs)

KCBT will provide credit for studies completed at another RTO or at any other authorised issuing organisation. In the case of any non-equivalent units of competency, a complete analysis will be undertaken to determine the equivalence of the study completed with the relevant units or modules before granting any credit. (Please refer to KCBT's RPL policy and Credit Transfer policy for more information http://kcbt.edu.au/learners/policies/).

Credit transfer (Internal Credit transfer) also applies to units of competency completed at KCBT as a part of a different course. Internal credit transfer may lead to reduction of course fee and course duration.

Unique Learner Identifier

The Unique Learner Identifier (USI) scheme, enabled by the Learner Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each learner with a USI.

Keystone College of Business and Technology will only issue a qualification or statement of attainment to a learner after the learner has provided a verified USI or KCBT applies for a USI on behalf of the learner. To avoid any delays in issuing certification documentation KCBT will ensure that learner's USIs are applied for or verified USI at the time of enrolment.

Recognition of Prior Learning (RPL)

RPL may be granted towards a KCBT course for assessable learning outcomes achieved through formal and /or informal learning, work related experience and/or life experience, to an extent that is consistent with maximising learner progression while maintaining established academic standards.

Deferral, Suspension or Cancellation of Learner Enrolment

In certain limited situations learners are able to apply to defer or temporarily suspend their studies. For more information please refer to Defrement, withdrawal and cancellation Policy and forms located at KCBT Website.

In certain circumstances where a learner breaches KCBT rules or enrolment, learner code of conduct and visa regulation, the learner may be suspended or their enrolment cancelled. Please refer to the policy and forms located at KCBT website for more information.

Deferment, suspension or cancellation of enrolment can have an effect on alearner's visa as a result of changes to enrolment status. Please contact the Department of Home Afffairs (DOHA) to seek advice on wheter this will affect you.

Learners who have not yet commenced their studies will also need to contact DOHA in case there is any effect on their learner visa as a result of deferring your commencmenet date.
A copy of KCBT Deferment Suspension and Cancellation of learner Policy and Procedure is located at http://kcbt.edu.au/learners/policies/

Classroom and Site Policies

Punctuality and Attendance

The attendance of each learner enrolled with KCBT will be monitored. Staff at KCBT believes that high levels of attendance are necessary to maintain a good course progress.

The DoHA Course Progress Policy does not require KCBT to report on unsatisfactory attendance for VET courses.

However, as part of KCBT academic support and monitoring, KCBT internal policy is that all learners attend classes regularly. It is expected that learners maintain at least 80% attendance.

Rules of Enrolment

- Payment of fee on time
- Satisfactory academic progress
- Satisfactory attendance
- Code of Conduct

Learner Discipline

Learners are expected to report any breaches of the Code of Conduct to the Student Support Manager. KCBT Staff member MUST report breaches to the Compliance Manager / CEO.
All breaches are not automatically substantiated and will be investigated. The repercussion of breaches can be as follows:

- Written Warning
- Suspension from Class
- Request for apology
- Counselling
- Student monitoring
- Mediation
- Supervised withdrawal from class
- Cancellation of enrolment

Depending on the severity of the breach, KCBT may decide at its discretion to investigate a matter either by itself or involving students and staff to make informed decisions.

Where the breach is perceived as being an immediate risk to the wellbeing of students, staff or the general public, KCBT will report the breach to relevant authorities, including the Police.

In cases where KCBT intends to cancel your enrolment because of a breach of the College's Code of Conduct (including unsatisfactory course progress and/or unsatisfactory course attendance) you will be issued with a 'Notice of Intention to Cancel' which will be sent to you **via email to your email account.**

The Notification of our Intention to Cancel will advise you of your breach and inform you that you are subject to cancellation which may be reported to The Department of Home Affairs (DoHA) which may affect your student visa.

Examples of serious breaches
1. Low attendance/participation
2. Non-Payment of Fees
3. Plagiarism
4. Academic Dishonesty

Non-payment of fees

Tuition fees must be paid in advance and prior to the commencement of a study period, due dates are as outlined in your Offer Letter (Payment Agreement). Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations.

If fees are not paid by the due date, an administration fee of $250 will be charged for every week that payment is delayed.

If you do not pay your fees prior to the commencement of the course study period, you will be issued a NOTIFICATION OF OUR INTENTION TO CANCEL your enrolment. The Notice will be sent to you via email only. You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment. If KCBT has not received your payment 20 working days after the Notification of our Intention to Cancel has been emailed to you, your enrolment MAY be cancelled.

If you are experiencing difficulties paying your fees by the due date, you must speak to the accounts Officer before the fee becomes overdue.

KCBT reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no payment plan has been signed.

Financial Hardship

Learners who are unable to pay their tuition fees on time for any reason should discuss their problems with the Learner Support staff to make special pay arrangements.

Academic Dishonesty

Definition:
Academic Dishonesty is defined as intentionally using or attempting to use unauthorised materials from the Trainer or others. Copying another student's work; representing assessments that were prepared by another person as one's own work; violating the rules governing the assessment process.

Academic Dishonesty is a serious breach of KCBT's Code of Conduct. Examples of Academic Dishonesty include:

- Downloading of content from the internet and submitting on an 'as is' basis
- Another person assisting in the production of an assessment submission without the express requirement, consent or knowledge of the assessor
- Word for word copying of sentences or whole paragraphs from one or more sources
- Close imitation of a text or idea with or without referencing
- Asking another person to prepare and or submit an assignment on your behalf
- Assessments completed dishonestly or by improper means are considered plagiarised.

You must not submit assessments that are not entirely your own work. You must not assist others or accept assistance from others for individual work.

Important Note

If your assessment/text or any form of assessment has been plagiarised, then your trainer / assessor will collect all evidence and refer the matter to the Academic Manager and Student Support Manager.

Where plagiarism has occurred, the student will be penalised as follows:
1st offence: Written warning, $100 administration fee, entry into student database, Re-assessment at own cost.

2nd offence: Second written warning, $200 administration fee, entry into student database, Re-assessment at own cost.
3rd offence: Cancellation of enrolment under Standard 9 of National Code 2018.

Holidays /Leave

All learners who enrol at KCBT are advised to arrange their holidays during KCBT term breaks. Consequently, the College will not grant any holiday leave and will not issue any holiday approval letters during the term of study.

Sickness

In cases of illness, or other circumstances beyond learner reasonable control, learner may be excused from attending classes. Reasons for such absences should be lodged with KCBT in writing within two days of starting a long leave of absence.

Medical Certificates, from a registered Medical Practitioner, are required if are absent for more than two days due to illness. You should write your learner number on your medical certificate and submit the certificate to campus reception. A receipt for medical or hospital fees cannot be accepted in lieu of a medical certificate.

Smoking, Consuming Alcohol or Drugs

Smoking, consuming alcohol or drugs on and around campus is strictly prohibited.

Anti-smoking laws in Australia

Under current government legislation, smoking is prohibited in all enclosed public spaces (colleges, office buildings, hotel foyers, etc), outdoor eating areas (with some limitations), and outdoor areas such as children's playgrounds and patrolled beaches. It is also illegal to smoke in a car where children under the age of 17 are present.

WI-fi access

Learners can bring their own devices and connect to college wi-fi, password can be obtained from the reception.

- All learners must respect other learners' learning and remain quiet whist in the class.
- Learner must not share their computer access/log in information with other learners.
- Learner must not use another learner's access/log in information.

Plagiarism and Collusion

Plagiarism and/or Collusion at KCBT are a serious breach of policy. A breach of this policy **will** result in:

- A not satisfactory result for any assessment or a not yet competent in a unit of study where a learner is suspected of plagiarism or collusion
- Learner will be required to re-work assessment/s.

Course Fees

International students course fees need to be paid in conjunction with the application fee. Fees must be received in advance to obtain a CoE.

Fees for KCBT Courses

Please check KCBT current fees and promotions on the following link:

https://kcbt.edu.au/wp-content/uploads/2021/09/Standard-Pricelist-v.49.3.pdf

Letter of Offer outlines course fee payments, and payment agreement and fee installments. Fee instalments are usually due each term; 1 term equals 8 to 12 weeks (depending on the length of the course).

In case wherein KCBT accept partial payment for the first instalment, for issuance of a CoE, learners are required to ensure the balance of the payment, as outlined above is made by the due date. A charge a $250 penalty applies if the first instalment is not paid prior to commencement. KCBT reserves the right to recuperate unpaid fees owed to KCBT and to pass on any debt collection fee to learner.

Where learner enrolment has been cancelled and there is an outstanding debt, KCBT may approach debt collection agencies and/or credit bureau to recover outstanding debts. KCBT will not release any Awards/Testamurs (certification) to learner until all outstanding course fees have been paid.

All commencing learners are required to pay fees at the time or after accepting course offer. Continuing learners' fees must be paid by the due date specified on invoice. Failure to comply with the required payment date may result termination of offer or enrolment and cancellation of Enrolment.

Fees and charges are current as at the time of publication but may be changed by KCBT on an annual basis as part of the review process.

Services include	Applicable Fee
Re-Enrolment of a unit	At Unit cost price
Reprint of Course Certificate	$50
Reprint of Statement of Attainment	$30
Reprint of Letters of Confirmation	$20
Re-issue of Student Card	$30
Penalty for late payment of course fee	$100 for every week the payment is late.

Change of Enrolment (Course Variation Form)	$250
Credit Card Surcharge Fee	2%
Postage of testamur locally or internationally	$35
Photocopies black and white	$0.20 per A4 page
Lost course material	At cost price
Chefs Uniforms* (only applicable where items are required in addition to the standard Toolkit)	
Jacket	$55 per Jacket
Hat	$15 per Hat
Apron	$23 per Apron
Trouser	$50 per pair

Fees may be subject to change. Note that all figures quoted are in Australian Dollars.

Advanced Tuition Fees

KCBT has a policy to preserve any fee for tuition that has not yet been provided. A tuition fee, which is paid in advance, is calculated every quarter. KCBT follow TPS (please refer to Tuition Protection Policy for more details)

Refund Policy

A Learner seeking a Course Refund should submit the Request for Refund Form (Course Variation Form), found at: http://kcbt.edu.au/learners/policies/

Please visit KCBT website http://kcbt.edu.au/learners/policies/ for refund policy. For current learner, check the "Terms of Enrolment" in "offer letter and acceptance agreement" that was signed at the time of enrolment.

Location and list of Policies and Forms

Policy and Process	Location
Student Enrolment and Selection Policy and Procedure	http://kcbt.edu.au/learners/policies/
Critical Incident Policy	Campus Reception
Course Progress Policy	
Refund Policy	

Complaints and Appeals Policy Procedure	
Deferment Suspension and Cancellation Policy	
Credit Transfer Policy and Procedure	
Student Support Services Policy	
Student Orientation Policy and Procedure	
Student Orientation Policy and Procedure	
KCBT supplementary sheet	
Student Bring Your Own Device Policy (BOYD)	
Transfer Request Policy	
Student Code of Conduct Policy	
RPL Policy	
Forms	**Location**
Complaint and Appeals Form	http://kcbt.edu.au/learners/forms/ Campus Reception
Course Variation /Refund Form	
RPL or Credit Transfer or Exemption Form	
Credit Card Authorization Form	
Re-enrolment form	

Emergencies

KCBT has an emergency evacuation procedure displayed in the reception area of the Campus and in all classrooms. Learners will be fully briefed on these procedures during their induction.

KCBT Compliance with the Regulator

KCBT follows the National Code of Practice and The Standards for Registered Training Organisations 2015. KCBT will ensure that all staff, learners and KCBT associates are fully informed of these requirements in regard to how they affect their duties.

Code of Conduct

KCBT follows both state and national legislations and guidelines that include ESOS (Education Services for Overseas Students), National Code of Practice, *NVR act and* The Standards for Registered Training Organisations 2015

These codes of practice are given below:

Governance and Quality of Education Delivery

The CEO of KCBT ensures that KCBT meets all the requirements of the Standards for Registered Training Organisations 2015 and Continuing Registration and with all required guidelines approved by the National Quality Council. The CEO will ensure the highest possible standards in the selection of staff and the planning and delivery of courses and training. KCBT recruit's trainers that are suitably qualified and have relevant industry experience. KCBT maintains a learning environment that is

conducive to the success of international learners and ensure adequate facilities and the use of methods and materials appropriate to the requirements and levels at which courses are offered.

Insurance

KCBT will ensure that it has comprehensive insurance cover for all aspects of its operations including public liability insurance.

ESOS Act

KCBT is listed on the Commonwealth Register of Institutes and Courses for Overseas Learners (CRICOS) register and is governed by the Education Services for Overseas Learners (ESOS) framework. This includes a number of legislative pieces, including the ESOS Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Learners 2018. These regulations are in place to protect overseas learners and to uphold high quality standards within Australian education institutes. For further information on ESOS Act please visit: https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

OH&S Act

KCBT is committed to providing a safe working and learning environment for its learners and staff members. The College adheres to the relevant West Australian Occupational Health and Safety (OH&S) Act. A copy of the Act is available easily accessible at: http://workplaceohs.com.au/legislation/wa-legislation

Certification and Issuing of Qualifications and Statements of Attainment

KCBT will ensure that all learners are assessed to ensure that they meet all requirements of the qualification in which they have been enrolled. Learners will be issued certificate or statement of attainment within 30 days of completion of their studies.

Transition to Training Packages and Disestablishment of Courses

KCBT has systems in place to manage the transition from superseded Training Packages within the 12-month transition period from the date of publication of the updated Training Package on the National Training Information Service web site.

KCBT reviews and update its codes of practice as and when required and keep the code of conduct on par with the changing legal and socio-economic conditions within both Australia and overseas. In some limited circumstances KCBT may decide that a course should be disestablished. There are many reasons for such a decision. These may include changes in learner demand, a change to strategic

positioning in a particular market or a major course revision following a course review process. In such cases KCBT will teach out all its currently enrolled learners in that course.

Access and Equity

Keystone College of Business and Technology is committed to practicing fairness and providing an equal opportunity for all current and potential learners to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category.

Keystone College of Business and Technology ensures that its practices are as inclusive as possible and do not unreasonably prevent any learner from accessing its services. KCBT will address access and equity matters as a nominated part of operational duties.

Keystone College of Business and Technology access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Privacy

Keystone College of Business and Technology will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The **Privacy Amendment (Enhancing Privacy Protection) Act 2012** (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Keystone College of Business and Technology ensures no learner information is disclosed without the learner's consent, except as required by law or in adherence to The Standards for Registered Training Organisations 2015 Consent to disclosure of information forms and / or letters will be recorded.

Language, Literacy and Numeracy Assistance

Keystone College of Business and Technology course information and learning materials contain written documentation and, in some cases, numerical calculations.

Keystone College of Business and Technology will endeavor to provide assistance to learners having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a learner's needs exceed the ability of KCBT staff to assist, the learner will be referred to an external

support agency, so they have the opportunity to obtain the skills required to complete the training program.

Learners enrolling in ELICOS will be required to sit for an initial placement test before enrolling and a follow up test on the day of orientation. (ELICOS student to refer to ELICOS student Handbook at www.kcbt.edu.au)

Learner Feedback

We value feedback from our learner and use it to continuously improve our practices. Your feedback helps us to improve the quality of training as well as the overall student experience. As such, we provide multiple avenues for both structured and unstructured feedback. We also welcome you to provide feedback on our services at any time.

There are three (3) ways for you to provide feedback to us. They are:

Monthly Feedback
Every month, KCBT issues an email survey to all the students currently studying with us. This survey focuses on gathering feedback on your experience over the recently passed month, including your most recently completed or studied unit of competency. The feedback is monitored each month and survey results are sent to both the department heads and the Executive Management Team to review and identify areas for continuous improvement.

End of Course Feedback
KCBT issues a survey to all students that have collected their qualification in the last month. This survey focuses on your overall experience at KCBT, including your entire course of study. The feedback is monitored each month and survey results are sent to both the Department Heads and the Executive Management Team to review and identify areas of continuous improvement.

Sending Emails
All students are encouraged to send us feedback at any time using the designated email account student.services@kcbt.edu.au. This email account is monitored daily by the KCBT student support team. All feedback is reviewed by the Executive Management Team and where assistance or further clarification, a meeting is arranged between you and a member of the Student Services Team, to ensure that you have your concerns addressed.

Social Media Policy

KCBT values importance of social media in its learner's life. This policy provides guidance as to our expectations when your activity on social media refers to or relates to KCBT, its stakeholders (example: Students, Staff, Employers, Government) or any subsidiary business including 'The Kitchen'. KCBT Social media policy refers to any facility for online publication and or commentary including blogs, Facebook, Twitter, YouTube, Instagram, virtual words, text messaging and many more.

This policy applies to all students and to any other person who uses social media either in an authorised capacity, as part of their job, or in a personal capacity, where social media activity concerns KCBT, its products and services, its people, clients, vendors, competitors and or other business-related individuals or organisations.

KCBT expects all its students to apply a high level of professionalism when communicating, socialising, or networking using any media or facility. None of the material published concerning KCBT and its stakeholders shall, in all circumstances, be perceived as being menacing, harassing or offensive in any way.

Failure to comply with the KCBT Social Media Policy may result in disciplinary action, including cancellation of studies.

Learner Code of Behavior

Learner must adhere to the following code of behaviour at all times:

- The right to express and share ideas and to ask questions.
- Respect Between staff and learners and among learners
- Respect for the views of others
- Respect for the college's physical environment
- Respect for the right of others to access resources
- Respect for the academic requirements of programs
- Respect for the roles and responsibilities of academic staff
- Respect for intellectual property and academic integrity
- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure)

Non-compliance with the Code of Behaviour may result in disciplinary action against learner.

Learner can access detailed Learner Code of Behaviour:
http://kcbt.edu.au/learners/policies/

Learner Details

Learners are required to update their details every six months with the college to comply with the Education Services for Overseas Learners Act (ESOS ACT 2000). Learners must report any change to their contact details within 7 days of change. Learners can update their contact details on Wisenet by logging in through learner portal.

Working in Australia

Permission to Work

International learners are not allowed to work until the start of course. Learners can work up to 48 hours per fortnight while their course is in session (excluding any work undertaken as a registered component of the course, such as work based training). Learner may work 40 hours per week during scheduled course breaks. The work hours restrictions were relaxed during COVID. DoHA released the latest update on work hours, please refer to: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders

Note: Learner must not work during scheduled classes and scheduled work-based training. Learner work should not prevent them from studying.

Accessing your visa information

Learner visa information is held electronically, and learner can access it at any time using the Visa Entitlement Verification Online (VEVO) system.

Note: Employers, banks and government services can also check details about learner visa entitlements on VEVO once they have learner consent to do so. For information on how to access VEVO see: https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)

Finding Work

Learner should not rely on income from employment in Australia when budgeting to pay for living expenses.

There are many different ways to find a job in Australia:

- Newspapers
- Online - try these online companies:
  - www.seek.com.au
  - www.careerone.com.au

Getting a Tax File Number

Learner must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is unique reference number to Australian tax system.

It is very important to provide TFN number to employer at the beginning of employment, otherwise employment will be taxed at the highest personal income tax rate, which will mean less money in wages each week.

Learner can apply for TFN online at www.ato.gov.au , or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Tax Returns

Taxes are managed through the Australian Taxation Office (ATO). The amount of payable TAX pay depends on the income.

Tax return can be lodged online using e-tax (free), by posting a paper tax return, or by paying a registered tax agent to complete and lodge the tax return. for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tpb.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

Superannuation is paid if monthly wage is more than AU$450, employer is under an obligation to contribute an additional sum equal to 10.5% of employee wage into a superannuation (pension) account. International learners can access super contributions at the time of leaving Australia permanently, although the contributions will be taxed.

To check eligibility to claim superannuation and to apply for payment, visit: www.ato.gov.au/departaustralia. Learners will need to provide the details of superannuation fund. (Source: Australian Taxation Office)

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

PLAN YOUR TRAVEL

Once you have been accepted to study at KCBT and have received confirmation of your student visa, the next step is to start planning for your arrival.

Travel Checklist

ITEM	Details
Passport and Visa	Passport must be valid for at least 6 months prior to your entry arrival in Australia. Keep a scan copy in your mail for access in case of loss. Visa Copy and Visa Conditions Visa Start and End Dates
Student enrolment and orientation documents	Electronic Confirmation of Enrolment (eCoE) Student information pack Orientation Letter
Payments and Fees	Make necessary payments to College
Overseas Student Health Cover (OSHC)	This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home that will cover the entire duration of your course
Advise the college of your travel details	Inform KCBT about your travel plans so that necessary pick up and accommodation can be arranged if requested.
Travel Insurance	You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
Airfares	Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa
Immunisations	Arrange for Immunisations and medications from doctor
Contact details	You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia
Funds for your travel and stay	Apply for a credit card and/ or arrange sufficient funds. Confirm overseas access to your funds with your bank Australian currency – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country
Transport from the airport	Whether you are taking public transport, a taxi, or you are being picked up from the airport by your KCBT, it is important that you have all the details including the time, the route and, if your travel has been arranged by KCBT, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving. **Perth Airport** **Horrie Miller Drive, Perth Airport, WA 6105, Australia** **www.perthairport.com.au**

	Taxi and Uber/Share stands are available at all terminals. Just look for the signs outside arrivals.
Accommodation details	Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation)

Important documents:

- Student HANDBOOK
- Passport
- Letter of Offer & Agreement
- Confirmation of Enrolment (eCoe)
- Qualifications & certificates
- Travel insurance policy
- ID cards, driver's licence, birth certificate (or copy)
- Receipts of payments made to the College
- Medical records and / or prescriptions.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Customs and Border Protection

You need to be aware of what you CAN NOT bring into Australia and therefore what you should not pack. It is illegal to carry drugs including marijuana, cannabis, heroin, cocaine and amphetamines in and out of Australia.

There are a number of items that you must declare upon your arrival in Australia including:

- Firearms, weapons and ammunition.
- Currency amounts of A$10,000 (or foreign equivalent).
- Medicines

You should also be aware that as a routine part of their work, Customs and Border Protection officers may question travelers at any time, and trained dogs may also be used to detect illegal drugs or prohibited imports. If you are in doubt, declare your goods on the Incoming Passenger Card which you will receive on the plane or ask a Customs and Border Protection officer for advice. Declaring goods does not necessarily mean your baggage will be examined.

Students have received on the spot fines for not declaring items. People who deliberately break Australian Customs and Border Protection regulations could be fined or taken to court. You can also find information at the Department of Home Affairs website.

For further information visit the Australian Customs website: https://www.abf.gov.au/entering-andleaving- australia/can-you-bring-it-in/overview.

Department of Agriculture and Water Resources

The Department of Agriculture and Water Resources is responsible for protecting Australia's unique environment and agricultural industries from unwanted pests and diseases by regulating imported products including certain food, plant material and animal items.

It is important to check Australia's biosecurity requirements when packing your personal items. Do not bring fresh fruit and vegetables, meat, poultry, pork, eggs, dairy products, live plants or seeds. Some products are not allowed into the country while other products need to meet strict import conditions.

You can search the department's Biosecurity Import Conditions system (BICON) to find detailed import conditions under which various commodities may be brought into Australia. If you are unsure of an item, declare it on the Incoming Passenger Card which you will receive on the plane, or don't bring it at all. Failure to declare items can result in an on-the-spot fine or potential prosecution.

You can find more information on what you can bring or send to Australia on the Department of Agriculture and Water Resources website.

Bringing Family

Most learner visas allow for eligible family members to come to Australia as learner dependents, please visit the link for more information. (https://www.border.gov.au/Trav/Stud/Brin).

Issues to consider

Before planning to bring family to Australia it is important to consider the following issues:

- The cost of airfares for family to and from Australia.
- Possible higher rent for a larger home.
- Limited employment opportunities for partner.
- Extra costs for food, clothing and other necessities.
- The effect on you and your studies if your family is not happy in Australia.
- School fee for school age children
- Whether your children will adjust to school in Australia.
- Waiting lists for childcare centres

For information on average cost of living in Australia, please refer to following link on KCBT website: http://kcbt.edu.au/future-learners/pre-arrival-information/

For more information visit: www.homeaffairs.gov.au/

Living Costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars). The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Costs would normally include:

- Accommodation
- Clothing
- Transport
- Food
- Entertainment

You will need approximately AU$20,000-22,000 per year ($400-430 per week) to cover your expenses, in addition to your tuition fees.

The cost of extra textbooks, obtaining a driver's license and some of the "one-off" type expenses when you first arrive need to be accounted for (e.g. bond for accommodation, household items, utility/telephone connection fees.) Use this as a guide only.

Minimum Cost of Living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of Jan 2023, the 12-month living costs are.

- For students or guardians - AUD$21,041
- For partners coming with you - AUD$7,362
- For a child coming with you - AUD$3,152

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator

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

More information about living in Australia can be found here:

Perth:	https://studyperth.com.au/live/life-in-perth https://studyperth.com.au/live/accommodation https://studyperth.com.au/live/before-you-arrive
Adelaide:	http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm http://www.studyinaustralia.gov.au/global/live-in-australia http://www.studyinaustralia.gov.au/global/why-australia

Life in Australia Book https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book

Accommodation:

You should arrange accommodation before you arrive in Australia even it is just for the first few days. Have your accommodation address written in English ready to show the taxi or hire car, or detailed directions if you are using public transport. If you have organised and paid KCBT to pick you up from the airport, then we will take you exactly where you need to go. Pick up service have extra cost please email enrolment@kcbt.edu.au if you need a pickup service.

Once you have confirmed your study with KCBT, you can look for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- The costs will vary depending on your type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

Cost of Accommodation

- Hostels and Guesthouses - $90 to $150 per week
- Shared Rental - $85 to $215 per week
- Homestay - $235 to $325 per week
- Rental - $165 to $440 per week
- Boarding schools - $11,000 to $22,000 a year (for dependant kids only)

Short-term Accommodation

Short-term accommodation options you might want to consider when you first arrive in Australia include:

- Hostels and discounted rates on hotels.
- Temporary housing which may be offered through your institution while you get settled.

Talk to our student support officer for details at 08 92211261 or email enrolment@kcbt.edu.au

Rental

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

You can look for accommodation options at https://www.realestate.com.au

For more information on your rights and obligations when renting in Australia you should visit the relevant government Fair Trading agency in your state/territory.

Homestay

With homestay, you will live with a family in their home. Homestay is aimed towards younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.

You can look for accommodation options at https://www.adelaidehomestay.org; https://www.perthhomestay.org/

For information on renting a place with family or friends, please refer to https://www.commerce.wa.gov.au/publications/tenant-guide-renting-home-wa

Legal Protection

You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting) or there are also organisations such as tenants' unions and consumer advocates that can provide assistance.

For more information Please visit https://www.cbs.sa.gov.au/renting-letting-advice

Learners are recommended to visit the following websites for more information on their stay in Australia:

- http://www.studyinaustralia.gov.au
- http://www.mscwa.com.au
- http://www.studyadelaide.com
- http://www.studyperth.com.au

It is recommended that you arrange to arrive in Australia with at least $1,000 and you should also have access to a further $2,000 for your first week in Australia to cover costs relating to obtaining permanent accommodation, such as bond, rent in advance, utility connection and furnishings, etc.

Other Living Expenses

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

Full-time students are entitled to cheaper fares on public transport. Bus and train fares vary but are about $2 per one-way trip. Special Smart Rider cards with student concession can be purchased which allow trips at discounted prices. Smart Rider cards will be further explained at Orientation. Students are not able to apply for a Smart Rider / Adelaide Metro card until they have attended Orientation.

NOTE: Students are often entitled to discounts on a variety of entertainment and other purchases upon proof of their Student ID card.

Bringing School Aged Kids:

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances Department of Home Affairs website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially.

The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family. Issues to Consider Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

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

If you are bringing school aged children with you when you study in Australia, you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

Your children need to be enrolled as full fee-paying overseas students for the duration of your visa.

Childcare

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

The Australian government provides financial assistance to help parents with childcare costs. International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the childcare benefit.

To find out if you are eligible for childcare financial assistance, read more at the www.Australia.gov.au website.

ENROLMENT CONDITIONS

Under State Government regulations, dependents of overseas students have a lower enrolment priority in a school than Australian citizens, permanent residents and some temporary residents.

There is a high demand for places in public schools in Australia and it may not be possible to place dependents in schools closest to the student's home address or near the tertiary institution.

The enrolment of overseas fee-paying students at a school approved to enroll overseas fee-paying students is at the discretion of the principal who must ensure that the school has an appropriate education program and available classroom accommodation.

EXEMPTIONS FOR CERTAIN SCHOLARSHIP HOLDERS

Dependents of approved scholarship holders are eligible for the same enrolment entitlement as local students for the duration of their parents' study period only if they are the recipient of one of the following scholarships:

AusAID Scholarship.

Full scholarship awarded by the Commonwealth of Australia to a person who, because of the scholarship is permitted under a law of the Commonwealth to reside in Australia; or

Students will be required to pay local contributions, charges and fees payable by local students enrolled at the school.

Scholarship holders must apply through their tertiary institution for a letter of introduction to be taken to the school that confirms the local enrolment entitlement. The enrolment entitlement is limited to the duration of the scholarship.

FEES AND CHARGES

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. Fees will be charged and can vary from school to school depending on if it is a State or Private School and the location.

2. It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.

3. You will need to provisionally enroll your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.

5. You will be responsible for the school fees and other costs including school uniforms, books, excursions and stationery.

6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact:

There are two types of schools in Australia – State schools and independent schools. https://www.australianschoolsdirectory.com.au

Directory of State and Independent Schools Adelaide https://www.australianschoolsdirectory.com.au/adelaide-schools.php

All tuition fees are reviewed annually. If new fees are increased, you will be required to pay the new fees as they are introduced.

Overseas Student Health Cover:

Organising OSHC

Keystone College of Business and Technology can apply for OSHC as part of learner application or enrolment. Alternatively, learner may elect to organise their overseas learner health cover.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC.

Learner may change their health fund provider at any time but will need to abide by the conditions of change of the health fund provider they are leaving.

Further information on OSHC can be found at:

http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+learner+health+cover+faq-1

OSHC coverage

OSHC provides a safety net for international learners. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines).

OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

Learners are strongly advised to compare policies from different OSHC insurers before selecting their insurer.

Before purchasing the policy, make sure you check with the OSHC insurer about the level of cover you have chosen to ensure that it meets your needs.

OSHC may cover, depending on the type of OSHC product purchased, general treatment (ancillary or extras cover, for example dental, optical or physiotherapy).