



BUSINESS ENTERPRISE CENTRE NORTHSIDE LTD
Trading as



STUDENT HANDBOOK

Updated: AUGUST 2019

TABLE OF CONTENTS

INTRODUCTION	3
SYDNEY BUSINESS AS A REGISTERED TRAINING ORGANISATION (RTO).....	3
Our Aim	3
Our Training Goals	3
Our Training Values	4
Quality Assurance and Continuous Improvement.....	4
Statement of Quality Training.....	4
Code of Practice	5
COURSE INFORMATION	6
Our Office Contact.....	6
Office Hours.....	6
Training Venue Locations.....	7
Scope of Qualifications.....	7
ENROLMENT AND TRAINING	9
STUDENT SERVICES.....	10
Facilities and Equipment.....	10
Secretarial Services (Emergency Only)	10
Special Support During Assessment.....	10
Student Support	11
Language, Literacy and Numeracy (LLN).....	11
Disability Services and Special Needs	11
Support for Aboriginal and Torres Strait Islander people.....	12
Guidance and Welfare Services.....	12
Student Records.....	12
Complaints and Grievances	13
Security.....	13
Emergency Evacuation	13
FEES (Not applicable if you are enrolled into the NEIS program)	14
Protection of Paid Fees Policy	14
Refund/Cancellation Policy	14
ACADEMIC INFORMATION.....	15
Training and Assessment.....	15
Learning Support Materials	15
Assessment of Competencies.....	15
Conducting Assessments.....	16
Assessment Appeals	16
Plagiarism.....	16
Attendance Requirements.....	16
Punctuality	17
Medical certificates	17
Student Surveys	17
Issuance of Qualifications	17
Appointments/Assistance	17
Recognition of Prior Learning (RPL); Recognition of Current Competence (RCC) & Credit Transfer (CT)	18
LEGISLATIVE AND REGULATORY REQUIREMENTS	19
NSW Work Health and Safety Act 2011 and WorkCover NSW	19
National Vocational Education and Training Regulator Act 2011	19
Anti-Discrimination Act 1977	20
Access and Equity	20
Privacy Act 1988	21
Access to Information	21
Copyright Act 1968.....	21
STUDENTS RIGHTS AND RESPONSIBILITIES	22
Disciplinary Action	23
DECLARATION	25

INTRODUCTION

Welcome to Business Enterprise Centre Northside Limited (BECN) trading as **Sydney Business**.

As a government accredited Registered Training Organisation # 90098 (RTO), Sydney Business, has been providing small business training since 1994 in Sydney's northern suburbs and northern beaches. It later expanded training to the inner western suburbs, eastern suburbs, western suburbs and the central coast. In 2007, it began trading as Sydney Business and expanded its reach to include the Greater Sydney Metropolitan area. Over time we have built a strong reputation with Sydney's business community for providing a range of quality courses, workshops and seminars that build effective and successful business skills.

Sydney Business continually strives to ensure the goals of its training are matched to the critical skill needs of small business to successfully operate in today's highly competitive and often challenging business environment.

SYDNEY BUSINESS AS A REGISTERED TRAINING ORGANISATION (RTO)

Sydney Business is a RTO, registered and regulated by Australian Skills Quality Authority (ASQA) and audited for service quality.

A Long Tradition as an RTO

We are proud of our long tradition as a provider of business training programs that issues nationally recognised qualifications. Sydney Business qualifications are recognised by all other RTO's throughout Australia, whether it's a TAFE or private RTO. This is known as "mutual recognition", and provides students with greater mobility and confidence that their qualifications and skills will be nationally recognised and valued.

Australian Skills Quality Authority (ASQA) and Australian Qualifications Framework (AQF)

Sydney Business' training and assessment services comply with the Standards of the Australian Skills Quality Authority (ASQA) and Australian Qualifications Framework (AQF) for Vocational Education and Training (VET).

Our Aim

Sydney Business' aim is to support and facilitate the growth and profitability of small and micro businesses through practical and quality training and assessment.

Our Training Goals

1. Provide high quality training programs.
2. Achieve excellence in training delivery and assessment.
3. Establish or increase the skill base of Sydney's small business community.
4. Create quality educational experiences that are responsive and relevant to community aspirations, interests and needs.

Our Training Values

- Quality training and client services
- Professionalism
- Integrity and accountability
- A culture of small business learning and development

Quality Assurance and Continuous Improvement

Sydney Business is committed to continually improving all its processes. We view feedback from clients as an opportunity to review and improve our systems and practices.

We will:

- Listen to and evaluate feedback from clients and industry stakeholders.
- Improve our processes as a result of the feedback by developing and implementing actions plans.
- Conduct internal audits and reviews regularly.
- Develop and implement action plans.

Statement of Quality Training

A key goal of Sydney Business is to deliver the highest possible quality training and assessment services to our clients. We strive to provide clients with the best possible learning experience. In order to do this, we will ask for client's feedback through evaluation surveys.

We also encourage clients to contact our Training Manager at any time to provide feedback on training and to assist with our ongoing quality improvement strategy.

This quality statement confirms our commitment to meeting the quality standards expected by clients participating in our training programs.

Sydney Business's quality policies and systems meet the requirements of the Australian Skills Quality Authority (ASQA) Standards for NVR Registered Training Organisations (RTOs).

Anne Paterson
CEO
Sydney Business

Code of Practice

Sydney Business has its own code of practice and is also bound to the Employment Services Code of Practice as part of the commitment in delivering Australian Government funded employment services.

Sydney Business aims to treat students with respect and dignity, to treat them fairly and ethically, and to maintain confidentiality. Sydney Business will, at all times, demonstrate professionalism and integrity.

Code of Practice of Sydney Business

1. SYDNEY BUSINESS ensures it operates in accordance to the requirements of the Australian Skills Quality Authority Standards.
2. SYDNEY BUSINESS' operation and management adhere to all relevant Commonwealth, State and Territory legislative or regulatory requirements.
3. SYDNEY BUSINESS maintains up to date and adequate insurance cover for premises, facilities, staff and business advisory services.
4. SYDNEY BUSINESS is committed to providing opportunities for clients and staff to experience fairness, equity, equality and access.
5. SYDNEY BUSINESS applies access and equity principles to all students by providing timely and appropriate information, advice and support to assist them to achieve their desired goals.
6. SYDNEY BUSINESS ensures that training staff are provided with appropriate information, training and resources to support the principles of access and equity.
7. SYDNEY BUSINESS values differences in learning styles and recognises disadvantages among client groups.
8. SYDNEY BUSINESS ensures quality and an industry relevant approach to adult teaching and to learning principles and practices.
9. SYDNEY BUSINESS demonstrates a focus on quality and consistency in the development and provision of its services, products and operations.
10. SYDNEY BUSINESS ensures accountability in all financial matters.

COURSE INFORMATION

Our Office Contact

Head Office – Chatswood

Address Suite 404 Level 4, 7 Help Street
Chatswood NSW 2067
Phone (02) 9415 2630
Fax (02) 9415 2624
Email info@sydneybusiness.org.au

Parramatta Office

Address Suite 1, Level 1, 20 Wentworth Street
Parramatta NSW 2150

Office Hours

Monday to Friday 9:00am to 5:30pm

Please Note:

If you are involved in training at any of our outreach centres or offsite training locations, please make your contacts through the main Head Office switchboard.

Other Useful Contacts

For information about	Who to contact	How
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Policies and procedures that affect you	Training Manager	Suite 404 Level 4, 7 Help Street, Chatswood NSW 2067. Phone: (02) 9415 2630
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Academic Progress	General Manager	Suite 404 Level 4, 7 Help Street, Chatswood NSW 2067. Phone: (02) 9415 2630
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Your Rights and Responsibilities	Department of Employment, Skills, Small and Family Business	Post to: National Customer Service Line Department of Employment, Skills, Small and Family Business State Office Reply Paid 9880 Adelaide SA 5001
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Email:
nationalcustomerserviceline@employment.gov.au

Training Venue Locations

Main Venue: Sydney Business.
Suite 404 Level 4, 7 Help Street Chatswood NSW 2067



Public transport (rail or bus) is the most convenient option as parking is restricted, can be difficult to find and is costly in Chatswood. Some areas of restricted parking meters end at 6.00pm. It is a 2-minute walk from the bus terminal and train station to the training venue.

Parramatta Venue: Sydney Business
Suite 1 Level 1, 20 Wentworth Street Parramatta NSW 2150



Public transport (rail or bus) is the most convenient option as parking is restricted, can be difficult to find and is costly in Parramatta. Some areas of restricted parking meters end at 6.00pm. It is a 2-minute walk from the bus terminal and train station to the training venue.

Other Venues:

From time to time Sydney Business will conduct training sessions at various locations throughout Sydney. Location and travel details will be provided to you prior to the commencement of the course.

Scope of Qualifications

As an RTO Sydney Business is listed on the Australian Government's database on Vocational Education and Training in Australia TGA (which is the official National Register of information on Training Packages, Qualifications, Courses, Units of Competency and RTOs), website (<http://www.training.gov.au/>), as being able to train Units of Competencies from the following Nationally Accredited Training Packages and Qualifications:

*BSB - Business Services Training Package

- BSB30315 Certificate III in Micro Business Operations
- BSB42618 Certificate IV in New Small Business

	BSB30315	BSB42618
Estimated Duration	Minimum 1 Year	Minimum 6 Months
Expected Locations	See Training Venue Locations for further details	
Expected Modes of Delivery	Face-to-face Learning, Workplace Training	
Work Placement Arrangements	Workplace learning enables you to spend time in your workplace / business, to gain practical experience and builds on your theoretical business and industry skills.	

KEY TERMINOLOGY

*Training Package

A Training Package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills. A Training Package describes the skills and knowledge needed to perform effectively in the workplace. It does not prescribe how an individual should be trained. Facilitators, teachers and trainers develop learning strategies - the "how" - depending on learners' needs, abilities and circumstances.

Qualifications

A specified number of competency units in the appropriate training package can be undertaken to achieve a particular qualification.

Each qualification has different requirements that must be met before the qualification can be issued. These requirements are generally known as the packaging rules. They set out any units that must be completed (core units), the number of elective units and any restrictions on selection of elective units, any pre-requisite units and any co-requisite units that are required.

Competency

Competency is far more than the skills an individual is able to perform: it is about the knowledge that an individual brings to the application of those skills. It has been described as a 'hands on' and 'head on' approach.

Nationally accredited courses delivered by Sydney Business are competency based. This means that training is delivered based on units of competency developed by the relevant industry. Students' abilities are assessed against these units of competency on a "can do" basis. When students can demonstrate capability and show that they have required skills and knowledge, they can be determined as competent. In the case where a student is not successful on first attempt, they will be provided with feedback and given further opportunities to display competency.

ENROLMENT AND TRAINING

Recruitment to Sydney Business is carried out in an ethical manner in accordance with Access and Equity principles. Access to the courses is open to all applicants subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. A Pre-enrolment Course Information Sheet and an enrolment form for a training program is sent to a client with details of the fee payable. On receipt of the completed enrolment form and payment of the fee the client is given the following:

1. Receipt of payment
2. Letter of confirmation of the student's participation in the training program and cancellation and refund policy.
3. Recognition of Prior Learning (RPL) Information
4. Student Handbook with training induction and information materials
5. Course information including:
 - Venue location and training start dates and times
 - Course timetable
 - Assessment strategies
 - Learning materials

Orientation to the Course

On your first day at Sydney Business, the Training Manager will welcome you, answer your questions and give you information about:

- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- Recognition of prior learning
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- How you can get extra help with your learning
- Course timetable
- Course content
- Emergency evacuation procedures
- Your obligations as a student at Sydney Business including attendance & academic requirements.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single online record of their VET achievements.

Students will need a USI when they enrol or re-enrol in nationally recognised training from 1 January 2015. A USI account contains all their national recognised training records and results from 1 January 2015 onwards which will be available in the USI account in 2016.

Once students create their USI, they will need to give their USI to Sydney Business so that training outcomes can be linked and students are able to:

- View and update details in their USI account
- Provide Sydney Business permission to view and/or update their USI account
- Provide Sydney Business view access to their transcript
- Control access to their transcript and
- View online and download training records and results in the form of a transcript which will help with job applications and enrolment in further training.

Please note: Sydney Business will not be able to issue AQF certification without your USI.

STUDENT SERVICES

Sydney Business has the following services available to all students attending courses:

- Business Advisory Services
- Invitations to business related seminars and workshops
- Sydney Business Connection members

Facilities and Equipment

Sydney Business makes sure that facilities and equipment are set-up, checked and maintained regularly to ensure effective, efficient and safe operation. Students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities include:

- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Computer Labs
- Free Wireless Internet

Secretarial Services (Emergency Only)

Speak to Sydney Business staff for any secretarial services.

Faxes: \$5.00 per page/ \$1.00 additional pages
(Local Only)

Telephone: 50c local call only (no mobile phones or STD calls)
(EMERGENCY ONLY)

Special Support During Assessment

Sydney Business believes that the assessment is part of the learning process, not just an end point. Training Manager, Trainers and Assessors will invite all students to discuss their assessment queries, questions and concerns.

Students will be informed at the beginning of the training in each unit of competency, what will be expected of them in the assessment process and will be encouraged to discuss any difficulties they foresee with the Training Manager.

Student Support

Throughout the training and assessment period, Sydney Business will continue to monitor and assess student training needs. Ongoing student support is provided on an individual and needs basis and will be negotiated with the student concerned.

Sydney Business recognises that difficulties may arise for many students as they undertake new learning adventures. To help maximise learning and minimise potential problems, Sydney Business will offer a range of learning support and specialised training and assessment services to assist clients through their studies such as:

- ICT and computer foundation skills
- Language, literacy and numeracy
- Support for people with a disability
- Support for Aboriginal and Torres Strait Islander people

Language, Literacy and Numeracy (LLN)

Sydney Business ensures that all students receive adequate levels of training support. For students who experience language, literacy and/or numeracy difficulties in training programs, Sydney Business will assist in providing additional training support, the basis of which is determined by the level of need.

During introductory lessons students who believe they have difficulties in this area will be encouraged to discuss their issues with the Training Manager. If at any time during teaching a course, a trainer believes that a student may be encountering difficulties in this area, then they will immediately bring this to the attention of the Training Manager, who may arrange for assessment and specific follow-up action. Follow up action could include (but is not restricted to) pairing with a more able student, additional help and/or resources, reasonable adjustment of assessments or referral to outside agencies.

If a student is identified as needing additional LLN assistance, the trainer can provide:

- Training on a one to one basis
- Offering additional or specific learning support materials, e.g. large print materials.
- Identifying support services to recommend to the student.

Sydney Business monitors the LLN proficiency of students through the following methods:

- Individual and group exercises and assignments (reading, writing or numeracy formats where applicable)
- Students receiving LLN support and assistance if required.

Disability Services and Special Needs

If a student has a disability or a special need, it is important that they are able to make their needs known to us so that we can plan for their learning support. Whether they are physical, emotional or dietary needs, students are asked to let us know on the enrolment form or contact us directly. Students should be assured that any information they provide to Sydney Business regarding their special need will be treated in the strictest confidence in accordance with our Privacy Policy.

It should be noted that many roles require students to undertake Task Based Assessments. Students will need to discuss this with Assessors, so that reasonable adjustments can be made.

Support for Aboriginal and Torres Strait Islander people

Sydney Business is committed to improving the vocational outcomes and wellbeing of Aboriginal and Torres Strait Islander people so that they excel and achieve in every aspect of their education and training. Support services are available from Sydney Business and through various external referrals such as:

- Mentoring Support Services
- Business Advisory Support Services
- Employment Advisory Support Services

Guidance and Welfare Services

Sydney Business is able to provide a basic personal guidance. However, if it becomes obvious that a student's needs could be more appropriately addressed elsewhere then we would, with the student's permission, seek to refer them to the appropriate service.

Student Records

Sydney Business is required to collect student information related to training, assessment and the issuing of qualifications. The information is transferred from a student's enrolment form into a database at Sydney Business' head office. If required, the information shall be passed on to relevant Government bodies and will comply with Sydney Business's Privacy Policy (page 4) and Access to Information (page 21).

A record of student learning outcomes, a Certificate and/or a Statement of Attainment is kept in electronic format for 30 years. Hard copies of student records are kept in a lockable cabinet or archived and only accessed by authorised personnel.

Current students in the training course can obtain records regarding their participation and progress by emailing info@sydneybusiness.org.au. Sydney Business will confirm their enquiries within 2 business days.

For past students, they must provide a written and signed request to info@sydneybusiness.org.au to obtain the reissue of an AQF Qualification, Statement of Attainment and/or Transcript issued by Sydney Business. An invoice of \$50 will be sent to the student for the successful return of student records.

If the student is experiencing financial hardship (at time of request), the \$50 fee may be waived provided that they have proof of Centrelink allowance.

Once payment has been confirmed, please allow up to 10 working days for the successful return of student records and/or qualification to be reissued.

Complaints and Grievances

Sydney Business acknowledges that all students have the right to lodge a complaint and/or grievance and has a fair and equitable procedure for dealing with such. This includes making a complaint or grievance about:

- Another student
- An employee of Sydney Business

All complaints and grievances will be taken seriously, documented and viewed as an opportunity for Sydney Business to review and improve its policies and procedures.

Complaints Procedure

A student with a complaint and/or grievance is asked to talk to the trainer who will assist the student in identifying the issue and work towards a suitable resolution. If you do not feel comfortable raising it with the trainer then you should discuss with the office staff. If the issue can't be resolved, a more formal process will be undertaken.

The formal process will require the student to phone, write or meet with the Training Manager to discuss the complaint. The Training Manager will then document the actions to resolve the complaint and the requirements to prevent repetition of the problem. The complaint is registered in the complaints register.

If a complainant is dissatisfied with the outcome of their formal grievance, they may lodge an appeal with the Chief Executive Officer who will appoint an appropriate person or committee to consult with the complainant and other relevant parties within 10 working days.

If at this stage the complaint is not resolved it is referred to an external organisation such as ASQA or a mediator. These actions are recorded in the complaints register.

Security

Never leave mobile phones, money, cameras or anything else of value in a classroom when you aren't there. Sydney Business does its best to prevent the wrong people from coming in. However, some professional thieves are able to enter buildings and remove items without being observed.

Sydney Business takes no responsibility for the loss or theft of your personal possessions. Please take care of your personal belongings and do not leave anything valuable in the training rooms during breaks or after hours.

Emergency Evacuation

Emergency Procedures and information on assembly points are posted at all exits and in all classrooms. Students and staff should immediately and quickly obey any instructions given by floor wardens or fire and emergency services.

Safety Officer: Neil Davidson

In the case of an **emergency** you are required to meet at the **assembly point, Zenith Centre, Railway Street**. (Behind Sydney Business). Remain at assembly area until informed it is safe to return to the building.



FEES (Not applicable for NEIS enrolments)

Protection of Paid Fees Policy

Sydney Business guarantees to protect all fees that are paid in advance. Our accounting procedures for advance payment of training fees by students are as follows:

1. Student enrolment form and fee payment are received.
2. Course confirmation letter and dated receipt for payment is sent to students within 7 days. The letter will detail Sydney Business's refund and cancellation policy.
3. Payment is deposited into Sydney Business's Sinking Funds Account until the training course begins.
4. The amount of the payment is then transferred from the Sinking Fund Account to Sydney Business's operating account once the training program is underway.

Refund/Cancellation Policy

Sydney Business has a refund policy which is fair and reasonable for clients who pay an administration fee for Government funded training programs or a fee for commercial training programs.

If a client changes their mind 48 hours before the commencement of the training program a full refund will be given.

If a client cancels his/her place in a training program less than 48 hours from the commencement of the course a full refund will be given less an administration fee. The administration fee is 25% of the paid fee for Government funded programs and \$25 for fee-for-service (commercial) training programs.

No refunds will be issued after the commencement of the course.

Refunds must be requested in writing to the CEO.

ACADEMIC INFORMATION

Training and Assessment

At the commencement of a training program, students receive information about the training and assessment requirements. This will include:

- Course overview
- Course objectives
- List of units of competency and vocational outcomes
- Topic description for each unit
- Course Timetable
- Learning and assessment strategies for the training program
- Information on re-assessment
- Information on how to appeal an assessment decision

Learning Support Materials

The learning support materials received in the training program are designed to support students to attain competencies. They assist with the learning process and the assessment of competencies.

If students have any difficulties with the learning support materials they should not hesitate to discuss this with their trainer and / or the Training Manager.

Assessment of Competencies

The assessment of competencies is an important facet in undertaking training. To receive either a Statement of Attainment or a Qualification (depending on the course and level of certification) the assessment activities in the training program are compulsory and must be undertaken and completed to pass the course.

The trainer/assessor will assess each student against the competencies covered in the course and relay progress reports to the Training Manager. Depending on the course, types of assessments may be oral, written, case studies, and/or role-play. Evidence of assessments need to be kept on file by Sydney Business. Assessment processes are integral to a student's training experience and his/her performance in relation to the course requirements is recorded by Sydney Business.

If students believe they will have any difficulties with the assessment process, they should make an appointment to discuss this with the assessor PRIOR to the scheduled assessment date.

Conducting Assessments

Sydney Business conducts assessments in accordance with the assessment guidelines which underpin the Australian Skills Quality Authority.

Assessment will include:

- Assessment to determine the training needs
- Assessment during the training to judge how participants are progressing
- Assessment at the end of each unit of training undertaken
- Recognition of prior learning or recognition of current competency

Assessment is conducted throughout the course, including on-the-job assessment for work experience and assessment in classroom environments. This involves the accumulation of sufficient evidence to display the participant is competent. It may include:

- Consideration of processes carried out on-the-job
- Measurement of knowledge and understanding
- Consideration of the attitudes the participant displays

The participant may be assessed through the following methods:

- Examples of work
- Participation in discussion
- Written and/or oral questions
- Demonstration of skills

Assessment Appeals

Sydney Business acknowledges the rights of a student to appeal against an assessment decision and has a procedure to follow, if this is required. If a student wishes to lodge an appeal he/she must do so within 21 days of an assessment decision being made. The appeal is to be in writing and sent to the Training Manager. The student will receive a written statement of the appeal outcomes, including the reason for the decision. The appeal may also be heard by an independent person or panel.

Only one appeal is permitted and the decision of the assessment panel is final.

Plagiarism

Plagiarism is a form of cheating and is not accepted at Sydney Business. It is defined as the usage of someone else's work without acknowledgement. Plagiarism can include:

1. Copying someone else's work
2. Using another person's work without acknowledging them
3. Copying from a book without using an appropriate form of referencing
4. Using ideas or research from a source, without referencing, even if you have put those ideas or research findings into your own words.

Attendance Requirements

All students are advised of training start and finish times. No allowance is made for being late or leaving early unless the student has requested permission from the Trainer or

Student Liaison Officer. Participants must attend every day unless prevented by sickness or problems of a serious nature. Each day you will sign-on at your arrival time and present medical certificates for sickness related absences.

Under Government regulations, a participant's failure to comply will result in dismissal from the program and suspension of benefits.

Punctuality

Punctuality dramatically affects your understanding of the class material. All trainers / assessors are expected to provide an overview at the beginning of the lesson, so that you have some appreciation of the context of the material being presented. If you are late you will miss this crucial information. Students who arrive late are also a distraction to all the other students in the class and this dramatically affects total communication of ideas. In addition, trainers/assessors often have to waste time going over material a second or third time, which detracts from the quality of the teaching they can offer to students who made the effort to be in class on time. Poor attendance will therefore be recorded.

Medical certificates

If a student is absent for medical reasons they should submit a valid medical certificate to Student Liaison Officer. Please submit a copy of the certificate only and keep the original in a safe place. It is a crime in Australia to forge a medical certificate, and the Australian Medical Association may pursue criminal charges against any student who forges a certificate.

Student Surveys

As part of our continuous improvement procedures you will be asked to complete Learner Questionnaire and at the end of the training program. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

Issuance of Qualifications

Once you have been assessed as meeting all the requirements of the training, Sydney Business will issue that AQF certification documentation directly to you within 30 calendar days. On successful completion of all units of competency you will be issued with a qualification with a testamur and a record of results. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

Appointments/Assistance

If you need to speak with the Training Manager or any of your Trainers outside the available training room time, it is good business practice to make an appointment first. However, we will be visiting the course on a regular basis and liaising with the trainers daily.

Recognition of Prior Learning (RPL); Recognition of Current Competence (RCC) & Credit Transfer (CT)

RPL; RCC and/or CT is the procedure for acknowledgement of current skills and knowledge obtained through formal training, work experience and life experience. It is not an examination or test but an opportunity for a candidate to demonstrate their competence. It is an assessment process which will measure the skills/competencies a candidate already has against a qualification and/or the course she/he is about to undertake.

Students are entitled to apply for Recognition of Prior Learning (RPL/RCC) and/or Credit Transfer. If a candidate is deemed competent in some of the training program's units, he/she will not have to do those units. Sydney Business will recognise the AQF qualifications and Statements of Attainment issued by any other RTO and employer letters for RPL/RCC applications.

If a candidate believes they are eligible for RPL and / or CT, they should:

- Discuss this with the Training Manager and collect the appropriate forms and guides.
- Identify the units of competence they wish to be RPL'd / CT'd against.
- Gather supporting evidence such as references, performance appraisals, photos, certificates, video, resume, or anything else that will help to demonstrate competence.
- Submit evidence and discuss RPL with the Training Manager.

An application for RPL should be forwarded to Sydney Business' Training Manager along with relevant documentation at least three weeks prior to enrolling. A processing fee may be payable on submission of an RPL application.

For more details about applying for RPL, ask the Training Manager for the RPL Guide and RPL Application.

Mutual Recognition

Sydney Business recognises the qualifications, such as a Certificate or Statement of Attainment, issued by another RTO based in any State or Territory. The Certificate or Statement of Attainment has to be presented to Sydney Business and will undergo a validation process. If you would like further information about the Sydney Business' mutual recognition policy please contact the Training Manager.

LEGISLATIVE AND REGULATORY REQUIREMENTS

Sydney Business is bound by and operates within the following legislative and regulatory requirements:

- NSW Work Health and Safety Act 2011
- Workplace Injury Management and Workers Compensation Act 1998
- Workers Compensation Act 1987
- Anti-Discrimination Act 1977
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968

Copies of these are located in the main office and you can request to access them at any time or you can access them online at www.legislation.nsw.gov.au. Sydney Business notifies all students of legislations and any changes in the student handbook.

NSW Work Health and Safety Act 2011 and WorkCover NSW

Sydney Business guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study. Emergency evacuation procedures will be explained to all students during the orientation. No Smoking is allowed in any area of the college. If you wish to smoke you must leave the premises.

A **First Aid Kit** is located in the front office.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Refraining from smoking
- Refraining from drinking and/or eating in the classrooms.

National Vocational Education and Training Regulator Act 2011

The National Vocational Education and Training Regulator Act 2011 provides for the:

- NVR registered training organisations
- Accreditation of vocational courses in accordance with national standards
- Approval of providers of courses to overseas students
- Commencement of Australian Skills Quality Authority (ASQA)

The Act implements a national initiative to ensure effective regulation of VET providers throughout Australia. It also recognises the Australian Government's database on Vocational Education and Training in Australia, TGA (<http://www.training.gov.au/>), as the key public tool for accessing information on training and training organisations.

Anti-Discrimination Act 1977

Sydney Business is committed to providing a fair and equitable college for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the college.
- Reporting any discriminatory behaviour or harassment to your trainer.

Access and Equity

Sydney Business recognises the value of a diverse population and is committed to meeting the needs of clients from all backgrounds and the needs of the small business community. Sydney Business has strongly laid out policies and approaches aimed at ensuring that our training services are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier. All potential students of Sydney Business are given equal opportunities to access Sydney Business' Training services.

Where possible, we conduct flexible training to meet specific needs of individual students. The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. If a student with a disability meets the essential entry requirements, Sydney Business will make reasonable adjustments necessary for that person to perform their course-work.

This involves:

- Thorough consideration of how an adjustment might be made
- Discussions with the student
- Consultation with government agencies or organisations that represent or provide services to people with a disability

Our trainers will implement the learning support strategies to assist you in achieving the required competencies. However, students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Sydney Business trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

We are committed to implementing equal opportunity aiming to ensure that all students and Sydney Business staff are treated fairly and equitably, and work and train in an

environment free from harassment. Discrimination, harassment and victimisation are unlawful and are not tolerated by Sydney Business. Students and Sydney Business staff have a responsibility to contribute to the achievement of a productive, safe and equitable training and work environment.

Privacy Act 1988

Sydney Business complies with the Privacy Act 1988 which provides guidance on the collection, storage, use and disclosure of personal information.

All information collected about students by Sydney Business is confidential and protected from unauthorised disclosure by privacy legislation.

Our primary purpose is to provide training and consulting services to meet your needs. We collect your personal particulars that are necessary to confirm your identity and manage your training records related to the services provided. We securely store and protect these details against misuse, loss or unauthorised access, modification or disclosure.

To help meet training and assessment needs we may use records of students, including name and address details, a record of training and assessment results. This personal information will be used only for the purposes of meeting a student's training and assessment needs, unless a student consents to its use for other purposes, or the law permits its use for other purposes. In some cases contractual obligations require Sydney Business to disclose certain information of students to the relevant State or Federal Government training and funding bodies.

We only use or disclose information about your personal training records where you would reasonably expect or if you have provided us with consent. If you have any concerns, questions, or would like to update your personal information, know what information we hold about you, or make a request for personal information discuss this with the Training Manager.

Access to Information

The Freedom of Information Act 1989 gives you the right to access documents held by Sydney Business. Under the act a student can request access to personal information we may hold on her/him. Most of the information we hold on a student comes from the enrolment form, which is completed before the commencement of the training. There is no charge for submitting a request to access his/her information. We may make a small charge, however, for our time involved in providing this access and for associated costs such as photocopying. A written request to access personal information should be addressed to the CEO.

Copyright Act 1968

Under the Copyright Act 1968, Sydney Business must seek and gain permission from the copyright owner for the use of published works, academic texts, journals, reports, research papers, newspaper articles, photographs, illustrations, graphs and promotional images to support the teaching/learning and assessment process.

STUDENTS RIGHTS AND RESPONSIBILITIES

Student Rights

Students in training programs have rights to:

1. Learn in an appropriate environment and that all people using the service have a right to be free from any form of harassment and/or discrimination.
2. Study a program that meets current industry standards and accreditation requirements.
3. Be treated fairly and respected by other students and training staff.
4. Prompt refund of course fees in accordance with the refund policy.
5. Be given information about assessment requirements at the commencement of training.
6. Have their learning needs addressed by the trainer.
7. Have training outcomes assessed and receive feedback about progress.
8. Expect a competent Trainer / Assessor and achieve the expected course outcomes.
9. Be re-assessed if the competency is not achieved first time.
10. Normal privacy afforded all citizens in personal matters.
11. Have personal records kept private and secure, and made available only to authorised users.
12. Access their records held by Sydney Business in accordance with the Code of Practice – student access to personal records.

Student Responsibilities

The responsibilities of students are as follows:

1. Students are expected to manage learning and assessment requirements and complete assessments within set course time periods
2. Students are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other clients.
3. Students should treat training staff and other students with respect and fairness
4. Anyone displaying inappropriate or dangerous behaviour, (E.g. disruptive class behaviour, refusal to follow WH&S procedures, non-compliance with the Code of student responsibilities) may be required to attend a disciplinary meeting to discuss the necessary changes they need to make. If these changes are not adopted, the student may be dismissed from the course.

5. Students are required to dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards.
6. Students should come to class sober and drug free and recognise that Sydney Business is a smoke free college.
7. Students are responsible for personal possessions while attending the course. Each student is expected to take responsibility for cleaning and tidying their work area at the end of each session and assisting with general class/venue tidying. This includes following waste minimisation and recycling procedures.
8. Students must pay all fees and charges associated with the course. At the discretion of the NEIS Coordinator, course fees may be able to be paid by instalment.
9. Students must recognise other peoples' human worth and dignity and adhere to legal requirements regarding workplace harassment.
10. Students must report all injuries or incidents of harassment by other students or tutors/assessors promptly to the NEIS Coordinator, Training Manager or CEO.
11. Advise training staff of any changes to personal details or if withdrawing from the course.

Disciplinary Action

Students in training programs may be subjected to disciplinary action, which may result in expulsion from a Sydney Business training program. Students will be given a verbal warning in the first instance, a written warning in the second instance and dismissal in the third and final instance.

Where a student's behaviour is considered to be extreme the CEO has the right to dismiss the student without notice. Examples of extreme behaviour may be, but are not limited to:

- Breach of alcohol and illegal drugs policy
- Sexual harassment of another student or Sydney Business staff member
- Misconduct that may place the well-being and safety of another student or staff member at risk

STUDENT CODE OF BEHAVIOUR

Misconduct

The code of behaviour is designed to ensure a harmonious learning environment is available to everyone. Sydney Business staff will take steps to manage any participants, in conjunction with their employer or service provider, that are causing a disruption to the learning process of themselves and other trainees. As a last resort, trainees may be excluded.

Dress Standards

Participants are expected to dress appropriately for the nature of their training and their company standards. Normally the training environment is of an industrial nature and is therefore subject to the Workplace Health and Safety Act. Appropriate Personal Protective Equipment and clothing may be required. Specific information regarding dress standards for your training programme will be provided at introductory sessions/classes.

Eating and Drinking

Designated facilities are provided at training venues for eating and drinking.

No food or drinks are to be consumed in the training rooms or the carpeted areas of the Sydney Business office area. However, it is permissible to take bottled water into all classrooms except the Computer Room.

Use the rubbish bins provided to dispose of your rubbish.

Mobile Phones

The use of mobile phones during class time is prohibited. Please turn off all mobile phones during class time. Mobile phones are not to be used in the office area or classes.

Workplace Health and Safety

The Workplace Health and Safety Act 2011 place obligations on you to ensure a safe learning environment and to follow instructions relating to workplace health and safety. Any incidents or accidents occurring on Sydney Business or under the control of a Sydney Business representative must be reported immediately.

Evacuation procedures are posted on notice boards in all Sydney Business premises. You should familiarise yourself with the appropriate exit points, fire extinguisher locations and meeting points. If a trainee has a disability that may cause difficulty during an evacuation, then they must inform the Training Coordinator.

Sexual Harassment

Sexual harassment is unwanted and unwelcomed sexual attention, for example; when someone

- makes comments about another's sex life
- stares or leers at someone else
- persists in asking someone out after being refused
- tells dirty jokes or displays offensive objects or literature in others presence
- makes offensive phone calls
- touches or brushes against someone else, on purpose or against their will
- tries to force someone into sexual activities

Confidential support or advice for a staff or student experiencing this sort of harassment is available and can be accessed by talking to a staff member that you feel comfortable with.

Smoking, Drugs and Alcohol

Smoking is prohibited anywhere in the building. You are also reminded that the local council does not allow smoking on the footpath outside the building. Please smoke in the designated smoking area.

The consumption of alcohol or the use or possession of illegal drugs is prohibited. Any incidents where trainees are suspected of being under the influence of drugs or alcohol, possession or procurement, sale or use of drugs on Sydney Business premises will result in exclusion from training activities and will be reported to your employer, service provider and, where appropriate, the Police.

DECLARATION

1. I have read and I understand and agree to comply with the information outlined in the ***Student Handbook***.
2. I understand that Sydney Business is obliged to provide information to the Australian Government and designated authorities. This information includes student personal and contact details, course enrolment details and changes.

Student's Name

Student's Signature

Date

Please tear off and return this completed page of the student handbook to the Student Liaison Officer.