

# STUDENT HANDBOOK

Version 09.03



## About this Handbook

This student handbook is your “must have” guide studying with Zenith Business Academy. It provides information on Zenith Business Academy policies and on your opportunities, rights and responsibilities as a Zenith Business Academy student.

You will find information about the two ZBA Campuses (one in Sydney and the other in Melbourne), how the college works, information on enrolment procedures, fees and payments, courses, assessment and appeals, student services, classroom and other facilities.

It provides information on how to resolve problems and find assistance with academic and personal questions. It also provides you with essential information on your rights and responsibilities as student visa holders, including your attendance and academic progress requirements and your rights to work while studying.

Information on how to behave as a student with Zenith Business Academy is also provided: the code of conduct for students and for trainers, and the consequences of breaking the code.

Last, you will find information of what to do in the event of a personal or family emergency and crisis, your rights to making an Internal Appeal against decisions made by Zenith Business Academy and your right to make External Appeal if your internal appeal is rejected.

## Disclaimer

The college attempts to ensure that the information distributed is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained in the Handbook should first check the Zenith Business Academy website <http://www.zba.nsw.edu.au> and with the Zenith Business Academy staff to make sure you have the most up to date accurate information available. The Website provides more detailed information on many areas than this handbook.

Zenith Business Academy, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

## The Keys to Success

Perhaps the most important message is that the amount you get out of your time with Zenith Business Academy depends a lot on how the Zenith Business Academy team (Principal, Trainers, Administration and Student Services Staff) works for you. It depends on Zenith Business Academy providing the learning facilities and resources to make your learning successful. But most of all it depends on how much you contribute. If you work hard, cooperate and work well with your fellow students and the Zenith Business Academy team, and respect everyone for their strengths and cultural differences you will get the maximum benefit from your stay.

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## **Welcome to Zenith Business Academy**

Welcome to Zenith Business Academy where new and exciting experiences and adventures await you. The Chief Executive Officer, trainers and staff welcome you to join our school family. Zenith Business Academy is a distinctive and very successful institution, which maintains a high profile and an excellent reputation locally, nationally and internationally. Our experienced staff and trainers are dedicated to providing every student with the best educational opportunity possible.

Zenith Business Academy is a comprehensive, multicultural, vocational education college whose mission is to anticipate and respond to the educational needs of students, employers and communities in an advancing technological world. The college provides students with an effective teaching and learning environment designed to raise education standards, enhance economic development and enrich personal lives.

I ask you to join us in continuing to focus on the mission and vision that has been established at Zenith Business Academy. With continued support and cooperation, we can pursue excellence in the academic achievements of all our students.

Best wishes, Rupesh Singh

**Chief Executive Officer**

## **ZBA's Sydney and Melbourne Campuses**

Zenith Business Academy is a registered vocational training college operating from two campuses: one located close to the central business district of Sydney; and the other close to the central business district in Melbourne. It is committed to professionalism and excellence, offering a supportive learning environment. Its Certificate, Diploma and Advanced Diploma courses provide sound vocational qualifications offering pathways to university courses and/or professional career opportunities.

ZBA Sydney is located at 55 Regent Street Chippendale in a wonderful part of the city. It is close to trains and buses, cultural and entertainment venues, shops and parks.

- 5 minute walk from Central railway and light rail station
- 5 minute walk from Central bus interchange
- 5 minute walk from international award winning Central Park residential and retail precinct
- 5 minute walk from Powerhouse Museum (technology and decorative arts) and White Rabbit Gallery (contemporary Chinese art)
- 5 minute walk from University of Technology Sydney
- 10 minute walk to Darling Harbour, IMAX cinema and nightclub precincts
- 10 minute walk to Chinatown
- 10 minutes by bus to the University of Sydney
- 20 minutes by bus to Circular Quay, Opera House and Sydney harbour
- 30 minutes by bus to Bondi Beach

ZBA Melbourne is also centrally located on level 7, 399 Lonsdale St, Melbourne: and close to all CBD amenities, entertainment and sporting venues

- Tram stop outside the building
- 2 minute walk from Melbourne Central station
- 2 minute walk to Bourke Street Mall shopping district
- 5 minute walk to Chinatown
- 15 minute walk to Federation Square art precinct
- 15 minutes by tram to the National Gallery of Victoria
- 20 minutes from Southbank theatres, restaurants and casino
- 20 minutes by tram to St Kilda Beach
- 20 minutes by tram to the world famous Melbourne Cricket Ground

Both ZBA's Sydney and Melbourne classrooms and facilities are in refurbished buildings with air conditioning, spacious classrooms and computer labs, wifi and all the necessary audio visual equipment for effective classroom learning. All students have access to individual computers.

The student library facilities and comfortable student relaxation areas are located on the ground floor. There are a wealth of different ethnic foods available nearby, and there are facilities for students to bring their own food. The student lounge includes kitchen facilities, microwave ovens, refrigerator, snack vending machines, etc. and areas for students to socialize and relax outside of study time.

The ZBA Facebook site and Noticeboards in the halls and classrooms provide students with updates on student services, activities and information about recreational events and facilities in Sydney.

To help make your time studying in Australia enjoyable and successful it is important to know where to go to get key information and to meet all the requirements of your student visa.

## Essential Website and IT services

While you are a student your key source of information will be the Zenith Business Academy website, <http://www.zba.nsw.edu.au> and your main contact for student services will be the Student Services Officer at the reception desk on Level 2. You should also check the Notice Boards on Level 2 for key information.

As well as being your key information point, the Zenith Business Academy Website, <http://www.zba.nsw.edu.au> provides links to:

1. **Courses** for information on all Zenith Business Academy Certificate, Diploma and Advanced Diploma courses, and the Victoria University Sydney Pathway Program.
2. **Student Support** for Application Forms and all other forms you may need to use while a student; information student visa, and a place to update your personal and contact details. It also provides sub links to Accommodation and Airport Pick-up Services, the Form Library, all the ESOS Policies and Procedures, information on Overseas Student Health Cover and Visa information.
3. **Prospective Students** for information on Living in Sydney, Cost of Living, Work in Australia, and Zenith Business Academy Agents.
4. **How to Enrol** for information on entry requirements and procedures, dates and fees.
5. The Zenith Business Academy **Student Handbook**.

While you are studying at Zenith Business Academy you will need to have ready access the Zenith Business Academy **Student Portal** to:

1. Access your personal and academic details;
2. Update your address and contact details as soon as they change;
3. View communication relating to reassessments and late fee warnings; and to
4. Check teacher's feedback on your academic results.

To log onto the Zenith Business Academy **Student Portal** go to the <http://www.zba.nsw.edu.au> home page and click on "Student Portal". You will then have to log on with your student ID and Password, which will be given to on your orientation day.

## Student Visa requirements

It is essential for you to meet all of your visa requirements:

1. Maintain your fulltime enrolment and attend classes for at least 20 hours per week;
2. Ensure you attend at least 80% of all your classes;
3. Maintain satisfactory Academic Progress;
4. Maintain Overseas Student Health Cover (OSHC) throughout the visa duration; and
5. Notify us within 7 days of any change of address and/or contact details. If you fail



to meet these requirements your visa may be affected. (See Pp39-41.)

### **Other things you must know**

There are a number of other things you should remember to make your time with Zenith Business Academy rewarding:

1. If you wish to apply for Course Credit for your previous studies, you must apply within two weeks of your course commencement date;
2. Do not leave valuables unattended. We are not responsible for any damaged, lost or stolen items;
3. In case of emergency please follow the instructions given by your trainers or by the floor warden;
4. Always follow the rules displayed on notice boards, in class rooms, computer labs, and near facilities such as printers, photocopiers, vending machines etc.

And remember, if you need any assistance or have any enquiries, please ask at Reception. If you need to talk to any staff member please see the lists of Sydney and Melbourne Campus staff contacts on Pages 57-58.

## **Living in Australia and Studying as an International Student**

Sydney and Melbourne are recognised as safe, clean cities with fresh air and numerous trees, parks and green spaces complemented by the rich diversity of peoples and cultures which make up their populations. Each city is stunningly beautiful in its own way: the majesty of the harbor and beaches in Sydney and the architecture, culture, café society and trams of Melbourne. If sport appeals to you, there is a great variety from which to choose. Australians love sport and either participate in their favourite sport or watch it regularly. Within easy public transport trips from Zenith Business Academy's city campuses in both Sydney and Melbourne there are many cultural, historical, commercial, retail, entertainment and sporting venues places which form the very heart of the city: rich architectural heritage from the colonial past, Chinatown, shopping precincts, art galleries and museums.

### **The Cost of Living**

Using Australian government estimates the costs of living for international students, the costs for an individual student living in Sydney or Melbourne will be approximately AUD\$18,000 to 21,000 per year. This cost does not include tuition fees. The additional costs for your partner will be from \$6,500 to \$7,500.

The average international student in Australia spends about \$375 per week on:

- Accommodation, electricity and gas
- Food and clothing
- Transport
- Telephone and internet
- Entertainment and incidental costs

For a more updated estimate of living costs please refer to

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

When you are structuring your budget also take into account the following:

- tuition fees
- health insurance
- working while you study

## Weather

The climate in Sydney is mild, and the seasons are distinguishable from each other. For those of you who live near the Equator, you will notice a distinct difference between summer and winter, and that we have no Wet Season. For those of you who come from countries higher up in the Northern Hemisphere, you will notice that our summers and winters happen at the opposite times of the year to what you are used to.

Melbourne generally has a Mediterranean climate but it has been known to have unpredictable weather; warm one day and cool the next. The weather in summer tends to warm up around late January with temperatures rising to 40° on some occasions.

Winter temperatures range from 7 to 15 degrees C in Melbourne, and from 12 to 18 in Sydney. In the summer months from December to February temperatures generally range from 17 to 27 degrees in Melbourne and from 20 to 30 in Sydney.

## Transport

As an international student you will need to travel from your home to college and also to work if you find employment. Most students live in residential areas away from the central cities and use public transport and ZBA campuses are located close to major transport hubs.

For **Sydney students**, visit [www.transportnsw.info](http://www.transportnsw.info) for information on buses, trains, light rail and ferries, timetables and maps.

Sydney uses the “**opal**” card to pay for public transport. It is a card similar to a credit card which you tap against the receiver when you enter the train station/tram/bus or ferry, and tap again as you get off. Opal cards can be purchased at major train stations and many newsagents and some local stores. You can buy your opal card and put money on it on [www.opal.com.au](http://www.opal.com.au)

For **Melbourne students**, visit [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au) for information on trams, trains and busses, timetables and maps.

Melbourne uses the “myki” card to pay for public transport. It is a card similar to a credit card which you tap against the receiver when you enter the train station/tram/bus, and tap again as you get off. Myki’s can be purchased at major train stations and local 7 Eleven stores. You can buy or put money on your myki card on [www.ptv.vic.gov.au/tickets/myki](http://www.ptv.vic.gov.au/tickets/myki)

## Visas

If you have a problem or question about your visa talk to the Department of Immigration and Border Protection (DIBP) about your visa or other immigration matters on their Website [www.border.gov.au](http://www.border.gov.au)

### **DIBP Offices:**

SYDNEY (NSW)

26 Lee Street, Sydney 2000

Ph: 13 18 81

9am – 4pm Monday to Friday

MELBOURNE (Victoria)

2 Lonsdale Street, Melbourne 3000

Ph: 13 18 81

Under the ESOS framework as an overseas student on a student visa you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider and DIBP if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

For more information please refer to:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

## **Change of Address/Contact Details**

Please make sure the college always has a record of your current residential address, email address and telephone number.

This is ESSENTIAL to help keep the student records up-to-date, so that if the college needs to send anything to you, it will be sent to the correct place.

Any student visa holder who moves to a new address must notify DIBP and the college immediately. It is a requirement of your visa that you inform both. A change of contact details form is available at Student Services Reception.

## **Work Rights as an International Student**

Studying at ZBA is more than just a classroom experience. Besides providing valuable income a job can provide students with a lot of useful experience outside their college and home life. But remember, it is important to read and comply with the work conditions on your student visa.

If you are on a student visa you are permitted to work up to 40 hours per fortnight (2 weeks) week during the term. You will be in breach of your visa if you work more than that. Additionally, you are required to make study your priority. Although the college endeavours to be as flexible as possible with your timetable, the college may be unable to work your time around all of your work hours. Please ensure that you restrict work to shifts that don't conflict with your study commitments.

During holidays you can work full time, with no restriction on hours. You can find the scheduled ZBA holidays on your timetable on the Student notice board.

You can find more information here:

<http://www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

## **Public Holidays**

Zenith Business Academy is closed on public holidays. Public holidays are posted on the Students notice board near the Student Services reception.

## Student Applications, Enrolment and Fees

### Application and Enrolment

Zenith Business Academy and its' approved agents select students in accordance with the requirements of Australian legislation and regulatory authorities, by the criteria and procedures laid down in the Zenith Business Academy website, <http://www.zba.nsw.edu.au> and in full compliance of Zenith Business Academy's non-discriminatory access and equity policy.

You are advised to use one of ZBA's approved Agents to guide you through the application and enrolment processes and procedures, but you may do it by yourself without an Agent.

**Step 1: Find a suitable course** by going to the Zenith Business Academy Website, <http://www.zba.nsw.edu.au> and clicking on the **Courses** link for information on all Zenith Business Academy Certificate, Diploma and Advanced Diploma courses.

While doing this read the information on living and studying in Sydney, Australia by clicking on the **Prospective Students** link.

**Step 2: Check the entry requirements** to find out if you meet both the English and Academic requirements by going to the Zenith Business Academy Website, <http://www.zba.nsw.edu.au> and clicking on the 'How to Enrol' link to for entry requirements for all Zenith Business Academy courses.

During these steps, prospective students will be given electronic access to information on course details and pathways, learning and assessment methods, fees, charges and refund policies, the Australian Qualifications Framework and qualifications, recognition of prior learning, campus facilities and services, legislation and regulations relating to international students and information on living and studying in Australia.

**Step 3: Complete your Online Zenith Business Academy Application Form, or** one downloaded from the ZBA Website 'How to Enrol' link or one collected from your education agent. Make sure you complete all relevant sections and make sure the information is accurate. Attach certified copies of any certificates, academic transcripts or results notices (if these transcripts and certificates are not in English, then they must be accompanied by certified translations) and a copy of your English language test results that show you meet the entry requirements of your selected course. Submit your application form along with a photocopy of your passport identity page (overseas students) and if required, Credit Transfer Application Form.

Send the application form and attached documents to Postal Address: Zenith Business Academy, Level 2, 55 Regent St, Chippendale NSW, 2008

If submitting the electronic Student Application Form through the website, email the above documents to [admin@zba.nsw.edu.au](mailto:admin@zba.nsw.edu.au)

**Step 4: Receive a Letter of Acceptance/Offer Letter.** Successful applicants will receive a letter of acceptance that includes the name and details of the course they have applied for and the details of the course fees. It will also have an attached document that includes all the terms and conditions of enrolment at Zenith Business Academy, including the refund policy, so it should be read carefully. The letter of acceptance should be signed by the student and returned to Zenith Business Academy with the first payment. Signing the letter of acceptance also indicates that the student has read and accepted all the attached terms and conditions of enrolment.

**Step 5: Make First Payment of Course Fees.** The letter of acceptance will include all the payment details. Your first payment should consist of minimum requested tuition fees, an application fee and compulsory health insurance.

**Step 6: Receive a Confirmation of Enrolment.** Upon receiving your signed letter of acceptance and your first payment, Zenith Business Academy will send you a Confirmation of Enrolment (CoE). You can then take this CoE to any Australian Embassy or Consulate and apply for a student visa.

**Step 7: Apply for and receive your Visa** and arrange your travel details.

**Step 8: Attend Orientation Day**, complete your Enrolment Form and begin your studies.

## Orientation

Students shall be inducted into the course a day before or on the day of course commencement and students will be notified of the date, time and location of the orientation. Its purpose is to inform new students of most aspects of Zenith Business Academy. Students will have the opportunity to ask questions.

## Use of Educational Agents

Zenith Business Academy has a number of approved educational agents to promote Zenith Business Academy's courses to prospective students. Agents are responsible for providing prospective students with information outlined in the ZBA website about studying in Australia, policies and procedures and course information including Selection criteria prior to enrolment. The list of agents approved by Zenith Business Academy is available on the Zenith Business Academy Agents sub-link on the **Prospective Students** link on the Zenith Business Academy website <http://www.zba.nsw.edu.au>

## Change of Provider and Cancellation of Enrolment

Students studying at ZBA are not eligible without the college's approval to transfer to another registered provider until I have completed six months of their principle program of study. If they have enrolled in only one course, that course is their principal course of study. If they have enrolled in and have CoEs for a packaged sequence of courses provided by Zenith Business Academy and any of its associated registered provider partners, their Principal Course of study is the course with the highest Australian Qualifications Framework Level, even if that course is not provided by Zenith Business Academy. This is usually a Bachelor Degree.

Once they have completed six months of study in their principal Course they will be eligible to transfer to another registered provider without a Zenith Business Academy Release Letter.

Before they have completed six months of study in their principal Course they are not eligible to transfer from Zenith Business Academy to another registered provider without a Zenith Business Academy Release Letter. If they apply for release to transfer from a Zenith Business Academy non-principal course to another registered provider before they have completed six months of study in their Principal Course approval will not be granted and a Release Letter will not be issued if:

- they have not been granted approval to transfer from their principal course; and/or
- the course to which they are seeking to transfer will provide a lower level Australian Qualifications Framework qualification than their principal Course; and/or
- the course to which they are seeking to transfer is provided by Zenith Business Academy or one of its associated partners; and/or
- they have not exhausted opportunities for access to ZBA's student support services designed to help with personal and academic problems; and/or



- it is determined that such a transfer is not in their best interests.

Approval for transfer to another registered provider will not be granted in the following circumstances:

- claims of financial hardship;
- difficulty in finding suitable employment; and/or
- claims of accommodation and/or transport difficulties;

Their eCoE will be cancelled and they will not be eligible for a release letter if they:

- provide fraudulent, forged or deliberately misleading documentation in any circumstances relating to their status as an international student;
- fail to enrol by the required date without approved deferment, suspension or cancellation of their studies;
- discontinue their studies without approved deferment, suspension or cancellation of their studies;
- fail to maintain satisfactory attendance;
- fail to maintain satisfactory academic progress;
- fail to maintain their scheduled fee payments; and/or
- are guilty of serious misbehaviour and breach of the Student Code of Conduct.

Notification of cancellation of an eCoE does not constitute a Release Letter.

## **Fees, Charges Methods of Payment**

### **Fees**

Up-to-date information on course fees is available on the **How to Enrol** link on the Zenith Business Academy website, <http://www.zba.nsw.edu.au>

In addition to course fees there are a number of Administration Fees and Charges you will have to pay (see below).

Zenith Business Academy will accept a number of payment methods. Details of how to pay will be included in your Letter of Offer, but there are a number of ways you can pay:

- Bpay
- Credit/Debit Card (2% surcharge applies, students must complete payment authorisation form)
- Telegraphic Transfer (TT)
- Pay Online through our Online payment option (1% surcharge applies)

**However, cash payments will NOT be accepted.**

Once we have received your payment and signed enrolment agreement, we will forward your electronic confirmation of enrolment (e-COE) to you. You will then need to submit the e-COE together with all the required documents mentioned on the student visa application to the Australian or Embassy/Consulate in your country. For more details on how to apply, visa and contact details of Australian or Embassy/Consulate in your country visit <http://www.border.gov.au>.

## Zenith Business Academy Administration Fees and Charges

In addition to your course fees there are a number of Administration Fees and Charges, as in the table below.

Applications forms for any of the fees and charges listed below are available at reception.

Document processing time is normally 5 working days minimum. However, urgent processing can be done if student requests certificates to be issued within two weeks of their course finish date. In such cases, the minimum processing time is 3-4 working days.

Type of Fee or Charge	Fee
Late Fee 1 day to less than 7 days	\$110.00
Late Fee 7 days to less than 14 days	\$220.00
Re-assessment fee (per Unit Fee)	\$100.00
Repeating an entire unit of competency (per Unit Fee)	\$333.34
Change of course pathways	\$200.00
CoE Extension	\$83.00
Deferment of Enrolment	\$50.00
Readmission Fee	\$100.00
Qualification reissue fee	\$100.00
Student ID Card replacement	\$10.00

## Refunds

The ESOS National Code Part D, Standard 3.1.c requires that

***The registered provider must enter into a written agreement with the student (which) must ... provide information in relation to refunds of course money***

The policy applies to all ZBA commencing and re-enrolling students and to students seeking to and withdrawing from a course or courses for which they have paid fees. It also applies to those students whose CoEs for courses for which they have paid fees are cancelled.

This policy applies to all tuition fees paid including those collected by education agents on behalf of ZBA and its associated registered providers; plus non-tuition Materials Fees and Overseas Students Health Cover fees.

Other non-tuition fees are excluded and thereby non-refundable. They are the Enrolment Fee, the CoE Processing Fee, the Change of Course Fee, and the Airport Pick-up Fee.

The statement should be read in relation to policies and procedures relating to: **National Standard Code 8, Complaints and Appeals; and National Code Standard 13, Deferral, Suspension or Cancellation of Study During Enrolment** in relation to Compassionate and Compelling Circumstances.

Neither this policy nor a student's right to submit internal and external (to the Overseas Students Ombudsman) complaints and appeals removes that student's right to take action under Australia's consumer protection laws.

### **Refund Policies**

If an applicant accepts a place offered by ZBA, pays the stipulated fees and signs the Acceptance Agreement, and is subsequently issued with a Confirmation of Enrolment (CoE), a binding contract has been created between the student and ZBA.

### **Refunds and Visa Issues**

If a student's visa application is rejected the student will be entitled to a Full Refund of Course Tuition Fees OR CoE Security Deposit plus Non-tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the visa application refusal date or \$500.; and a Full Refund of the Overseas Student Health Cover Fee.

The student will need to notify ZBA, apply for a refund of Fees and send a verified copy of the original visa rejection letter from the Australian Embassy/Consulate or Immigration Office.

ZBA will process the application and refund the approved amount to the student.

If a student withdraws their visa application on request from ZBA, the student will be entitled to a Full Refund of Course Tuition Fees OR CoE Security Deposit plus Non-tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the visa application refusal date or \$500.; and a Full Refund of the Overseas Student Health Cover Fee.

The student will need apply for a refund of Fees, and ZBA will process the application and refund the approved amount to the student.

If a student cannot start their course on time because the Visa Application processing is delayed by circumstances beyond the student's control ZBA will defer the student's enrolment and provide documentation for the next commencement date if an Application for Deferral of Enrolment is submitted before the Census date with documentary evidence relating to the delay in visa processing.

ZBA will provide no refund if the student fails to submit an application for deferral of enrolment by the required date.

If a student cannot start their course on time because the Visa Application processing is delayed by circumstances beyond the student's control: ZBA will defer the student's enrolment and provide a new CoE for the next commencement date if an Application for Deferral of Enrolment is submitted before the Census date with documentary evidence relating to the delay in visa processing. ZBA will provide no refund if the student fails to submit an application for deferral of enrolment by the required date.

If a student's visa is cancelled because they fail to comply with enrolment conditions or breach their visa conditions: there will be no refund of unspent tuition fees and materials fees for their current course and any subsequent package course for which tuition fees have been pre-paid.

### **Refunds and Provider Default**

If ZBA or one of its associated providers cancels a course for which it has issued a CoE and does not offer an equivalent alternative course the affected student will be entitled to a Full Refund of Course Tuition Fees or CoE Security Deposit for the cancelled course and any subsequent package courses plus associated non-tuition fees, minus the lesser

of 5% of the amount of Course Fees received before the default date or \$500.; and a Full Refund of the Overseas Student Health Cover Fee.

If ZBA or one of its associated providers cancels a course for which it has issued a CoE, offers an alternative equivalent course at no extra cost to the student, and a student accepts that offer, the student will be issued with a LoO for the alternative course; and the pre-paid tuition fees will be fully refunded and the student will be invoiced for the alternative course fees, or on the student's request, the pre-paid fees will be transferred from discontinued course to alternative course; and the student will be issued with a CoE for the equivalent alternative course.

ZBA will notify the student of the default and offer the alternative course. Student will notify ZBA of decision to accept the offer. ZBA will issue a new LoO for the alternative course at no extra cost to student, and issue a CoE for that course upon transfer or payment of the fees.

If ZBA or one of its associated providers cancels a course for which it has issued a CoE, offers an alternative equivalent course at no extra cost to the student, but a student rejects that offer and seeks a release to pursue an equivalent alternative courses with another provider, there will be no refund of unspent tuition fees for the student's current course nor of any pre-paid tuition fees for any subsequent courses in their course package, subject to Appeal.

### **Refunds and Student Withdrawal, Package Courses**

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal before or after the commencement date of a course which is part of a package program, they are entitled to no refund of Course Tuition Fees or CoE security deposit, nor the Materials Fee for the course withdrawn from and any subsequent package courses; and a full refund of their Overseas Student Health Cover Fee if the cancellation/withdrawal is before the course commencement date.

The student will submit their Discontinuation/Withdrawal Application and Refund Application, and ZBA will process application and complete all processing and reporting of cancellation.

If a student's CoE is cancelled for a breach of their student visa conditions, conditions of enrolment and/or National Code Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.), they are entitled to no refund of Course Tuition Fees or CoE security deposit, nor the Materials Fee for the course withdrawn from and any subsequent package courses; and no refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances, they are entitled to a full refund of Tuition Fees OR CoE Security Deposit for the cancelled course and any subsequent package courses plus associated non-tuition fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500, if the withdrawal is before course start date; or a part refund of Unspent Tuition Fees for current course at time of withdrawal, if the withdrawal is after the commencement date of their initial package course).

The student will receive a full refund of their Overseas Student Health Cover Fee if they withdraw before the commencement date of their first package courses; or no refund of their Overseas Student Health Cover Fee if they withdraw after the commencement date of their first package course.

## Refunds and Student Withdrawal, Non-package Courses

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 8 weeks (56 days) before the commencement date of their non-package course, they are entitled to a full refund of their pre-paid course tuition fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a full refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 4 weeks (28 days) but less than 8 weeks before the commencement date of their non-package course, they are entitled to a 75% refund of their pre-paid course tuition fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a full refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 2 weeks (14 days) but less than 4 weeks before the commencement date of their non-package course, they are entitled to a 50% refund of their pre-paid course tuition fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a full refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal less than 2 weeks (14 days) before, or after the commencement date of their non-package course, they are entitled to no refund of their pre-paid course tuition fees or CoE Security Deposit and Materials Fee a full refund of their Overseas Student Health Cover Fee if cancellation is before the official commencement date; or no refund of their Overseas Student Health Cover Fee if cancellation is after the official commencement date.

If a student's CoE is cancelled as a result of a breach of student visa conditions, conditions of enrolment and/or National Code Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.), they are entitled to no refund of their pre-paid course tuition fees or CoE Security Deposit and Materials Fee; and no refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances, they are entitled to a full refund of Tuition Fees OR CoE Security Deposit for the cancelled course plus associated non-tuition fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500, if the withdrawal is before course start date.

If the withdrawal is after the course commencement date, the student is entitled to a part refund, being the Unspent Tuition Fees at time of withdrawal, a full refund of their Overseas Student Health Cover Fee if they withdraw before their course commencement date; or no refund of their Overseas Student Health Cover Fee if they withdraw after their course commencement date.

## Accommodation Refunds

If a student cancels their accommodation more than two weeks (14 days) before their arrival date they are entitled to a full refund of their pre-paid rent for both Homestay and CossyStay accommodation.

If a student cancels their accommodation more than two days (48 hours) but less than two weeks (14 days) before their arrival date they are entitled to: a part refund of their pre-paid Homestay rent (they forfeit their Placement Fee and 2 weeks rent); and a part refund of their CossyStay rent (they forfeit \$350.00).



If a student cancels their accommodation less than 2 days (48 hours) before their arrival date they are not entitled to any refund. (they forfeit all their pre-paid rent).

### **OSHC Refunds**

If a student cancels or withdraws from a course after the commencement date they may submit a refund application directly to the OSCH fund.

### **Agents' Fee Refunds**

Agents will forfeit all rights to Agent Commission payment for courses students fail to commence.

### **Refund Procedures**

On-shore students may apply for a refund by completing and submitting on-line Refund application form

#### **Refund/Withdrawal Form.**

If the applicant is enrolled in a package course the application for withdrawal will be transferred to the provider of the student's Principal Course for determination: If the Principal Course provider's determination is in the negative the application for withdrawal from the ZBA feeder courses will similarly be rejected and the student will be notified, such notification including advice relating to the right to and mode of submitting an Internal Appeal.

If the Principal Course Provider's determination is to approve withdrawal, the application for withdrawal from the ZBA feeder courses will be approved and the student will be informed.

Applications for withdrawal from the ZBA courses and refunds will be processed within two weeks (ten working days) and, if successful, progressed with recommendations to the Accounts Manager for determination of the refund application.

Applications may be made for the refund of fees and charges on the ground of exceptional circumstances which provide **compassionate and compelling reasons** for withdrawal from a course. Such applications will be considered on a case by case basis.

All Applications for a Refund will be determined by the Accounts Manager and will normally be processed within twenty working days (four weeks) of the Application being made. Where this is not possible the student will be informed.

On determination of the application the student will be informed in writing and, if the determination rejects a full refund, information will be provided informing the student of their right to make an **Internal Appeal** against the decision and the means of submitting such an appeal.

If a student is not satisfied with the outcome of an application for a refund of fees, the student may appeal within 20 working days (four weeks) by submitting a completed Student Appeal Form with full supporting documentation to the Accounts Manager.

All Internal Appeals relating to the refund of fees, will normally be processed by the Accounts Manager within twenty working days (four weeks) of the Appeal being made. Where this is not possible the student will be informed.

On determination of an Internal Appeal the student will be informed in writing and, if the determination rejects the Internal Appeal, the student will be informed of their right to, and the means of submitting an **External Appeal** to the Overseas Student Ombudsman.

All Approved Refunds will be paid within two weeks (10 working days) of their being approved.

Refunds will be made in Australian dollars and the College reserves the right to make

refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.

Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.

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

### ZBA REFUNDS POLICY, PROCEDURES AND ACTIONS: Student Guide

#### Schedule A, Visa Issues: Visa Application Rejection or Processing Delay; Visa Cancellation or Breach; Change of Visa Status

Situation	Refund
Student's visa application is rejected. (We will need to sight a verified letter from the Australian Embassy/Consulate rejecting the application).	<b>Full Refund:</b> Tuition Fees * for cancelled course/s <b>Full Refund:</b> OSHC Fee.
Student withdraws their visa application on request from ZBA.	<b>Full Refund:</b> Tuition Fees* for cancelled course/s <b>Full Refund:</b> OSHC Fee.
Student cannot start their course on time because the Visa Application processing is delayed by circumstances beyond the student's control.	<b>No Refund:</b> ZBA will defer enrolment and provide new documentation for the next Commencement Date if Application for Deferral of Enrolment is submitted.
Student's visa is cancelled because they fail to comply with enrolment conditions or breach their visa conditions.	<b>No Refund</b> of Unspent Tuition and Materials Fees for current course and any subsequent package course for which fees have been pre-paid. <b>No Refund:</b> OSHC Fee.

#### Schedule B. Provider Default: ZBA Fails to Start the Agreed Course or is Unable to Deliver it in Full

Situation	Refund
ZBA cancels a course and does not offer an equivalent alternative course at no extra cost.	<b>Full Refund:</b> Tuition Fees * <b>Full Refund:</b> OSHC Fee.
ZBA Cancels the Agreed Course but offers an alternative equivalent course at no extra cost to the student. Student chooses to Accept the offer of the alternative course.	<b>No Refund:</b> Student issued LoO for the alternative course. The pre-paid tuition fees will be fully refunded and the student will be invoiced for the alternative course fees, or on the student's request, the pre-paid fees will be transferred from discontinued course to alternative course. Student issued CoE for the equivalent alternative course.
ZBA Cancels the Agreed Course but offers an equivalent alternative course at no extra cost to the student. Student Rejects Offer. Student chooses to pursue an alternative course with another provider.	<b>No Refund</b> of Unspent Tuition Fees for current course and any subsequent package course for which fees have been pre-paid, subject to Appeal.

#### Schedule C, Student Default: Course Withdrawal/Release Package Program Courses

Situation	Refund
Cancellation/Withdrawal before or after the Commencement Date of a course which is part of a package program.	<b>No Refund:</b> Paid Course Tuition and Non-tuition Fees for the course withdrawn from and any subsequent package courses. <b>Full Refund:</b> OSHC Fee if withdrawal is before course commencement date. <b>No Refund:</b> OSHC Fee if withdrawal is after course commencement date.
Cancellation of CoE and Reporting for breach of student visa conditions, conditions of enrolment and/or National Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.)	<b>No Refund:</b> Paid Course Tuition and Non-tuition Fees for the course withdrawn from and any subsequent package courses. <b>No Refund:</b> OSHC Fee.
Cancellation/Withdrawal due to demonstrated Compassionate and/or Compelling Circumstances, and approved by ZBA.	<b>Full Refund</b> (if withdrawal is before course start date): Tuition Fees * <b>Part Refund:</b> Unspent Tuition Fees for current course at time of withdrawal if withdrawal is after course commencement date. <b>Full Refund:</b> OSHC Fee if withdrawal is before course commencement date. <b>No Refund:</b> OSHC Fee if withdrawal is after course commencement date.

Schedule D, Student Default: Course Withdrawal/Release Non-Package Courses	
Situation	Refund
Cancellation/Withdrawal more than 8 weeks (56 days) before the commencement date for a non-package course CoE.	<b>Full Refund:</b> Tuition Fees * <b>Full Refund:</b> OSHC Fee.
Cancellation/Withdrawal more than 4 weeks (28 days) but less than 8 weeks before the commencement date for a non-package course CoE.	<b>75% Refund:</b> Tuition Fees * <b>Full Refund:</b> Materials Fee and OSHC Fee.
Cancellation/Withdrawal more than 2 weeks (14 days) but less than 4 weeks before the commencement date for a non-package course CoE.	<b>50% Refund:</b> Tuition Fees * <b>Full Refund:</b> Materials Fee and OSHC Fee.
Cancellation/Withdrawal less than 2 weeks (14 days) before initial course start date or after the official course commencement date.	<b>No Refund:</b> Tuition Fees OR CoE Security Deposit & Materials Fee <b>Full Refund:</b> OSHC Fee if cancellation is before official commencement date. <b>No Refund:</b> OSHC Fee if cancellation is after official commencement date.
Cancellation of CoE and Reporting for breach of student visa conditions, conditions of enrolment and/or National Code Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.)	<b>No Refund:</b> Tuition Fees OR CoE Security Deposit & Materials Fee. <b>No Refund:</b> OSHC Fee.
Cancellation/Withdrawal due to demonstrated Compassionate and/or Compelling Circumstances.	<b>Full Refund</b> (if withdrawal is before course commencement date): Tuition Fees * <b>Part Refund</b> (if withdrawal is after course commencement date): Unspent Tuition Fees for course at time of withdrawal, <b>Full Refund:</b> OSHC Fee if withdrawal is before course commencement date. <b>No Refund:</b> OSHC Fee if withdrawal is after course commencement date..
Schedule E, Accommodation Problems	
Situation	Refund
Cancellation more than 2 weeks (10 working days) before student's arrival date.	<b>Full Refund:</b> Pre-paid rent for Homestay and CozyStay.
Cancellation from 2 days (48 hours) to 2 weeks before student's arrival date.	<b>Part Refund:</b> Homestay forfeits Placement Fee and 2 weeks Rent. <b>Part Refund:</b> CozyStay: forfeits \$350.00.
Cancellation less than 48 hours before or after student's arrival date.	<b>No Refund.</b>
* Tuition Fees OR CoE Security Deposit plus Enrolment and Materials Fees for the cancelled course/s minus the lesser of 5% of the amount of Course Fees received before the default date or \$500.	

## Facilities

### Computer facilities

All students at Zenith Business Academy have access to computer laboratories equipped with modern computers and visual aid devices. Enrolled students are given access to free Internet facilities, a variety of software, printing and email facilities. Individual network accounts are given to students immediately upon the processing of the enrolment form.

### Wireless Internet

Students have a free access to wireless internet. Students can bring their own laptops and use WIFI for research purposes. Password is similar with WIFI user name. Just choose ZBA-Students among the network options and you will be automatically connected.

### Printing

A students' printer is available in Computer Lab 5 for students to print their class and assignment work. Please see 'Student Services' to purchase credit for printing your documents.

### **Kitchenette**

There is a common kitchenette where students can have a snack between classes. It is equipped with a snack vending machine, a coffee machine, a microwave as well as kitchen supplies and a LCD TV and it is located on Level 3 (Shared service with APIC, Sydney).

### **Suggestions**

Zenith Business Academy welcome students' suggestions for improvement, and these can be submitted to the Student Services Officer at level 2. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

## **Student Support Services**

### **Accommodation Services**

Zenith Business Academy in partnership with 2Stay Accommodation Agency can organize home stay and airport pick-up services for existing and prospective Zenith Business Academy students. Students who require these services must make prior arrangements by completing a Homestay Application Form available on the Zenith Business Academy website. For further information please contact (02) 8005-1299, Email [info@2stay.com.au](mailto:info@2stay.com.au) or visit <http://www.2stay.com.au>

### **Student Services**

Zenith Business Academy has a dedicated Student Services Officer – Clemencia, Danielle and Beata – who is able to assist students with the following matters:

- Pay your fees
- For course variations e.g. Leave of Absence, Extension of CoE's, etc.
- Overseas Student Health Cover
- To find relevant Zenith Business Academy staff
- Change of personal details
- General inquiries
- Contact details for legal, medical and emergency services
- Complaints
- Student cards

You should also contact the Student Services Officer if you need a meeting with the:

- Director of Studies
- Attendance Intervention Officer
- Academic Intervention Manager Coordinator
- Governance, Quality Assurance and Compliance Manager

Alternatively, students can also email their initial inquiries to [studentservices@zba.nsw.edu.au](mailto:studentservices@zba.nsw.edu.au)

Phone: (02) 9318 8188 Ext: 124

## **Director of Studies, Assistant Director of Studies (Sydney) Course Coordinator (Melbourne)**

Students can make appointment with the Director of Studies (Sydney), Assistant Director of Studies (Sydney) or the Course Coordinator (Melbourne) to obtain information on and assistance with the following matters:

- Class Timetables/Timetetable Change inquiry
- Course Information
- Academic inquiries
- Course Exemptions/Recognition of Prior Learning (RPL) inquiries
- General Accounting/Business questions

For contact details of each of these officers please see the Contact Details on pages 57 and 58 of this Handbook, or contact reception on your campus.

## **Attendance Intervention**

Zenith Business Academy's Attendance Policy and Procedures comply with ESOS National Code Standard 11, Monitoring Attendance, and apply to all of its Certificate, Diploma and Advanced Diploma courses. Zenith Business Academy has to monitor students' attendance and has an Attendance Intervention Strategy and an Attendance Intervention Officer (Sydney) or Student Services Officer (Melbourne) to:

- Ensure that attendance is recorded in RTO Manager marked for all classes;
- Monitor students' attendance every fortnight;
- Work with your Trainers and the Academic Intervention Officer to identify attendance problems and find solutions;
- Identify all students whose attendance is at risk of falling below the necessary 80%;
- Check all Medical Certificates;
- Counsel students having problems with their attendance; and to
- Manage interventions for all students whose attendance falls into the at risk or unsatisfactory categories.

Details of the Zenith Business Academy Attendance Policies and Procedures are available on Pages 30 to 32 of this Handbook, on the Students Noticeboard, and on the Zenith Business Academy Website by clicking on the Student Support and ESOS Policies, Procedures and Guidelines links.

Students are encouraged to see the Attendance Intervention Officer (Sydney) or Student Services Officer (Melbourne) if they have any attendance concerns or problems, and you can make an appointment to see her by asking the Student Services Officer.

## **Academic Intervention**

Zenith Business Academy has to monitor students' academic progress and do everything we can to ensure that students complete their courses within the expected time. The Academic Intervention Policy and Strategy are managed by an Academic Intervention Officer (Sydney) or Course Coordinator (Melbourne) who:

- Monitor students' academic progress in the mid-point and the last week of each term.
- Identify all students whose academic progress is either at risk or unsatisfactory



(passing fewer than half of your Units over two study periods);

- Work with your Academic Intervention Officer, the Attendance Intervention Officer and the Director of Studies in implementing Level 1, 2 and 3 Academic Strategies for students experiencing difficulties in maintaining the expected academic progress.;
- Counsel students having problems with their academic progress; and to
- Manage interventions for all students whose academic progress falls into the at risk or unsatisfactory categories.

Details of the Zenith Business Academy **Completion within Expected Duration** and **Monitoring Academic Progress** Policies and Procedures are available on Pages 27 to 29 of this Handbook, on the Students Noticeboard, and on the Zenith Business Academy Website by clicking on the Student Support and ESOS Policies, Procedures and Guidelines links.

Students are encouraged to see the Academic Intervention Officer/Course Coordinator, if they have any concerns or problems with your study and academic progress.

## Counselling Services

What is counselling and what is involved?

Counselling provides the opportunity for safe and confidential exploration of your concerns – without judgement. The Counsellor, will support your efforts to understand your problems and working towards your preferred solutions.

The first points of contact for international students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) are the Academic Intervention Officer, the Attendance Intervention Officer or the Student Services Officer. They can gain an understanding of the problem and refer you to the Director of Studies for further support and referral to professional support if needed.

Students experiencing Health and/or psychological-emotional problems will be referred to professional medical services and counsellors who is responsible for handling initial inquiries, assessing the situation and, when necessary, referring students to appropriate professional help.

Students experiencing problems of a legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination) will be referred by the Student Services Officer to appropriate bodies for assistance.

Zenith Business Academy uses an external professional counsellor that is available to talk through any problems you have, and to lend a sympathetic ear. The counsellor can help you with a wide range of problems, including those in the table below.

Anxiety	Depression	Confidence	Sexual issues	Anger Management
Alcohol & other drugs	Parenting problems	Grief and loss management	Relationship problems	Loneliness
Student support	Self-harm	Stress management	Self-esteem	Concentration
Communication	Work and career	Life transitions	Motivation	Study Skills

As indicated, the Student Welfare, Retention and Engagement Officer can refer you to a suitable Counsellor for help.

## **Governance, Quality Assurance and Compliance**

Students who wish to find out in more detail of the Zenith Business Academy policy and procedures (e.g. Attendance, Course Progress, Student Services, Complaints and Appeals Policy and Procedures, etc.) should make an appointment via Student Services Department to see the Principal who is responsible for Quality Assurance and Compliance.

The Principal together with Director of Studies and Academic and Attendance Intervention Officers deal with the appeals against being reported for unsatisfactory Academic Progress or Unsatisfactory Attendance, and all other complaints and appeals.

If you have any concerns or questions in this area, students are encouraged to make an appointment.

## **Academic Information and Issues**

All our courses are delivered using text books and/or work books that have been either sourced externally from an education resource provider such as Pearson's Education or have been created in-house by Zenith Business Academy training staff.

All training is conducted addressing verbal, written and practical assessments.

All assessment tasks must be completed by the student who is advised of their unit result (C – Competent or NYC – Not Yet Competent) after three weeks of the term completion via the Student Access Website, and all the student's work is kept for 12 months following unit completion.

## **Competency Based-Training and Assessment**

Competency means you must demonstrate a skill, not just answer knowledge questions. The level of skill you have to demonstrate is listed in the National Training Package which contains the syllabus. Training is delivered to you so you can perform the assessment tasks.

All of our trainers and assessors are well trained and practiced from an appropriate background of business experience. They all hold relevant professional/discipline qualifications and a Certificate IV in Assessment and Workplace Training

Our assessments are carried out within a system flexible enough to allow multiple and diverse forms of evidence. Our assessors will objectively assess evidence against the established set of standards.

## **Definitions**

**Assessment.** Assessment is the process of collecting evidence and making judgments on whether or not competency has been demonstrated by you. Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

**Validity.** The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

**Authenticity:** A foundation of competency based assessment is that the work students present for assessment is their work, and not that of anyone else or from an unacknowledged printed or digital source. Plagiarism is unacceptable and internet derived material must be suitably acknowledged.

**Reliability:** Our assessment methods ensure that the competency standards are applied consistently from student to student and from context to context using clear, unambiguous, well documented assessment procedures and competency standards.

**Consistency:** We collect enough evidence to allow judgment across the range of skills that must be directed, without undue reliance on any small number of select workplace contexts or projects.

**Currency:** Our assessments evaluate whether or not your skills and knowledge are current and can be applied in today's workplace.

**Sufficiency:** Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out. You must provide enough evidence to prove competency against the standards. This is defined on each of the assessment papers that will be issued to you. Remember, in our College, you can only repeat an assessment once.

**Fairness and Equity:** Zenith Business Academy is committed to fair and equal treatment of all our students in the assessment process. Our assessments are based on relevant training package requirements. There are special circumstances when we can adjust assessments to suit a student's special needs (i.e. hearing/vision impairment and language difficulties).

## **Assessment Methods: Forms of evidence**

Assessments should not be stressful. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered and which competencies require further practice and will be flexible in the assessment method used. It is in your long term interests to ensure that all of the skills necessary for the job have been mastered, and our aim is to help you to learn those skills in the right way.

The range of different assessment methods used include:

- Evaluation of direct assignment tasks;
- Actual observation;
- Skill tests, simulations and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Interviews

## Employability Skills

As a student and a prospect employee you are required to develop and possess employability skills (communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, use of technology and so on). These skills can be achieved only if you set high standards towards your studies. Our aim is for you to achieve these skills throughout your course by following simple rules.

- Communicate with your teacher and fellow students to create a positive environment
- Participate in team work activities as directed by your trainers.
- Plan your tasks and complete them within given deadlines
- Undertake all assessment events and complete these satisfactorily
- Be creative and innovative in the completion of tasks
- Understand and apply the knowledge and principles in daily tasks
- Engage in continuous learning and work towards becoming a professional
- Attend all classes well-resourced and equipped (text books, notes etc.)
- Be punctual and manage time and resources to complete tasks satisfactorily
- Follow and apply safety principles while using equipment
- Cope with pressures, deadlines and standards of assessment activities
- Develop skills, knowledge and ethical standards throughout the course
- Seek assistance when experiencing problems

More information on employability skills can be obtained from the relevant training packages.

## Credit Transfer

Students can apply for and be granted Credit for Course Units on the basis of previous studies of equivalent subjects that match the learning objectives, outcomes and competencies in Australian educational institutions. For this policy see Zenith Business Academy Course Credit policy document of the ZBA website. Applications should be made within two weeks of the course commencement date, and students will be notified of the outcome within 28 working days from the date of the application. For fees refer to fees and charges on pages 14-15.

## Academic Appeals

Academic appeals relating to decisions made on assessments, reassessments and repeating of unit must be lodged using the 'Academic Appeals Form' within 10 working days of the decision being communicated to the student. Students are encouraged to check the Student portal (RTO) regularly to check their results and also feedback provided by the assessor.

## Issue of Qualification Certificate and Statements of Attainment

Students who complete all course units are eligible for a qualification, otherwise only a statement of attainment is issued. Processing time for these documents is 2-4 weeks from the date of completion or from date of application.

If a student requires an AQF Qualification or Statement of Attainment to be reissued, they must fill out the Student Request Form and pay the qualification reissue fee (refer to fees and charges).

## Computer Lab Usage Rules

- Zenith Business Academy computer lab facilities are provided for use by registered Zenith Business Academy students and staff. Other persons may be allowed to use Zenith Business Academy computer lab facilities at the discretion of the director.
- Keep noise levels to a minimum. Talking to others in a group at maximum voice-level is not permitted in the computer lab.
- Misuse of Zenith Business Academy computer lab facilities, removal of material or equipment without permission, or unauthorised access through a computer network is not allowed.
- Interruption to any Zenith Business Academy service is not allowed.
- Storing or transmitting offensive materials on any Zenith Business Academy Computer System is not allowed.
- Consumption of food or drink in teaching rooms and in labs is not allowed.
- Installation of any software, games or any other material on any Zenith Business Academy Computer System is not allowed
- Changing the settings of Zenith Business Academy computer systems in the labs is not allowed
- Internet service is provided only for educational purposes. Any other use of Internet service is not allowed including downloads.
- Watching movies and playing games on Zenith Business Academy computer systems is not allowed.
- Zenith Business Academy holds full rights to refuse access to any student to the Zenith Business Academy lab.
- Internet service may be restricted to certain students in a certain time.
- Whilst using the facilities of the Zenith Business Academy computer lab you are expected to show consideration for other users.
- Disciplinary action will be taken against those students who fail to comply with these regulations.

## Academic Performance and Support Services

Zenith Business Academy has a range of policies and procedures relating to monitoring students' academic progress with the objectives of ensuring they are successful and complete their courses by the end date of their CoE, and to enable us to identify and work with students who are experiencing academic difficulties. These policies and procedures are based on and comply with ESOS National Code Standard 9, **Completion within Expected Duration**, and ESOS National Code Standard 10, **Monitoring Course Progress**.

All of our Certificate, Diploma and Advanced Diploma courses. Students need to maintain satisfactory course progress throughout their enrolment.

For the purposes of the course progress requirement, Zenith Business Academy has defined unsatisfactory academic progress as a student:

- Failing to achieve Competent assessments in at least 50% of their Units in any given term; or
- Failing to attain a Competent assessment in any particular Unit when that Unit has been repeated; and

- Failing to meet the requirements of their intervention Study Plan.

Copies of the Zenith Business Academy's **Completion within Expected Duration** and **Monitoring Course Progress** Policies and Procedures can be found on the ZBA Website by clicking on the Student Support and ESOS Policies, Procedures and Guidelines links.

## Completion of the Course within the Expected Duration of the CoE

Zenith Business Academy, through its course progress monitoring process, monitors students' capacity to complete the course within the CoE duration. Students who are identified as not completing their course on time will be sent a letter advising them to contact the Academic Intervention officer or Director of Studies.

Zenith Business Academy may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration as a result of failing to pass a number of Unit assessment, the approval of leave of absence on the grounds of compassionate and compelling circumstances. Once the student agrees to the extension of the CoE, the Director of Studies will determine the extension period and inform the Student Services Department by completing a Course Variation Form (Staff Use). Student Services Department will extend the CoE and issue a copy of the CoE to the student notifying the new completion date. Students who are given an extension must meet with the Academic Intervention Officer on a regular basis for follow-up.

## Academic Intervention

Zenith Business Academy understands that sometimes students may face difficulty with particular units throughout their study and this may result in difficulty to maintain satisfactory results. In these circumstances, Zenith Business Academy offers the following academic support to its students:

- **Post Assessment Academic Intervention sessions:** Trainers are responsible for the first level 'Post Assessment Academic Intervention', which entails discussing the failure with the student(s) to identifying the probable reason(s) for their failure to attain the required Competency. Trainers will encourage students to either submit or re-submit for assessment (depending on the reason for the initial failure).
- **On-on-one coaching (tutorial support) sessions:** Sometimes students may struggle to understand or complete an assessment of a particular unit. Under these circumstances, students can make an appointment with the Academic Intervention Officer to have the opportunity to express the difficulties they are facing with particular unit/assessment. The Academic Intervention Officer may then arrange a tutorial support session at the time convenient for both the Student and the Trainer outside of the scheduled class hours. These sessions will be free of charge to Zenith Business Academy students.
- **Reassessment workshops:** There will be Reassessment Workshops conducted during mid-term and end of term breaks to maximise the opportunities for students who have received unsatisfactory results in their units. The Academic Intervention Officer will generate course progress reports to identify the students with outstanding Not Yet Competent Unit assessments and invite them to attend the Reassessment Workshops. Trainers will work with students to help them address areas of difficulty and supervise their completion of reassessment tasks. These classes are outside the normal course class time and as such are not included in attendance monitoring.
- **Study Plans:** Study plan is the final option for the students who are identified in the 'at risk' and 'unsatisfactory course progress' categories by the Intervention



Strategy. Study plans are negotiated by the Academic Intervention Officer where all the underlying factors of poor academic performance of the student are carefully analysed. Depending on the circumstances, study plan may result students to do re-assessments and/or re- study of certain units and/or in some cases re-enrolment for the entire course. Students should be aware that re-study or re-enrolments may lead for CoE extensions which may impact on student visas. Students who wish to apply for 'Leave of Absence' will also be subject to 'Study Plans'.

For their academic related inquiries:

- Sydney students can contact the Academic Intervention Officer by email at [anne.sabrin@zba.nsw.edu.au](mailto:anne.sabrin@zba.nsw.edu.au) or Phone: (02) 9318 8188; and
- Melbourne Students can contact the Course Coordinator Rumesh Chandrasekera at [rumesh@zba.nsw.edu.au](mailto:rumesh@zba.nsw.edu.au) or phone (03) 96035304

Students with not yet competent (NYC) results will be contacted and counseled by the Academic Intervention Officer once results are received from assessors. The following records may be used during the academic counseling sessions.

- Academic records
- RTO counseling records
- Attendance records

The Academic Intervention Officer is responsible for recording outcomes of these sessions in RTO and also recommending student to apply for reassessments or subject/unit repeats. Counseling notes prepared by the Intervention Officer/Director of Studies must be filed in student files.

## Provision for Remedial English Language Assistance

You have to provide details of your English levels as a part of the application and enrolment process. However, if you have English language difficulties which limit your academic progress Zenith Business Academy will provide a formal assessment of students' English levels. If you need additional English Zenith Business Academy will arrange for you to study a special English language course before returning to your studies.

## Reassessment Procedures

**Absentees:** Students are absent of the day of the assessment submission without prior approval or a valid reason (e.g. medical certificate) will be marked Not Yet Competent (NYC). A late submission fee will apply where there is no valid reason given by the student as per Zenith Business Academy's fees and charges.

For students who have been assessed as Not Yet Competent (NYC), the following options will be available:

- **Assessment Feedback:** Trainers/Assessors will provide assessment feedback to the students and advise how they can improve their performance.
- **Resubmission:** Further evidence might be required if the student has partially completed one of the assessment methods or could not demonstrate the required skills and knowledge in some of the assessments. This can be corrected or completed with additional resubmissions. In order to be eligible for a 'Resubmission', it is Zenith Business Academy's requirement for the student to have at least 70% attendance in that unit of competency.
- **Reassessment:** If the students do not qualify for the 'Resubmission', or is still deemed Not Yet Competent (NYC) after the 'Resubmission', students will need to go through

the 'Reassessment' process. In order to qualify for the 'Reassessment' it is Zenith Business Academy's requirement for students to have at least minimum of 50% attendance for the unit of competency for which reassessment is sought and attempted. A reassessment fee may apply as per Zenith Business Academy's fees and charges.

- **Study Plan:** Students are required to re-study the unit of competency or competencies in the following study period semester if he/she is not deemed eligible for any of the above post-assessment options. Students will also need to re-study the unit of competency if the result from the reassessment is still Not Yet Competent (NYC). In these circumstances, the Director of Studies will prepare a study plan for the students to re-study the unit of competencies that are deemed Not Yet Competent (NYC). Study plan will result student's COE to be extended for the current course and subsequent courses will be deferred to the next available intakes. Study plan will incur fees per unit of competency as per Zenith Business Academy's fees and charges.

## **Attendance Policy and Procedures**

Zenith Business Academy adopted Standard 11 (The National Code), *Monitoring Attendance*, for all its VET courses on 22nd September 2010. **The National Code says that students must attend at least 80% of the scheduled class hours in every Study Period (10 to 12 weeks) of their Course.**

### **Rolls**

There is an Attendance Roll for each Unit Class, which is to be marked by the Trainer during each class or session, indicating the number of hours each student attends, ranging from 0 for absent to 1,2,3....8. These Attendance Rolls are an official record of students' attendance and they are kept on the premises at all times, accessible to the Attendance Intervention Officer and Director of Studies.

At the end of each week's classes the Trainer enters the week's attendance data on the roll and in RTO. The Trainer also checks and confirms the accuracy of the Attendance Roll and the RTO printout at the end of every week, and submit the completed, signed and dated rolls to the Attendance Intervention Officer.

### **Leave and Absences**

If you have what are called Compassionate and Compelling Circumstances such as a major illness or accident, or if there is a major family issue that requires your absence from classes for two weeks or more you should submit a Leave of Absence Application to the Student Services Officer, and provide documents to support your application. If Leave of Absence is approved, that time will not be counted when we calculate your Attendance Rate.

If you have to miss any classes due to sickness or accident or other reason please let your teacher know and please go to a doctor and get a medical certificate stating the dates you are ill, what is wrong, and the dates you will be absent from classes, and give that Doctors Certificate to your trainer or the Attendance Intervention Officer. The doctor has to be a qualified doctor registered in Australia as a General Practitioner, medical specialist or registered psychologist. Certificates from traditional non-registered doctors or other non-registered health practitioners will not be accepted. Even with a valid medical certificate, your absences will still be counted as absences when we calculate your Attendance Rate.

### **Attendance Requirements**

Your Student Visa requires you to attend all of your ZBA classes. You are, however, allowed to miss a number of classes due to illness or other reasons. However, if you miss too many classes your enrolment may be cancelled and you may be reported. This could affect your visa status.

If your Attendance is between 70 and 80% of your classes for any study period and if you are making satisfactory academic progress you may be reported if you fail to improve your attendance rate. Your Medical Certificates will be considered when we make the decision.

If you fail to attend at least 80% of your classes for any study period and if you are not making satisfactory academic progress you may be reported to DIBP and have your enrolment cancelled. Your Medical Certificates will be considered when we make the decision.

If you fail to attend at least 70% of your classes for any study period you will be sent an Intention to Report letter, even if you are passing all your Unit subjects. If your attendance is below 70% Medical Certificates will not be considered.

## **Attendance Monitoring and Warning Letters**

### **Monitoring Attendance:**

The Attendance Intervention Officer is responsible for monitoring students' attendance and managing the attendance intervention system for students who fail to maintain satisfactory attendance.

If any student misses more than a weeks' classes (20+ continuous hours) without contact and explanation, the Attendance Intervention Officer runs a weekly RTO Manager generated report that identifies these students. The Attendance Intervention Officer will send these students an **Extended Absence Warning** Email requiring them to contact the Attendance Intervention Officer within two (2) days for an appointment, counselling and additional support if needed.

Student attendance at each class is recorded in RTO Manager Courses and monitored by the Attendance Intervention Officer fortnightly in addition to the weekly monitoring above. The Attendance Intervention officer will produce an RTO Manager generated report which identifies students who are at risk of not attending at least 84% of the class hours for the study period and those whose attendance is approaching unsatisfactory (under 80%).

Attendance Intervention Officer will send a warning to all students identified in the report. There are three different warnings:

1. **Attendance At Risk Warning** email if student projected attendance falls to between 80 to 84 per cent. Students will be advised of attendance requirements and informed of counselling assistance if it is required.
2. **Unsatisfactory Attendance Warning** letter via email if projected attendance is likely to be between 70 and 80%, and the student is making satisfactory academic progress. The Warning will remind the student of attendance requirements, to meet the Attendance Intervention Officer and agree to an Attendance Agreement, and student will be counselled and offered professional assistance.
3. **Unsatisfactory Attendance Intention to Report** letter by email if projected attendance is likely to be below 70% and student is not making satisfactory academic progress; This letter will advise students of Zenith Business Academy's intention to report to DET and DIBP via PRISMS, that being reported could affect student visa status, and the student's right to appeal against being reported within 20 working days of being sent the letter.

If the student has Compassionate and Compelling Circumstances which have affected their attendance, these may be taken into consideration during any appeal they make if a Leave of Absence Application and supporting documents are submitted

## **Complaints, Appeals and Reporting**

Zenith Business Academy is committed to fair and due process, and will investigate and address any student complaint, grievance or appeal and records the outcomes of these appeals and complaints. These policies and procedures comply with the **ESOS National Code Standard 8, Complaints and Appeals**, and the Zenith Business Academy policy document can be on the ZBA Website by clicking on the Student Support and ESOS Policies, Procedures and Guidelines links.

In broad terms, if a student has a grievance about something (for example, the state of the building and facilities, a trainer's or staff member's behaviour or a fellow student's behaviour) this can be taken up through the Complaints procedures.

If a student has a grievance against a decision that has been made (for example, being sent an Intention to Report letter for unsatisfactory academic progress or attendance) this is best taken up through the Internal and if that fails to satisfy the student, the External Appeals processes.

### **Complaints Procedure**

In the first instance, try to resolve your matter with the staff member or student in an informal way if possible.

If the matter is not resolved students can complete a Complaint Form and give it to the Student Services Officer who will ensure that it is properly investigated. The concern will be conciliated if possible and students can be assisted or accompanied by a support person in any such process.

If the complaint is not resolved to a student's satisfaction the student can decide to pursue the matter by completing a Student Appeal Form to have the matter further investigated. Zenith Business Academy will maintain the student's enrolment while the complaints and appeals process is ongoing.

### **Appeals Procedure**

Students appealing the decisions made on reporting unsatisfactory attendance, cancellations of enrolment and academic interventions must complete the Appeals Form which can be obtained at the Student Services Reception.

All complaints and appeals will be dealt within ten (10) working days of lodgment unless circumstance prevent this. Any delay in the process of resolving a complaint or appeal will be communicated back to applicant. The decisions made will be communicated back to the student in writing with a clear justification for the reasons why the decisions were made. If the matter has not been resolved to their satisfaction, then the student may make a formal submission to the Chief Executive Officer. If not satisfied with the Chief Executive Officer's decision the student can contact the office of the **Overseas Students Ombudsman** (<http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>) for further advice. Zenith Business Academy students may access and receive the outcome of only one external appeal process before possible reporting. If the student wishes to access another appeals process after being reported, the student will need to discuss this with DIBP.

Throughout any appeals processes your enrolment will be maintained and you have to maintain both satisfactory attendance and academic progress. If your Appeal is successful, your enrolment will not be cancelled.

If you decide not to appeal or if you withdraw from the appeal process or if your appeal is rejected, your enrolment will be terminated and Zenith Business Academy will notify DET and DIBP via PRISMS of this decision. Zenith Business Academy will also send notification of your Cancellation of Enrolment and being reported to your last known address, and informing you of your need to report to a Department of

Immigration and Citizenship officer within 28 days.

## **Compassionate and Compelling Circumstances**

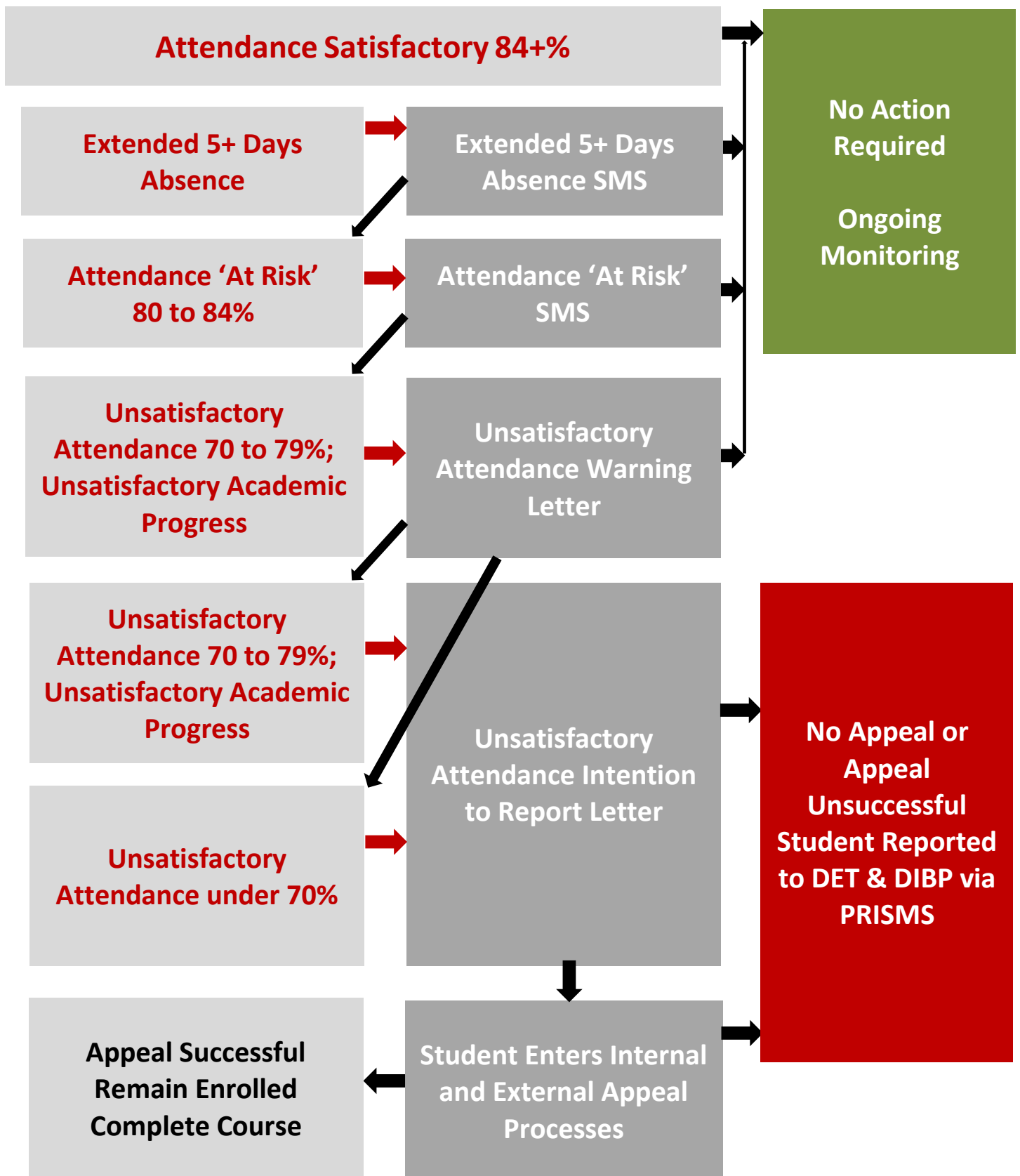
Building on definitions in The National Code, Zenith Business Academy defines Compassionate and Compelling Circumstances as circumstances which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to:

- commence their course on the scheduled start date, but within two weeks of that date, or to
- attend scheduled classes for a significant period of time during the enrolment period.
- Such circumstances include, but are not limited to:
- the late issue of a student's visa and consequent delay in travel to Australia;
- serious illness or injury, where a verified medical certificate states that the student was unable to attend on the commencement date and/or for a significant time through the course;
- bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided);
- the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation);
- major political upheaval or natural disaster in the home country preventing their departure for Australia, or requiring their emergency travel to their home country for the time of their absence;
- a traumatic experience which could include but is not limited to:
  - a. witnessing or involvement in an accident; or
  - b. witnessing or being the victim of a crimeand which has impacted on the student's ability to commence classes on the start date and/or attend scheduled classes (these cases should be supported by police or psychologists' reports).

In determining whether or not compassionate and compelling circumstances exist as sufficient grounds to explain a student's absence, Zenith Business Academy accepts that documentary evidence will vary with regard to the specific circumstances, but could include:

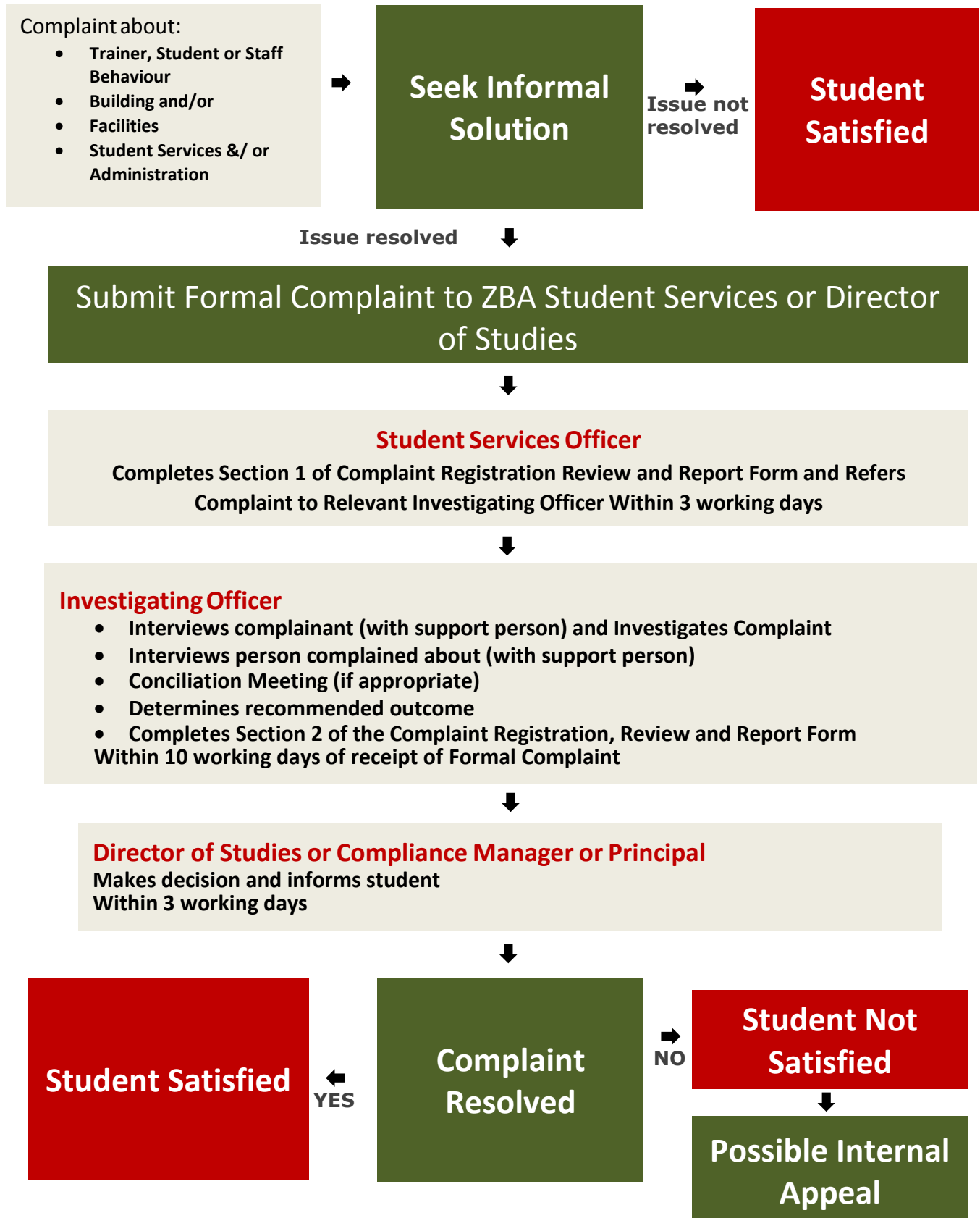
- relevant DIBP visa documents
- relevant travel documents;
- relevant media reports relating to a natural disaster impacting on a student's area of residence;

## Attendance Intervention Flowchart

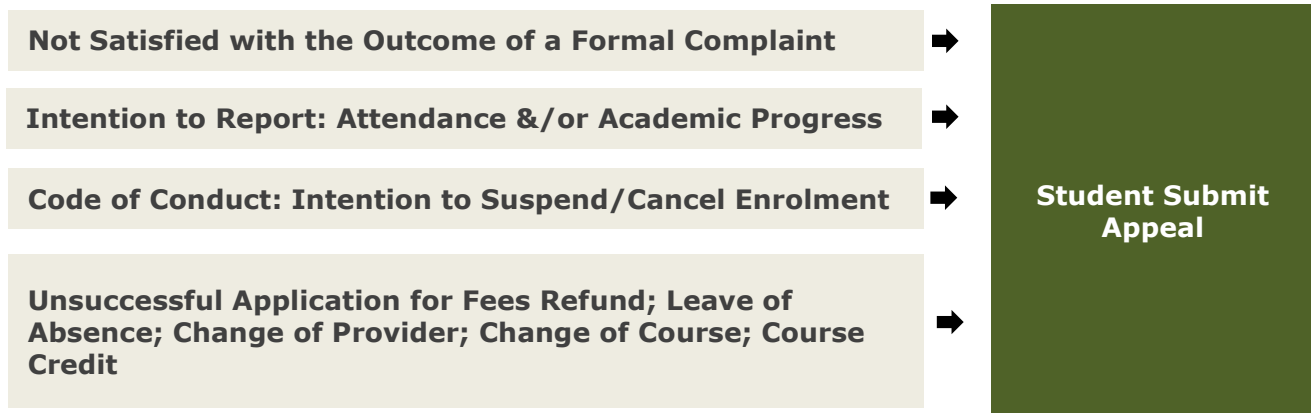




## Student Complaints Flowchart



## Appeals Procedure Flowchart



### Registration and Investigation

- **Student Services Officer** Completes Section 1 of Appeal Registration Review and Report Form
- **Investigation Officer** Completes Section 2 of the Appeal Review and Report Form

**Within 10 working days of receipt of Appeal**

**Student Oral Presentation to Director of Studies, Accounts Manager or Principal (optional)**

**Director of Studies, Accounts Manager or Principal makes Recommendation and refers to the Principal**  
**Within 5 working days**

**Principal makes decision and informs student**  
**Within 5 working days**

**Student Satisfied**

YES ←

**Appeal Successful**

NO →

**Student Not Satisfied**

**Possible External Appeal**

- a relevant Death Certificate;
- a police incident report;
- a social worker's report;
- a psychologist's report; and or
- appropriate medical evidence.

In determining whether or not compassionate and compelling medical circumstances exist as sufficient grounds to explain a student's absence, Zenith Business Academy checks the following information when a student submits a medical certificate:

- Name and address of the medical practitioner issuing the certificate
- Doctor's Medicare provider number (where applicable)
- Name of the patient
- Date on which the examination took place
- Date on which the certificate was issued
- Date(s) on which the patient is or was unfit for attendance
- Supplementary information of assistance to the patient in obtaining the appropriate leave especially where there is a discrepancy in the period for which the certificate is issued and the date of the certificate
- Certificates must be dated on the day on which they were written. Under no circumstances can this be breached
- Wherever possible, doctors should avoid issuing sickness certificates to anyone with whom they have a close personal relationship
- The certificate should be written on stationery designed specifically for this purpose
- Zenith Business Academy may, in reasonable circumstances, seek further information from the medical practitioner who issued a certificate

Psychologist certificates must be issued by a registered psychologist and include a similar range of information to that required for medical certificates.

Certificates not written in English must be translated into English by approved NAATI translators.

Whereas an essential criterion for assessing applications for Leave of Absence based on Compassionate and Compelling Circumstances is an inability to attend scheduled classes for a significant period of time during the enrolment period and whereas this will normally entail a significant block of class-time, it need not necessarily entail such a block.

In situations where there are significant but ongoing and irregular absences caused by a verified compassionate and compelling circumstance, that student will be granted Leave of Absence for the aggregated absences. For example, a pregnant student experiencing severe recurring, but irregular medical problems requiring bed rest may be granted Leave of Absence, on the basis of her compassionate and compelling circumstances, for a significant loss of class time.

In situations where Leave of Absence is approved for a significant block of class-time, that absence will be administratively processed in accordance with the procedures relating to deferment, suspension or cancellation of study during enrolment (see Section 13.3 below) and where applicable the policies and procedures relating to National Code Standards 9 and 10 relating to course completion and monitoring of course progress.

In situations where Leave of Absence is approved for a significant aggregate but irregular loss of class-time, the absences will be excluded from calculations of the student's attendance rate, in the same manner as for a temporary Suspension of Enrolment. In both cases the class hours covered by the Leave of Absence will be deducted from the expected class hours for the study period.

In cases where a student's approved Leave of Absence based on compassionate or compelling circumstances is associated with an unadjusted attendance rate of under 70 per cent of scheduled class hours for a particular Unit of Competency, that student will have to re-enroll in the 'missed' Unit/s at a time when it is next scheduled in the Course timetable. The student's course duration and CoE will be extended and in cases where Zenith Business Academy is able to offer the repeat Unit only after a gap in classes, the student's enrolment will be temporarily suspended due to the (temporary) unavailability of the Unit. In cases where a student's approved Leave of Absence based on compassionate or compelling circumstances is associated with an unadjusted attendance rate of under 70 per cent for a particular Unit of Competency class hours and that student has no more than two Units left to complete their course, the Academic Intervention Officer may permit them to participate in the end of term Reassessment Workshop and submit for assessment. If they are then assessed as 'not yet competent' they will be required to re-enrol for the Unit/s and organise a corresponding extension of their CoE and, if necessary a temporary Suspension of Enrolment due to the (temporary) unavailability of the Unit.

When assessing applications for leave on grounds of compassionate and compelling circumstances, copies of supporting documents will be kept, together with a record of the decision and the basis for the decision, in the student's file, and recorded in RTO and PRISMS

## **Student Course Variations (SCVs)**

### **Change of course pathways**

#### **Policy**

Students may request to change their course pathways prior to enrolment start or during their enrolment. Change of course requests are subject to the availability of places and assessment against entry requirements. Fees may apply. All cases of change of course pathways will be notified to the Secretary of DET through PRISMS.

#### **Procedure Prior to the enrolment start date**

Students must send an email or letter detailing the change request along with the new enrolment form to our Marketing Department. Marketing Staff must complete a Course Variation Form (Staff Use) and submit this to Student Services Department. Students will be provided with a new Enrolment Agreement. Once the signed Enrolment Agreement is received by the Marketing Staff, pre-paid tuition fees from the previous enrolment will be transferred to the new enrolment by the Accounts Department. Once this transfer is completed, the Student Services Department will issue a Confirmation of Enrolment (CoE) to the student. Fees will apply if this request results in CoE being issued for the third time.

#### **Procedure During the enrolment**

Students must contact the Student Services Department, who determines the possibility and suitability of the change. Students will be advised of the upcoming start date for the new course, any other relevant forms to complete and any applicable fees.

Once approved by the Student Services Department, students will then complete a Request to Change Course Pathways Form to formally lodge a change request. The Student Services Department collects all other relevant documents and these are

passed onto the Marketing Staff.

Upon verification, students will be issued with a new enrolment agreement. Once the signed enrolment agreement is received along with the payment details, the Student Services Department will initiate the termination of the current enrolment and issue a Confirmation of Enrolment (CoE) of the new course to the student.

Fees paid in the original enrolment will not be transferred to the new enrolment except where the student has paid for the entire course in advance. In such cases, fees paid for any semesters yet to commence will be transferred to the new enrolment.

### **Procedure During the course intervention**

The Director of Studies may recommend that students change their course if it is evident that the course is too difficult for the student. Once confirmed by the student, the Director of Studies completes the Study Plan Form (Staff Use) and refers the student to the Student Services Department.

Students will be advised of the upcoming start date for the new course and any other relevant forms to complete. The Student Services Department collects all other relevant documents and passes them on to Marketing Staff.

Upon verification, the students will be issued with a new enrolment agreement. Once the signed enrolment agreement is received along with the payment details, the Student Services Department will initiate the termination of the current enrolment and issue a Confirmation of Enrolment (CoE) of the new course to the student.

Fees paid in the original enrolment will not be transferred to the new enrolment except where the student has paid for the entire course in advance. In such cases, fees paid for any semesters yet to commence will be transferred to the new enrolment.

### **Deferring the course start date**

#### **Policy**

Students may request to defer the commencement of their course to the next available intake due to compassionate or compelling reasons. Failure to provide proper evidence of compassionate or compelling grounds may result in reporting non-commencement of studies to DET via PRISMS.

This may result in visa cancellation. Fees may apply if a student requests to defer more than two times. All cases of deferrals will be notified to the Secretary of DET via PRISMS.

#### **Procedure**

Students must contact the Student Services Department, who will assess the grounds for deferment. Students with no compassionate or compelling reasons must start the course on the agreed start date. Students who are eligible to apply must complete Request to Defer or Suspend Course Form and submit this completed form and relevant evidence to the Student Services Department.

For offshore students, the deferment process can be initiated by the agent. In such case the agent may contact Zenith Business Academy Marketing Staff who will direct the request to the Student Services Department. The Student Services Officer will complete the Defer Your Course Form and the Course Variation Form (Staff Use) on behalf of the student.

## **Non commencement of studies**

### **Policy**

Students who fail to start their course by the CoE's start date must request a course deferral. Failure to do so within 14 days of the CoE start date will result in reporting as non-commencement of studies. This may also result in the student visa being cancelled. All cases of non-commencements will be notified to the Secretary of DET through PRISMS.

### **Procedure**

Students who miss orientation will receive a letter from student services advising them about their breach of international student visa conditions and request students to contact student services as soon as possible.

Students who ignore the first letter will be send another letter, in 5 working days, advising them that they have 5 working days to enrol to their respective courses or they will be reported to DET via PRISMS as Non - commencement of studies.

If there are no further contacts from the students, Student Services Department will initiate the reporting process once the Student Services Officer completes the Course Variation Forms.

## **Suspension of studies during the course**

### **Policy**

Students may request to suspend their studies during the course on compassionate or compelling grounds. Students can only suspend their studies for up to six (6) months. Students must leave Australia if they suspend their course for more than 28 days, unless exceptional circumstances such as medical reasons prevent students from travelling overseas.

Zenith Business Academy may also initiate suspension of the course temporarily due to disciplinary reasons. Students must pay any due amounts in the suspension period by the due date in order to maintain their enrolment. All cases of suspension will be notified to the Secretary of DET via PRISMS.

### **Procedure: Student initiates course suspension**

Student must contact the Student Services Department, who will assess the grounds for suspension. Students with no compassionate or compelling reasons will be notified of the consequences of taking unapproved leave.

Students who are eligible to apply must complete a Request to Defer or Suspend Course Form and submit this completed form and relevant evidence to the Student Services Department.

The Student Services Department will seek advice from the Director of Studies whether a course extension is necessary due to the suspension. Any changes to the student's enrolment will be made once the student resumes his/her studies.

Students who wish to extend their suspension must contact the Student Services Department as soon as they are aware of the situation.

### **Procedure: Zenith Business Academy initiates course suspension**

Zenith Business Academy may initiate suspension of enrolment due to a breach of the Zenith Business Academy Code of Conduct. The Student Services Officer sends an Intention to Suspend Enrolment letter to students who are found to be in breach of the Code of Conduct.



When students choose not to appeal or the outcome favours Zenith Business Academy's decision, the Student Services Officer proceeds to suspend the enrolment by completing a Course Variation Form (Staff Use).

The Student Services Officer submits this completed form and other relevant evidence to the Admissions Officer, who will suspend the enrolment.

## **Terminating Studies**

### **Policy**

A student may request to terminate his/her current and/or future enrolments, or in some cases Zenith Business Academy may initiate termination of student enrolments. All outstanding fees must be paid before requesting any documents. All cases of termination of studies will be notified to the Secretary of DET through PRISMS. Students will be notified of their cessation of studies.

### **Procedure: Student notifies cessation of studies**

Students may request to cease their studies:

- If they are leaving Australia permanently;
- If they are changing their visa from student visa.

Student must complete a Request to Terminate Course Form and submit the completed form and evidence documents to the Student Services Department.

Zenith Business Academy may also terminate the studies of a student who fails to return from term break, fails to resume studies after suspension within two (2) weeks or misses two or more weeks of studies during the compulsory study period. Refer to Zenith Business Academy Attendance Policy.

### **Procedure: Student requests transfer to another provider**

Students may request transfer to another provider. Students must complete a Request to Terminate Course Form and submit the completed form and evidence documents to the Student Services Department. Any request for a release letter will be assessed against our Transfer between Providers Policy.

### **Procedure: Provider decision to cease student enrolment**

Zenith Business Academy may decide to terminate the student's current and future enrolments on the following grounds:

#### **Cancelling enrolment due to non-payment of fees**

Zenith Business Academy may initiate cancellation of enrolment due to non-payment of fees. The Accounts Officer sends Intention to Cancel Enrolment letter to students who have overdue payments. Students will have the opportunity to appeal this decision.

When a student chooses not to appeal or the outcome favors Zenith Business Academy's decision, the Accounts Officer proceeds to cancel the enrolment by completing a Course Variation Form (Staff Use). Accounts Officer submits this completed form and other relevant evidence to the Student Services Department, who will cancel all current and future enrolments.

Students who wish to continue after the cancellation of enrolment takes place must see the Marketing Department for a new enrolment. Any request for a release letter will be assessed against our Transfer between Providers Policy.

## **Cancelling enrolment due to disciplinary reasons**

Zenith Business Academy may initiate cancellation of enrolment due to a severe breach of the Zenith Business Academy Code of Conduct. The Student Services Officer sends an Intention to Cancel Enrolment letter to any student who is found to be in breach of the Code of Conduct.

When students choose not to appeal, or the outcome favours Zenith Business Academy's decision, the Student Services Officer proceeds to cancel the enrolment by completing a Course Variation Form (Staff Use).

The Student Services Officer submits this completed form and other relevant evidence to the Admissions Officer, who will cancel all current and future enrolments. Any request for a release letter will be assessed against our Transfer between Providers Policy.

### **Cancelling enrolment due to:**

- Student has death;
- No longer holding student visa; or
- Provider unable to deliver the course

Zenith Business Academy may initiate cancellation of enrolment due to the above reasons. The Student Services Department will proceed to cancel all current and future enrolments after receiving appropriate evidence by completing a Course Variation Form (Staff Use).

### **Procedure: Student requests to complete the course early**

Students may request to complete their course early if they have satisfied all the course requirements. Students must complete a Request to Terminate Course Form and submit the completed form to the Student Services Department. Normal certificate processing procedure applies.

### **Transfers to another Provider**

#### **Policy**

**Zenith Business Academy will assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with the following policies and procedure. *Definitions (source: National Code 2007)***

Principal Course is usually the final course of study the student will undertake.

For example, if a student is studying ELICOS followed by a bachelor degree, the Bachelor degree is the principal course. 6 months is calculated as six calendar months from the first day of your principal course

### **Transferring from another provider to Zenith Business Academy**

Zenith Business Academy may enrol students seeking to transfer from another provider prior to completing their six (6) months of their principal course if:

- I. The student is a government sponsored student, and the student sponsor supports a transfer
- II. The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the provider from continuing to deliver the principal course.
- III. The student has a letter of release from the current provider

### **Transferring from Zenith Business Academy to another provider**

Students can apply to transfer from Zenith Business Academy to another provider within the first six (6) months of their principal course if:

- I. The student is a government sponsored student, and the student sponsor supports a transfer
- II. Zenith Business Academy or the course the student has enrolled in has ceased to be registered, or a sanction has been imposed that prevents Zenith Business Academy from continuing to deliver the principal course
- III. The student enrolls in a course which is at the same or higher level to the current enrolment and is not available at Zenith Business Academy
- IV. Compassionate or compelling reasons for the transfer exist (supporting documents required)
- V. If the course, student wishes to transfer to, better meets the study capabilities of the student
- VI. If the course, student wishes to transfer to, better meets the long term goals of the student
- VII. Zenith Business Academy may also consider access to greater support as a reason for transfer

**Zenith Business Academy may not grant a release letter for students seeking to transfer before completing six (6) months of their principal course if:**

- I. Students are enrolling in a course which is a lower level to the one currently enrolled in
- II. All the support services have not been exhausted by the student
- III. The student is trying to avoid being reported to DIBP for failure to meet Zenith Business Academy's attendance and academic requirements
- IV. The student has outstanding fees
- V. There is no written letter from a parent or guardian and no evidence from another provider that they will accept the responsibility for the accommodation and welfare of the student (for students aged under 18)
- VI. There is no written confirmation from another provider that the enrolment can be made
- VII. Zenith Business Academy considers the transfer to another provider detrimental to the student

*For more information on:*

- *Discontinuation, refer to Zenith Business Academy discontinuation of studies policy*
- *Refunds, refer to Zenith Business Academy refund policy*
- *Appeals, refer to Zenith Business Academy appeals policy*

### **Procedures for Transfer to Another Provider**

1. The student applies for transfer to another provider using Zenith Business Academy Course Withdrawal Form, tick the Transfer to another institution box and filling in the rest of the form (attach a letter of offer from another provider)
2. If student has outstanding fees, he/she needs to get clearance from the accounts department. If student doesn't get clearance from accounts, the application will be rejected until fees have been paid.

3. If there is no financial issues, Zenith Business Academy will consider the application and give a written explanation via e-mail of the outcome in five
4. (5) working days of receipt
5. If application meets ESOS/Zenith Business Academy requirements it will be granted and if not, dismissed, in writing via e-mail.
6. If the application is not approved, the student will be informed in writing via e-mail of the reasons for refusing the request and of their right of appeal. All relevant documentation will be placed in the student file.
7. Appeals must be lodged in writing to Student Services within 20 working days of the date the refusal letter was sent by email
8. If appeal is dismissed, student can seek further advice from an independent body outside Zenith Business Academy (i.e. Overseas Student Ombudsman)
9. If the appeal is upheld, release letter will be issued to the student as soon as practical
10. The student will remain enrolled during the appeal process

### **Student Visa Requirements and Other Information**

The Australian government has imposed a number of conditions on student visa holders. You have to meet the criteria of *the genuine temporary entrant*; maintain a fulltime enrolment in and attend classes for at least 20 hours per week; ensure you attend at least 80% of all your classes; maintain satisfactory academic progress; maintain Overseas Student Health Cover (OSHC) throughout the visa duration; and you have to notify us within 7 days of any change of address and/or contact details.

For more information on your student visa see <http://www.border.gov.au/Trav/Stud>

### **Working in Australia**

If you are the holder of a student visa, then you can undertake employment while in Australia, provided you work **no more than 20 hours per week** while your course is in session. During term breaks, you are able to work fulltime. Spouses or 'dependents' of students can also only work 20 hours per week during term time. Your spouse cannot start working before you have commenced your course of study. For more details please see: <http://www.border.gov.au/Trav/Stud>

Students who undertake paid work will also need to apply for a Tax File Number (TFN) and complete an income tax return at the end of each financial year (Australia's financial year is from 1 July one year to 30 June the following year). For further information, please refer to: [www.ato.gov.au](http://www.ato.gov.au)

### **Workplace rights**

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. This includes backpackers, seasonal workers, international students, temporary visa holders, long-term visa holders, permanent migrants and others. Commonwealth workplace relations laws apply equally to both overseas workers and locally employed workers.

For information about fair pay and work conditions see the Australian Government Fair Work Ombudsman website <https://www.fairwork.gov.au> and click on the 'Pay', 'Awards and agreements' and 'Employee entitlements' links.

If you believe you are not being treated fairly by your employer you can contact the Fair Work Ombudsman for help on <https://www.fairwork.gov.au/contact-us>

## Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have overseas student health cover for the period of their stay in Australia.

A student will need to complete an Application for OSHC, which is available from registered OSHC providers and most educational institutions. Local education advisers can lodge the OSHC form and payment at the time of processing a student's enrolment to study in Australia.

Only Australian health funds that have signed a Deed with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. At Zenith Business Academy, students are able to join "**Allianz OSHC**" which is a registered health fund.

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now access Optional OSHC. Some students may be exempt from enrolling in the OSHC.

## Legal Advice and Information

If you have a problem related to the legal system there are community and government agencies to advise you. Zenith Business Academy does not provide legal services to its students.

### Community Legal Centres

Community Legal Centres provide free consultation and operate in community locations across the state.

Please visit the following website for further the information:

<http://www.clcsw.org.au/index.php>

Community Legal Centres NSW also provide a dedicated legal advice service for International students in NSW. The service provides advice on housing matters, fines, debts, car accidents, employment, discrimination, family law, domestic violence and how these problems can affect student visas. Contact telephone number is: (02) 9698 7645

### Legal Aid NSW

Legal Aid provides a range of services to people who need legal advice, assistance and representation, if they qualify for legal aid.

Please visit the following website for further the information:

<http://www.legalaid.nsw.gov.au/>

### Mediation of disputes

For free and independent mediation of conflicts and disputes outside of the legal system contact the Community Justice Centres.

Please visit the following website for further the information:

<http://www.cjc.nsw.gov.au/>

### Workplace Health and Safety Legislation

See the Workcover NSW website for information and advice on workplace safety issues: <http://www.workcover.nsw.gov.au>

### Human Rights Information

See the Human Rights Equal Opportunity Commission Website for information of

human rights issues: <http://www.hreoc.gov.au>



## **Pregnancy and Child Birth**

If you are pregnant while you are at the college please see the Student Services Officer to make an appointment with the Director of Studies about your study options during the pregnancy and after the birth of your child. Please note Zenith Business academy does not have child-minding and child care facilities and for these you will need to make arrangements with a child care provider.

## **Child Minding**

There are no child minding and/or child care facilities at Zenith Business academy. Please make arrangements with your local child care centre for the care of pre-school aged children. School aged children are required to be enrolled at a local primary or high school.

## **Non-compliance with the visa conditions**

### **Policy**

AS previously indicated, Zenith Business Academy has adopted ESOS National Code: Standard 8 Complaints and Appeals;

Standard 9 Completion within Expected Duration; Standard 10 Monitoring Course Progress; Standard 11 Monitoring Attendance; and

Standard 13 Deferral, Suspension and Cancellation of a Student During Enrolment.

Students will be reported to DET via PRISMS for unsatisfactory academic progress, unsatisfactory attendance and or serious misbehavior in accordance with these policies and procedures.

## **Zenith Business Academy Student Code of Conduct**

Zenith Business Academy is based on the principles of equity, mutual respect and shared responsibility and prides itself on the diversity of its students and staff. ZBA expects students to understand and meet these basic principle of behaviour.

To assist in meeting these objectives ZBA has established clear standards for student's interpersonal and academic conduct.

### **Anti-Discrimination and Equal Opportunity**

ZBA is committed to ensuring that all students have equal opportunities and are free from discrimination on any of the following grounds: race, colour, nationality, ethnic or ethno-religious background, gender, religious beliefs, age, marital status, pregnancy, sexual orientation and/or disability.

In ensuring that these objectives are met, ZBA is guided by the Commonwealth(Australian) anti-discrimination legislation, the Australian Human Rights and Equal Opportunity Commission, New South Wales anti-discrimination and the Anti-Discrimination Board of NSW.

These commitments apply equally to all ZBA staff and students and we all have a responsibility to treat everyone else fairly and without discrimination.

The ZBA Director of Studies and the ZBA Principal are responsible for ensuring these commitments are met and investigating any examples of unfair and discriminatory behaviour and any complaints about unfair or discriminatory behaviour.

If you believe that you have been discriminated against and treated unfairly you should first try to resolve the problem informally, but if this fails you are encouraged to make a formal complaint by filling in the ZBA Student Complaint Form.

### **Privacy and Use of personal information**

During your application and enrolment ZBA collected personal and health information, such as academic history, financial and other personal details, in order to meet our obligations under the ESOS Act and the National Code 2007; and to ensure that students comply with the conditions of their visas and their obligations under Australian immigration laws generally.

ZBA has to ensure compliance with relevant Commonwealth (Australian) and New South Wales Privacy legislation, especially the Privacy and Personal Information Protection Act 1998 (PPIP Act).

ZBA and Education Centre of Australia acts to ensure that this personal information is protected against loss, unauthorised access, use, modification or disclosure, other misuse, as required by law and generally accepted industry standards. However, no system is 100% secure and to the extent permitted by law, ZBA exclude any liability in contract, tort or otherwise for any security breach.

The privacy laws and regulations laws of Australia and New South Wales require and authorise ZBA to provide certain information to the Australian Government, designated authorities and the TPS. In certain identified instances the laws require and/or authorise the disclosure of information collected on your Application Form or during your enrolment without your consent.

ZBA may engage other companies to provide services, such as an offshore cloud-based electronic storage service, and those companies may require access to personal information to perform the service. It should be noted that when such disclosures are made to entities located outside Australia they are not required to comply with Australian privacy laws.

ZBA staff at times may require access to students' personal information. Such access will be

restricted to those staff who need the information in order to carry out their responsibilities in the personal and/or academic interests of students.

If a student is alleged to have committed an offence, ZBA may be requested to assist the police or other authorized persons by providing personal information about that student for enforcement of the law.

In a situation where disclosure of your personal information is necessary to prevent or lessen a serious and or imminent threat to your life or health or the life or health of another person, the disclosure of information will be approved by the Chief Executive Officer of ZBA.

ZBA will not release any information it holds about students aged 18 years and over to other parties, even to parents or close relatives, without securing prior permission from the student.

You are required to contact us if your personal and contact details change, or if you believe the information we have about you is not accurate.

You may seek access to personal and health information held by ZBA by contacting the Student Services Officer. Formal access applications under the Freedom of Information (FOI) Act can be made to the Zenith Business Academy's Director of Studies.

ZBA takes all reasonable steps to destroy hard copies of personal information that are no longer required and destruction of personal information is undertaken by secured means.

## **Interpersonal Conduct**

- Maintain the self-confidence and esteem of others.
- Preserve your own dignity, self-respect and confidence.
- Act with honesty and integrity.
- Be considerate, polite and courteous.
- Take responsibility for your actions.
- Treat others with dignity and respect at all times and especially when there is disagreement.
- Treat others fairly and without discrimination, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability.
- Respect the rights of others and protect your own rights.
- Respect differences in people, their ideas and opinions.
- Respect the privacy and confidentiality of staff and students.
- Take appropriate measures to help those in need.
- Refrain from harassment (sexual, racial, religious, etc.).
- Refrain from bullying.
- Refrain from abusive, threatening language.
- Show proper care and regard for the property of others, ZBA.
- Refrain from bringing anything to school that may compromise the safety of others.
- Adhere to required dress and safety standards.
- Have your student ID card with you at all times in the college.
- Show your student ID card when asked by ZBA staff members.
- Respect the restrictions on consuming food and drinks in classrooms.
- The laws of New South Wales do not permit smoking indoors, and there are severe limits on smoking outside the building foyer and forecourt. These public health restrictions must be observed.

## **Academic Conduct**

- Respect the need of others to work in an environment of learning and teaching.
- It is polite to speak English in areas where you are around people of different nationalities, especially during classes.
- Come to school prepared, on time and ready to learn.
- Turn off mobile phones during classes and assessments.
- Attend and leave classes at the scheduled times or with the permission of your trainer/assessor.
- Give all class members the opportunity to listen in a quiet, non-disruptive environment.
- Do not come to class under the influence of drugs (prohibited substances) or alcohol.
- Bring all resources and equipment required to complete learning and assessment.
- Follow trainer/assessor instructions at all times.
- Complete assessment activities within the time frame given.
- Refrain from Academic misconduct (no Academic Progress, plagiarism).
- Provide factual and honest information in connection with course progress and enrolment.
- Refrain from copying or plagiarizing in assessment activities.
- Refrain from talking to other students during the assessment events where it is not permitted by the assessor.
- Do not submit someone else's work as your own.
- Do not allow others to copy from your work where this is not allowed.
- Refrain from using your mobile phone during an assessment event.
- Attend all the scheduled assessment activities unless you have legitimate medical or compassionate and compelling reasons.

### **Authorities, Procedures and Penalties**

ZBA Staff, Trainers and Assessor may ask student(s) to leave a class and or building where it is deemed necessary in relation to with any breaches outlined above. Students may be taken to the Principal.

The Director of Studies or the Governance, Quality Assurance and Compliance Manager will investigate alleged breaches of the ZBA Student Code of Conduct. If sufficiently proved and depending on the nature and seriousness of the breach, the Principal or Compliance Manager will at his/her discretion decide the consequences of or punishment for the breach. The consequences may include, but not be limited to:

- Being placed on probation;
- Suspension of enrolment;
- Cancellation of enrolment;
- Reporting to the relevant educational and/or immigration authorities;
- Referral to the Academic Director; and/or
- Referral to the police for further action.

### **Severe Breach of Student Code of Conduct: Grounds for Suspension or Cancellation of Student Enrolment**

Severe breaches of the Student Code of Conduct may result in the suspension or cancellation of your student enrolment and notification of the appropriate authorities by entry on PRISMS. Severe breaches of the code of conduct include, but are not limited to:

- Physical assault and/or threatening to inflict serious bodily harm.
- Bullying.

- Any form of abuse and/or harassment (sexual, racial, etc.).
- Threatening or intimidating staff or students.
- Directing inappropriate or disrespectful language at any ZBA staff member.
- Obstructing any staff in performing their duties.
- Acts of vandalism.
- Being in the possession of, or under the influence of illegal drugs, or under the influence of alcohol.
- Contravening federal, state or local law.
- Not following the assessor instructions in the conduct of the assessment activities.
- Becoming very disruptive during class or in an assessment activity.
- Copying or plagiarizing in assessment activities or submitting someone else's work as your own.
- Talking to other students during assessment events where it is not permitted by the assessor.
- Allowing others to copy from your own work where this is not permitted.
- Using your mobile phone during an assessment event.
- Knowingly not attending the scheduled assessment activities without good reason.
- Soliciting students or staff for the purpose of personal gain.
- Accompanying unauthorized person(s) onto the college premises.
- Giving false or misleading information in connection with course progress and enrolment.
- Compromising the privacy and confidentiality of others.
- Refusing to leave the class when asked to do so by a trainer/assessor.
- Failing to comply with student visa requirements (including poor attendance, lack of academic progress) and failing to respond positively to academic counselling and intervention strategies.

**Police will be involved in the following cases:**

- Possession of a weapon, including, but not limited to firearms.
- Use of a weapon to cause bodily harm, or to threaten serious harm.
- Trafficking in drugs or weapons.
- Robbery.
- Acts of vandalism causing extensive damage to school property or property located on school premises.
- Physical assault causing bodily harm requiring professional medical treatment.
- Sexual assault.
- Racial, ethnic and/or religious abuse and harassment.

## **Trainers' Code of Ethics**

Zenith Business Academy expects high standards of ethical behaviour from its Trainers. This Code of Ethics identifies the ideals and principles of ethical professional conduct designed to guide Trainers achieve the required standards in their dealings and relationships with students, colleagues and the broader community.

### **Integrity**

- Trainers will create and maintain appropriate professional relationships with students and their colleagues
- Trainers will act with impartiality, truthfulness and honesty towards students and their colleagues

### **Dignity and Respect**

- Trainers' relationships with their students and colleagues must be based on mutual respect, trust, empathy and confidentiality
- Trainers will at all times value social and cultural diversity and treat students equitably, with care, empathy and respect
- Trainers will value the uniqueness of each student work to facilitate students learning and development
- Trainers will work to enhance student autonomy and sense of self-worth, and encourage students to reflect on and develop their own values
- Trainers will work to ensure mutual respect based on a shared commitment to these ethical standards among students and their colleagues

### **Responsibility**

- Trainers hold a position of influence and trust and they should not compromise or violate the boundaries of professional relationships with their students
- Trainers will work collaboratively, giving priority to the education, welfare and development of their students
- Trainers will act with their educational colleagues and the wider community to enhance the profession, international education and the reputation of Zenith Business Academy
- Trainers will work to help students realise their educational and personal objectives
- Trainers will participate in ongoing professional development to improve the quality and effectiveness of their teaching
- Trainers will undertake and complete their duties in a responsible, thorough and timely manner

### **Justice**

- Trainers will be equitable, fair and reasonable in their dealings with students and colleagues
- Trainers will seek to resolve competing claims of different and different interest groups and ethical principles with understanding and empathy through collaborative and reflective professional discussion
- Trainers are committed to strengthening the shared objectives and wellbeing of their students in a manner consistent with maximizing the common good
- Trainers know and understand their legal responsibilities in relation to discrimination, harassment, vilification, bullying, privacy and occupational health and safety



## **Critical Incident Policy**

Zenith Business Academy and its provider partners recognise that in most cases international students do not have close family available to care and provide support to them in Australia in the event of crisis and/or critical incident. It is important that Zenith Business Academy does everything in its capacity to:

- respond in a practised and timely way with any critical incident involving an international student;
- ensure that timely and regular information is relayed to families abroad;
- ensure that ongoing support is provided to a student in need; and
- ensure that comprehensive records are maintained.

All international students will be advised during orientation of the details of Zenith Business Academy's Critical Incident Policies and Procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

All members of staff are made aware of the Zenith Business Academy's Critical Incident policies and procedures upon initial induction and at Trainer Induction sessions for all trainers at the beginning of each semester. All staff will be provided information on relevant emergency services contact persons and telephone numbers.

When any student becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer or Student Services staff member of the situation.

When any staff member becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that staff member is responsible for informing the Principal of the situation.

Should any student or staff member become aware of any critical incident affecting one or more of Zenith Business Academy's international students (either during or out of normal Zenith Business Academy operating hours) that student or staff member will be responsible for informing the Director of Studies.

The Director of Studies will

- record details of the reported concern/incident;
- report the concern/incident to the Principal;
- investigate the concern/incident to identify and evaluate the details and severity of the incident; and
- determine, in consultation with the Principal, what action needs to be taken.
- If the incident is not severe and can be resolved with resources available to Zenith Business Academy the Principal and/or the Director of Studies will ensure that the appropriate level of action is taken and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the Principal and/or Director of Studies will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

If the Principal has not been immediately available and involved, the incident and the consequent action must be reported to the Principal as soon as possible after the initial support has been provided.

The Principal and/or Director of Studies will:

- monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence;
- ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student;
- coordinate the provision of any Zenith Business Academy resources required during any period of treatment/convalescence/support;
- liaise with the police and other emergency services personnel as required;
- advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
- ensure that detailed records are maintained of the incident.

The Director of Studies will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, the Director of Studies will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of an International Student, the Principal will ensure the following actions are undertaken:

- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- organise the sending of a letter of condolence to the family;
- ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, notify PRISMS etc.

In implementing these procedures in response to any suspected or real Critical incident the responsible officers will remain mindful of information privacy principles, laws and regulations.

## **Emergency and Health Services**

Zenith Business Academy is committed to providing a safe working and studying environment establishing and maintaining, so far as practicable, the highest standards of occupational health, safety and welfare for the employees, students, contractors and any other members of the community who may be affected by the college's operations.

All students are required to study the emergency evacuation notices on each floor of the ZBA campuses and know where the emergency evacuations points are.

## **Accident/Injury**

Accidents can result in the loss of life, injury, and property or equipment damage. All injuries or incidents that occur on Zenith Business Academy's premises including excursions must be reported. Students injured or involved in an incident must advise their Trainer and will be asked to complete an 'Incident and Accident Report' Form. Your report will assist us in determining what happened, how it happened and most important

how we can prevent it from happening again.

## **Emergency Management**

In the event of an emergency, all students are required to act as directed by the Emergency Warden. If asked to evacuate they should proceed to the Emergency Assembly Area. Please check the 'Emergency Evacuation Map' (located next to the toilets) for this location. An emergency evacuation is not a formal break.

## **Evacuation Procedures**

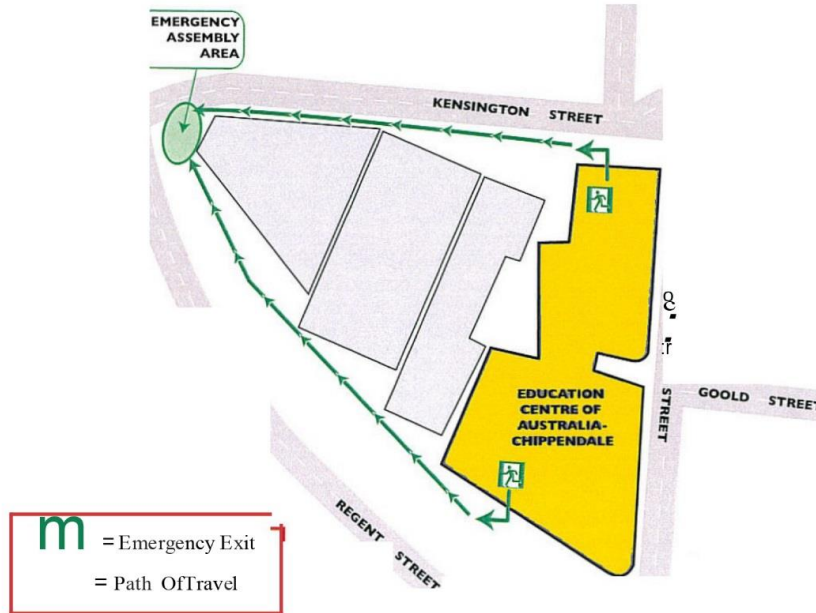
- In case of fire or other emergency students are to follow the instructions of the Wardens and their Trainers without question or delay.
- On hearing the EVACUATION ORDER or SIGNAL, students are to leave their classroom in an orderly manner and assemble near the Fire Exit Doors and leave via the Emergency Exits as shown on the Floor Plan below.
- Students are NOT TO CARRY BAGS, BOOKS OR PERSONAL ITEMS WHEN LEAVING THE BUILDING.
- Students should then follow their Trainer to the Evacuation Assembly area as shown on the diagram below.

## **Automatic Fire Alarm**

- DO NOT PANIC and IN AN EMERGENCY DO NOT USE THE LIFTS.
- At the sound of the ALERT Tone – (Beep, Beep, Beep) – Move immediately to the nearest assembly area.
- At the sound of the EVACUATION tone – (Whoop, Whoop, Whoop) or When requested to do so by your Emergency Warden MOVE INTO THE FIRE STAIRS IN ORDERLY MANNER to ANOTHER LEVEL OR STREET LEVEL.
- On reaching the street move clear and out of sight of your building and down TO THE DESIGNATED EMERGENCY/EVACUATION ASSEMBLY AREA

## Evacuation Diagrams: Sydney Campus

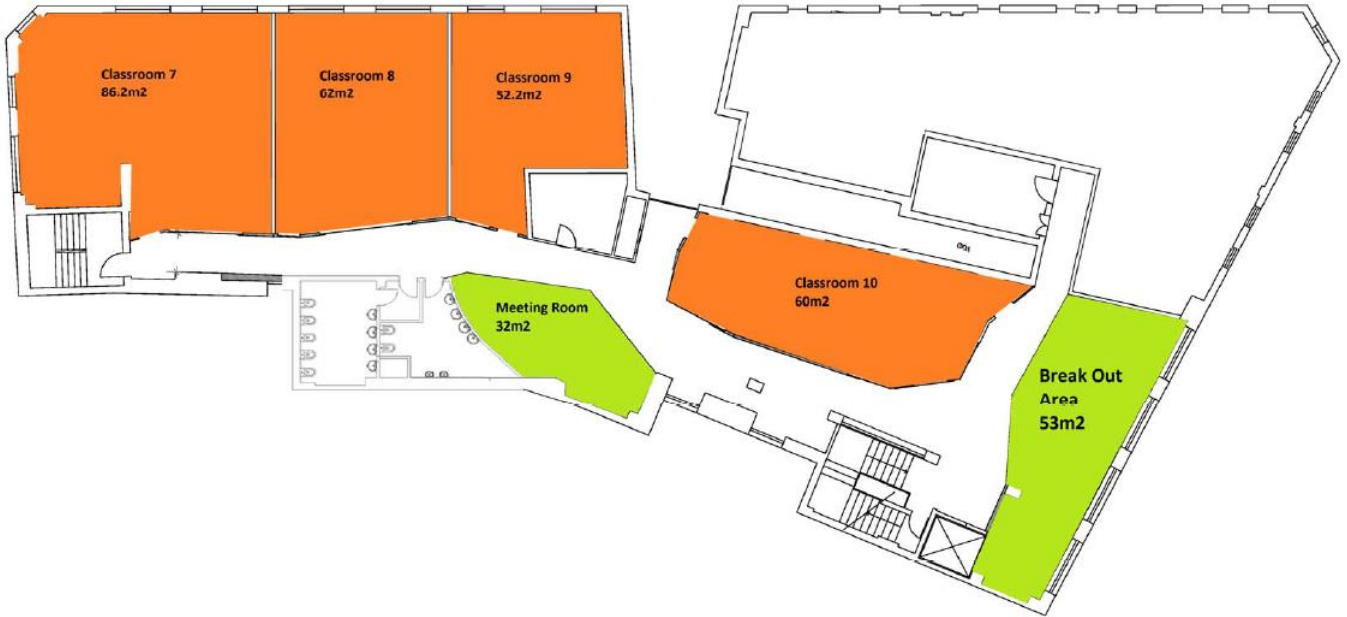
55 Regent Street Chippendale, NSW 2008



## 55 Regent Street Floor Plan (Level 2)



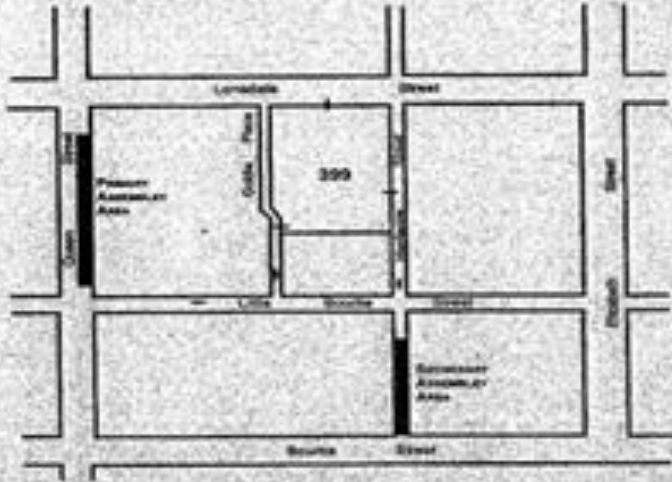
## 55 Regent Street Floor Plan (Level 3)





## Evacuation Diagram: Melbourne Campus

### EVACUATION ASSEMBLY AREA

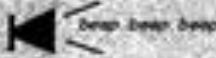
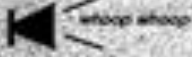


The diagram shows a floor plan of a building with a grid of streets: Lyndale Street, Latta Street, Bourke Street, and Douglas Street. A central area is labeled '399'. To the left of this area is the 'Primary Assembly Area' and to the right is the 'Secondary Assembly Area'. A 'Cafe / Plaza' is also indicated between the primary and secondary assembly areas.

#### IN CASE OF FIRE

1. Do NOT use lifts.
2. Operate nearest alarm.
3. Summon your Floor Warden.
4. Notify Switchboard.
5. Follow instructions of the Floor Warden.
6. Attack fire with appropriate extinguisher if safe to do so.

#### AUDIBLE ALARM TONES

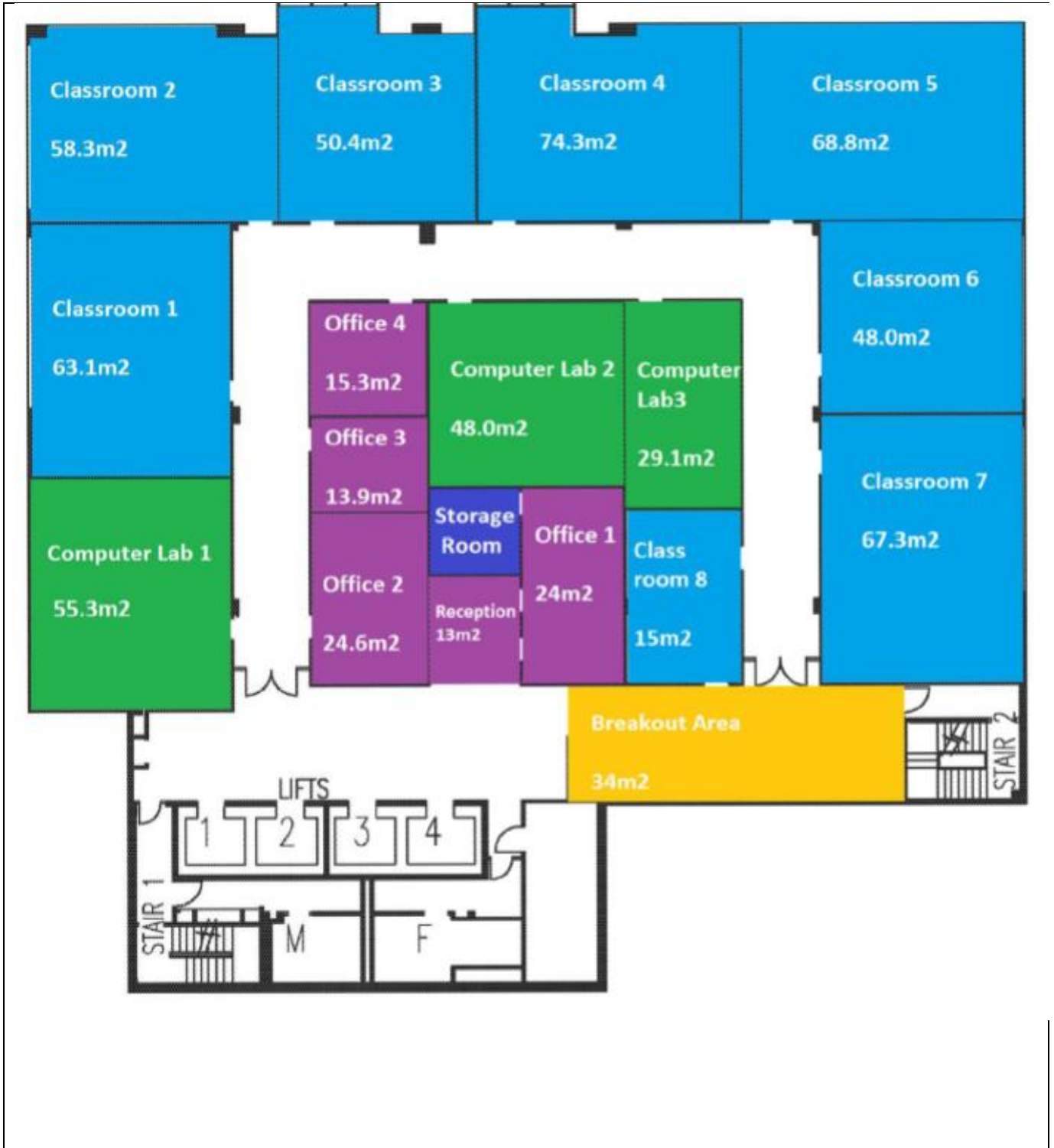
1. Alert Alarm  
 Action: All Wardens to respond.  
 No action required by occupants. 
2. Evacuation Alarm  
 Action: All occupants assemble on direction of Wardens.  
 Evacuate floor/area. 

*Please note: After hours procedures - building occupants working outside normal hours should evacuate on hearing the Alert or Evacuation Alarms. Leave via the fire stairs.*



## Melbourne Campus Floor Plan (Level 7)

399 Lonsdale Street Melbourne, Vic 3000



## **Important Contact Details**

### **Zenith Business Academy Head Office Contact Details**

Level 2, 55 Regent Street, Chippendale, NSW, 2008.

Phone: +61 2 9318 8188 Fax: +61 2 9283 3646

E-mail: [info@zba.nsw.edu.au](mailto:info@zba.nsw.edu.au) Internet: [www.zba.nsw.edu.au](http://www.zba.nsw.edu.au) CRICOS Provider: 02997M

ABN: 81 128 584 896

RTO Number: 91423

### **SYDNEY ZBA CONTACTS**

#### **Zenith Business Academy Principal**

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#### **Zenith Business Academy Director of Studies**

Ms Anna DESISTO

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#### **Zenith Business Academy Assistant Director of Studies**

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Phone: (02) 9318 8125

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#### **Zenith Business Academy Lead Trainer/Academic Intervention Officer**

Ms Anne Sabrin

Location: Level 2, 55 Regent St, Chippendale 2008.

Email: [anne.sabrin@zba.nsw.edu.au](mailto:anne.sabrin@zba.nsw.edu.au) Phone: (02) 9318 8104

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#### **Zenith Business Academy Student Coordinator**

Ms Clemencia M Witkowski

Location: Ground floor, 55 Regent St, Chippendale 2008.

Email: [clemencia.matupit@zba.nsw.edu.au](mailto:clemencia.matupit@zba.nsw.edu.au)

Phone: (02) 9318 8121

Availability: Mon to Fri 9am to 5pm

#### **Zenith Business Academy Student Welfare, Retention and Engagement Officer**

Mr Ankit Singh

Location: Ground floor, 55 Regent St, Chippendale 2008.

Email: [ankit@zba.nsw.edu.au](mailto:ankit@zba.nsw.edu.au)

Phone: (02) 9318 8145

Availability: Mon to Fri 9am to 5pm

#### **Zenith Business Academy Student Services Intervention Officer**

Ms Danielle SHARPE

Location: Level 2, 55 Regent St, Chippendale 2008.

Email: [danielle.sharpe@zba.nsw.edu.au](mailto:danielle.sharpe@zba.nsw.edu.au) Phone: (02) 9318 8121

Availability: Mon to Fri 9am to 5pm

### **Zenith Business Academy Records Management Officer**

Ms Beata KONDRATOWICZ

Location: Level 2, 55 Regent St, Chippendale 2008.

Email: [beata.kondratowicz@zba.nsw.edu.au](mailto:beata.kondratowicz@zba.nsw.edu.au) Phone: (02) 9318 8122

Availability: Mon to Fri 9am to 5pm

### **MELBOURNE ZBA CONTACTS**

#### **Zenith Business Academy Student Services Officer**

Ms Jasmine Anders

Location: 7thFloor, 399 Lonsdale St, Melbourne 3000.

Email: [jasmine.anders@eca.edu.au](mailto:jasmine.anders@eca.edu.au)

Phone: (03) 9603 5303

Availability: Mon to Fri 9am to 5pm

#### **Zenith Business Academy Course Coordinator**

Mr Rumesh Chandrasekera

Location: 7thFloor, 399 Lonsdale St, Melbourne 3000.

Email: [rumesh@zba.nsw.edu.au](mailto:rumesh@zba.nsw.edu.au)

Phone: (03) 9603 5304

Availability: Mon to Fri 9am to 5pm

### **EXTERNAL ASSISTANCE CONTACTS**

#### **Council of International Students Australia (CISA)**

Website: <http://cisa.edu.au/>

Australian Government Fair Work Ombudsman

Website: <https://www.fairwork.gov.au> and click on the 'Pay', 'Awards and agreements' and 'Employee entitlements' links.

#### **Overseas Student Ombudsman (OSO)**

GPO Box 442 Canberra ACT 2601

Website: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>

Phone: 1300 362 072 within Australia between 9am to 5pm Monday to Friday.

Complaints can be lodged by completing an 'Online Complaint Form' on the OSO Website.

#### **Translating and Interpreting Service**

The Department of Immigration and Border Protection (DIBP) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them.

Phone: **131 450**

### **EMERGENCY, MEDICAL AND HEALTH INSURANCE CONTACTS**

#### **24 Hour Emergency Contact**

For medical, police or fire emergencies please contact **000**.

#### **Medical Centres**

There are many high quality public hospitals for emergency care. In addition, there are doctor/medical clinics, dentist surgeries and other health professionals in both Sydney and Melbourne cities and all suburbs. A very useful way to find a suitable medical service for you is in the Telstra Yellow Pages Website: <https://www.yellowpages.com.au>

#### **OSHC Worldcare (Overseas Student Health Cover)**

For emergency medical, interpreting and legal assistance, please call OSHC Worldcare 24 hours, 7 days per week on: **1800 814 781**

## Referencing in Assessments using the Harvard Author-Date System

### Referencing and its importance

Referencing, or citing, means acknowledging the sources of information and ideas you have used in an assignment (e.g. essay or report). This is a standard practice in education. It means that whenever you write an assignment that requires you to find and use information from other sources you are expected to reference these resources in your writing. Sources could include books, journal or newspaper articles, and items from the internet, pictures or diagrams.

### Why Reference?

In assignments you are required to read widely so that you can identify the current thinking about a particular topic. You can then use the ideas expressed by other people to reinforce the arguments you present in your assignment. The referencing in your assignment shows two things:

1. the range of ideas and approaches to a topic that you have found and thought about
2. your acknowledgement of where these ideas came from

By using references appropriately, you will show the breadth and quality of your research and avoid plagiarism.

Plagiarism is presenting someone else's ideas and/or the way they express their ideas as if they are your own. So, when you present a sentence in an assignment without a reference, or quotations without inverted commas ('.....') it means that you are, in effect, saying to your reader that those ideas, information or words are your own original ideas or words. If they are not, then you may have plagiarised. Most plagiarism is unintentional and appropriate referencing helps writers to avoid unintentional plagiarism.

### The 'rules' of referencing?

There are three main rules of referencing.

1. A reference must be included every time you use someone else's ideas or information.
2. A reference must be included when you:
  - **Paraphrase** (express someone else's idea in your own words)
  - **Summarise** (express someone else's idea in a reduced form in your own words)
  - **Quote** (express someone else's idea in their exact words)
  - **Copy** (reproduce a diagram, graph or table from someone else's work).
1. Each reference must appear in two places:
  - **shown as a shortened reference in the text of your assignment each time it is used (the in-text reference); and**
  - **Listed in full once in the reference list at the end of the assignment. This listing has full details so that your reader can find the reference.**

### The Harvard Referencing System

In every referencing system each reference must be:

1. shown each time you use it in the text of your assignment (the in-text reference); and
2. Listed once in the **reference list** at the end of the assignment

### The in-text reference:

When you cite (identify) references in the text of your assignment include:

1. The **author's or editor's family name** (or organisation responsible). Do not include given names or initials
2. The **year of publication**
3. **Page numbers** if appropriate and where available

4. **You need to include the page number when you:**

- **Use a direct quote from an original source**
- **Summarise an idea from a particular page**
- **figures, or provide particular details such as date**

When there are **two or three authors** for a reference, you include all their family names in your in-text reference. For example: According to Cooper, Krever and Vann (2002) the use of this process leads to greater accuracy. If there are **more than three authors** for a reference you use '**et al.**' (which is Latin for 'and the others') after the first family name listed on the reference. For example:

This has been suggested by Sandler et al. (2002) in their first Australian study.

'Et al.' is used for the first and every time you give an in-text reference for more than three authors. However, **all the authors**, no matter how many there are, must be listed in the Reference List in the same order that they are listed in the original reference.

### **The Reference list**

The Reference list in the Harvard Author-Date system:

1. is titled 'References'
2. is arranged alphabetically by author's family name in a single list—books, journal articles and electronic sources are listed together and not arranged in separate lists
3. includes the full details of your in-text references (author, date, title, publishing details)
4. is not a bibliography—you do not need to produce a bibliography for your assignments unless specifically asked to do so by your lecturer. A bibliography lists everything you may have read, while a reference list is limited to the in-text references in your assignment

### **Setting out the items in a Reference list using the Harvard system**

The main elements required for a reference are set out in this order: author, date, *title*, publication information. The title is placed in *italics* and the elements are separated by commas.

#### **Example of a book**

The main elements required for a book are set out in this order:

1. author, date, *title*, publisher, place of publication.
2. Daly, J, Speedy, S & Jackson, D 2004, *Nursing leadership*, Elsevier, Sydney.

#### **Example of an academic journal article**

The main elements required for a journal article are set out in this order: author, date, 'title of article', *title of journal*, volume number, issue number, pages of article

Davis, L, Mohay, H & Edwards, H 2003, 'Mothers' involvement in caring for their premature infants: an historical overview', *Journal of Advanced Nursing*, vol. 42, no. 6, pp. 578–86.

#### **Example of an electronic publication**

Thomas, S 1997, *Guide to personal efficiency*, Adelaide University, viewed 6 January 2004,

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