



CITY INSTITUTE

STUDENT HANDBOOK

2016

<i>Student Handbook v16.1</i>	<i>Issued: Oct 2015</i>	<i>Review: June 2016</i>
<i>Approved by: CEO</i>	<i>Uncontrolled version when printed</i>	<i>Page 1 of 17</i>


CONTENTS

WELCOME TO CITY INSTITUTE	3
INTRODUCTION.....	3
CONTACT DETAILS.....	3
COLLEGE REGULATIONS –STUDENTS’ BEHAVIOUR	4
COURSE INFORMATION	4
RECOGNITION OF PRIOR LEARNING (RPL) / RECOGNITION OF CURRENT COMPETENCIES (RCC).....	5
ACADEMIC CALENDAR	7
COURSE DELIVERY	7
COSTS OF LIVING IN AUSTRALIA	9
FEES AND REFUND POLICY.....	9
STUDENT SUPPORT SERVICES	9
OVERSEAS STUDENT HEALTH COVER (OSHC)	10

<i>Student Handbook v16.1</i>	<i>Issued: Oct 2015</i>	<i>Review: June 2016</i>
<i>Approved by: CEO</i>	<i>Uncontrolled version when printed</i>	<i>Page 2 of 17</i>



WELCOME TO CITY INSTITUTE

Thank you for choosing City Institute to assist you in achieving your learning goals. The decision to undertake study is a very important step whether you are seeking to extend your existing skills or embarking on a new career. We encourage students to reach their highest potential whilst undertaking their studies at City Institute. Every endeavour will be made by staff to accommodate the individual needs of each student.

We have developed this Student Handbook to give you a guide through your studies and life in Australia. This handbook sets out a range of processes and procedures that have been put in place to guarantee consistency and quality as well as other useful information. Please take time to read this information and complete the "Declaration" at the back of this handbook and return it to us.

On behalf of the whole team, we wish you an enjoyable and rewarding experience with City Institute.

INTRODUCTION

City Institute provides a range of courses in Business and Information Technology. City Institute is a Registered Training Organisation (RTO) accredited by the Australian Skills Quality Authority (ASQA) and is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to provide courses to overseas students in accordance with the Education Services for Overseas Students (the ESOS) Act 2000, the National Code 2007, and the Standards for NVR Registered Training Organisations 2011.

This handbook will refer to a number of documents and where they can be sourced rather than provide a full inclusion. At your orientation, numerous policies will be presented and in keeping with our green and sustainability policy, the resources are available on the online student portal system at any time to clarify all policies. Further, the administration office can provide you with all relevant documentation.

CONTACT DETAILS

All overseas students must notify City Institute of their current residential address and their contact details within 7 days of any change. Failure to do so may lead to non-compliance with a student's visa conditions.

City Institute will collect students' details at least every 6 months. Personal details consist of:

- residential address in Australia
- residential address in their home country
- a valid email address
- a valid mobile number.

COLLEGE CONTACT DETAILS

City Campus: Level 4, 22 Market St., Sydney, NSW, 2000

Brookvale Campus: Level 2, 14 Williams St., NSW, 2100

EMERGENCY CONTACT NUMBER (24 HOURS): CITY AND BROOKVALE CAMPUS: 0406 969 306

STUDENT CODE OF CONDUCT

Our code of conduct maintains that all people connected with City Institute must be respectful to each other at all times. We must ensure that we provide a safe, supportive educational environment to deliver the services we provide. Students must support our code of conduct by abiding by the code which is included in the Student Handbook available on our website, or can be obtained from Reception.

Requirements of Students on a Student Visa are:

- all students are required to attend classes 20 hours per week;
- students must attend at least 80% of the scheduled contact hours per course;
- attendance will be marked at the start and the end of each session;
- any student arriving late or leaving early will be marked absent for the time missed;

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 3 of 17



- any student who is absent for 5 consecutive days of their course will be sent a letter requesting an explanation and documentary evidence supporting leave without approval;
- students must maintain satisfactory academic progress or attendance requirements, and those failing to meet these requirements will be counselled to assist in achieving satisfactory course progress and/or satisfactory course attendance;
- students failing academic progress or attendance requirements may be reported to DIBP (Department of Immigration and Border Protection);
- students who are assessed as Not Yet Competent in a Unit of Competency (UOC) must apply in writing for reassessment;
- students must maintain Overseas Student Health Cover (OSHC) through the whole stay in Australia on a student visa;
- students wanting to defer commencement of a course must request permission in writing on the prescribed form;
- students are permitted to work up to 40 hours per fortnight during the study term. Students may need a work permit from DIBP and a Tax File Number from the Australian Taxation Office.

COLLEGE REGULATIONS –STUDENTS’ BEHAVIOUR

1. Students must conduct themselves in an orderly, safe and healthy manner.
2. Students must follow WH&S rules and prevent injuries to themselves or any other students or staff.
3. Students are required to inform trainers or staff of the college about possible hazards.
4. Students must follow college’s emergency procedures.
5. Smoking is not permitted in the college’s premises. Students wishing to smoke have to exit the building and it is only permitted during break times.
6. Food or drinks are not permitted in the classrooms or computer labs.
7. No drugs or illegal substances are permitted in the college’s premises.
8. No weapons are allowed in the college’s premises.
9. Students should refrain from using any devices that may disrupt classes, e.g. mobile phones must be switched off and media players must be switched off.
10. Students are responsible for their own possessions and they should not leave their valuables unattended.
11. It is important to dress appropriately when attending classes. Students are required to wear clean and tidy clothes. No thongs or singlets are allowed in the classes. Inappropriately dressed students may not be allowed in the classrooms.
12. Students must attend classes regularly and punctually.
13. Students must not harass, discriminate or bully any other students, teachers or staff of the college at any times.
14. Students must not disrupt the study and learning environment of other students.
15. Students are encouraged to report any discriminatory behaviour, harassment or bullying to the teachers or other staff of the college.

Students who fail or choose not to comply with the Rules will be given a verbal warning in the first instance, written warning in the second instance informing the student of intention to expel the student and a dismissal from the college in the third and final instance.

COURSE INFORMATION

Nortwest Pty Ltd t/a City Institute is registered by ASQA to offer nationally accredited qualifications. We provide training and assessment in the Business and Information Technology (IT) area. The qualifications on our scope of registration with CRICOS codes that we are currently offering to overseas students are:



BSB30115 Certificate III in Business CRICOS code: 086848G

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.



Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 4 of 17



BSB40215 Certificate IV in Business CRICOS code: 086985J

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.



BSB51915 Diploma of Leadership and Management CRICOS code 088433C

This Diploma of Business reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective of the specific work requirements with their managerial approaches.



BSB51415 Diploma of Project Management CRICOS code 087451J

This qualification reflects the role of individuals who apply project management skills and knowledge. They may manage projects in a variety of contexts, across a number of industry sectors. They have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.



BSB51215 Diploma of Marketing CRICOS code 087425M

This qualification reflects the role of individuals working in a variety of marketing roles across different industry sectors who possess a sound theoretical knowledge base and demonstrate a range of managerial skills. Typically they would have responsibility for the work of other staff and lead teams in conducting marketing campaigns.



BSB61015 Advanced Diploma of Leadership and Management CRICOS code 088435A

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.



ICT20115 Certificate II in Information, Digital Media and Technology CRICOS Code 086485G

This qualification provides the foundation ICT skills and knowledge for an individual to be an effective ICT user or employee. The 8 core units contain basic ICT skills and knowledge required for effective entry into all ICT qualifications from Certificate III upwards.



ICT40315 Certificate IV in Web-Based Technology CRICOS Code 086550C

This qualification provides the skills and knowledge for an individual to be competent in website design and website administration either as an independent ICT specialist or as part of a team. The qualification would provide logical entry into the Diploma of Information Technology (Website Development) and several other diplomas.



ICT50615 Diploma of Website Development CRICOS Code 086683A

This qualification provides the skills and knowledge for an individual to be competent as a senior Information and communication (ICT) professional with responsibilities spanning design, development, site performance, database integration through to implementation and acceptance testing.

RECOGNITION OF PRIOR LEARNING (RPL) / RECOGNITION OF CURRENT COMPETENCIES (RCC)

Students can apply for Recognition of Prior Learning/Recognition of Current Competencies and/or Credit Transfer for the units outlined in course structure of the qualification they wish to gain. Students not yet competent in any unit for

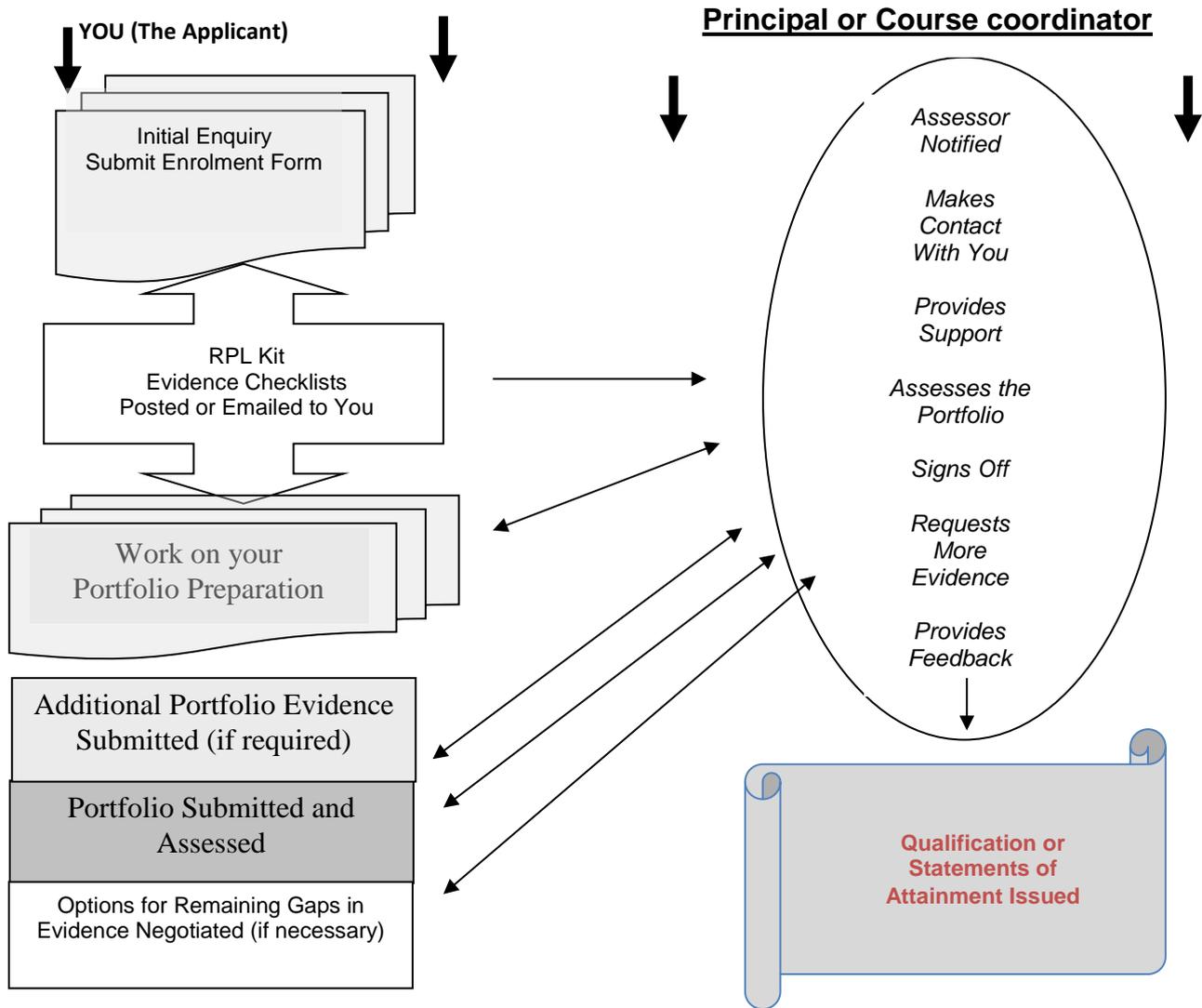
Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 5 of 17



the qualification must continue the training at City Institute to obtain the unit as competent in order to receive the RPL qualification. Further information can be found at www.cityinstitute.com.au/RPL or from administration.

The following chart provides a summary of the recognition processes.

Flow Chart of the Recognition Process



DEFINITIONS

Recognition of Prior Learning (RPL): This generally refers to previous formal training that may have been undertaken and how it relates to the training program where the credit is being applied for. For example, if you have previously done a Certificate IV in Business, then you may use that for RPL on the equivalent Units of Competency or the whole course.

Recognition of Current Competency (RCC): This generally refers to assessment of current skills either on or off the job. This pathway is suitable for candidates who have no formal training or previous courses but do have extensive workplace skills and experience.

Candidates with prior learning and/or industry skills can apply for RPL. They can move straight to the assessment tasks in all units or present a portfolio of evidence. Candidates are interviewed prior to acceptance into the RPL process. The RPL and RCC policy can be obtained from our webpages at www.cityinstitute.com.au, or from our administration.

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 6 of 17



National Recognition and Credit Transfer

Students who have successfully completed units from a course at other accredited institutions in Australia may be given credit for their studies at City Institute upon providing a valid Statement of Attainment from the accredited institution. The policy can be found on our website and at www.cityinstitute.com.au or from administration.

ACADEMIC CALENDAR

The academic year of the City Institute is 36 weeks plus 16 weeks of holidays. The terms are divided into 4 terms of 9 weeks and the holidays are divided into 4 parts of 4 weeks. Students are required to study 20 contact hours per week. Students are only allowed to take breaks during the public holidays and nominated College holidays.

Timetable

Timetables are set for each qualification; however it may be subject to change. Any change to timetables will be posted at least 2 weeks prior to the commencement of the next term via email. New students will receive their timetable at orientation and is available from administration at any time.

COURSE DELIVERY

All courses are delivered and assessed at the City Institute. Students are provided with training and resource materials including worksheets, handouts, additional resources, slides projections, presentation slides. Students have online access for research and facilities required for practical exercises. Students work in classrooms or through online facilities under guidance of a trainer.

City Institute facilitates online delivery and assessment to enhance learning experience of students. The resources for training, delivery and assessment are located on online learning system accessible upon successful course enrolment. Various forms of delivery, including online activities are used for the courses.

ASSESSMENT

- Assessment is conducted in accordance with the **Principles of Assessment**
- Assessment is competency based and students are assessed against the standards outlined in the Units of Competency (UOC) of a particular Training Package.
- The course delivery and assessment is conducted in a simulated workplace and involves a collection of sufficient evidence to demonstrate that you are competent in a particular UOC. The assessment criteria are identified in each unit of competency for each learning outcome. Assessment methods may include:
 - demonstration of practical skills;
 - written and/or oral questions;
 - group discussions;
 - oral presentations;
 - case studies.
- All assessment tasks must be submitted during class time.

Students will receive a Training Plans for each course at the commencement of each course. The outcomes of assessment are C for Competent or NYC for Not Yet Competent. Students must be Competent in all Units of Competency to obtain the qualification. Those assessed as NYC (Not Yet Competent) can request a reassessment. Students can view their outcomes and course progress from the student file or from the Student Database.

QUALIFICATIONS TO BE ISSUED

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course, eg; the Certificate III in Business. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed. To obtain Certificate III in Business a student has to be “Competent” in all assessments. A certificate is issued on completion of your course with the City Institute.

ACADEMIC PROGRESS FOR OVERSEAS STUDENTS

City Institute is required by the National Code of Practice 2007 (Standard 10) to monitor and record students' academic progress throughout their chosen course. Academic progress is monitored on a regular basis and students

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 7 of 17



who are having difficulty will be offered a range of support options to assist them meeting the course progress requirements. Students who do not meet the course requirements for two consecutive terms may be reported to DIAC via PRISMS and this may result in their visa being cancelled.

ATTENDANCE FOR OVERSEAS STUDENTS

City Institute is required by the National Code of Practice 2007 (Standard 11) to monitor and record students' attendance throughout their chosen course. All overseas students are required to attend 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the course delivery. The minimum attendance requirement is 80% for each course.

A trainer will conduct a "sign-on" of attendance on commencement and at the end of each session. Students with late arrival or early departure will be marked off on the attendance sheet.

Students are required to inform City Institute in writing (if applicable) if they are unable to attend classes for reasons such as illness, serious family problems, etc. A medical certificate from a registered general practitioner will be required if you are sick and it will be recorded on the attendance record.

The student's attendance policy can be downloaded from our webpages at www.cityinstitute.com.au, or can be obtained from our administration.

INTERVENTION STRATEGY

Students at risk of not making satisfactory academic progress or not meeting the attendance requirements will be contacted for counselling. The Student Support Officer will establish a support program for individual students, which may include one or more of the following:

- tutorials;
- counselling;
- assistance with personal issues which are influencing progress;
- mentoring;
- re-placement in an alternative course; or
- combination of the above and a reduction in course load.

A record of the intervention strategy and measures implemented will be kept in the student's file.

FEEDBACK AND EVALUATION

As part of our continuous improvement procedures you will be asked to complete a Course Evaluation survey. 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 how we can continually improve our services.

PRIVACY OF STUDENTS RECORDS AND INFORMATION

Information provided by students will not be disclosed to any third party unless we have written authorisation for us to do so, or unless it is required or authorised by law. City Institute may provide personal details about a student to Commonwealth and State Agencies and/or the ESOS Assurance Fund Manager or DIBP if requested.

We will take all reasonable security measures to protect personal information from unauthorised access, misuse or disclosure. City Institute will take all reasonable steps to ensure that personal information which we collect, use or disclose is accurate, complete and up-to-date. Students have the right to access the personal information that we hold about them and can also request that incorrect information is corrected or deleted. Access to a student's file is available upon written application.

Students agree that their student photo or video of them and achievements made may be used for promotional or publicity purposes without written consent or notification. If you do not agree to this aspect, you must provide this to the college in writing.

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 8 of 17



ESOS FRAMEWORK FOR OVERSEAS STUDENTS

The Education Services for Overseas Students (ESOS) Framework regulates the education of overseas students studying in Australia. The ESOS Framework sets guidelines and minimum standards to protect students as well as Australia's reputation providing quality education and support services to students. The ESOS Framework is also tuition and financial assurance. Further information about ESOS Framework is included towards the end of this handbook.

COSTS OF LIVING IN AUSTRALIA

The Australian government anticipates that an overseas student will require approximately AU\$18,610 for living expenses each year plus tuition fees. Overseas students bringing their dependants may be liable for schooling fees of their school-aged dependants. Contact DIBP for more information on www.border.gov.au.

FEES AND REFUND POLICY

All students are required to make fee payments in advance on a term by term basis. An Enrolment fee applies to all courses and is non-refundable. Students are required to pay the following fees at the time of enrolment:

- Enrolment fee
- Resources fee
- OSHC (insurance) fee (if obtaining cover through City Institute)
- The first study period fees

Any other fees where stated in the letter of offer and where applicable from the fees and charges schedule attached.

Each student will receive a written agreement which will state their fee due dates. Furthermore, students will be sent a reminder no later than two weeks prior to their fees due date. The payment of all fees and charges is recorded on the college's electronic accounting system. A receipt with a date will be provided for any payments made by a student to the college. A copy of the receipt will be given to a student and a copy will be kept on a student's file. Students' records will be kept in accordance with City Institute's record management policy.

POSSIBLE COURSE FEES CHANGE

Overseas students must pay course tuition fees, enrolment fee and OSHC fee to secure their enrolment with City Institute. *In general, students will pay the same fee at the time of enrolment until completion of the same course.* However, rescheduling of any course or subject may incur fee increases as per current Fees and Charges. See Fees and Refunds Policy on our website for more information. All policies are accessible at www.cityinsitute.edu.au.

STUDENT SUPPORT SERVICES

City Institute supports students to adjust to study and life in Australia and to achieve satisfactory progress towards meeting their learning outcomes. Our Student Support Services assist students to adjust in the transition to life and study in a new environment and provide information about:

- Legal Services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa inquiries relating to course progress and/or attendance as appropriate.

STUDENT SUPPORT OFFICER

The City Institute has a dedicated Student Support Officer who will assist students free of charge when experiencing difficulties. The Student Support Officer's duties include:

- Overseeing views and rights of students.
- Supporting students in hardship regarding studies, accommodation, work and safety.
- Maintaining an up-to-date bank of information relating to welfare, financial, housing, legal or health professionals.
- Moderate students complaints with the College (should the need arise).

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 9 of 17



See Appendix A for additional emergency services, nationally and/or interstate-based.

OVERSEAS STUDENT HEALTH COVER (OSHC)

OSHC is a compulsory insurance for all overseas students. This is a requirement to obtain and remain on a student visa. The initial payment must be done prior to student visa approval. You have to be insured for the whole period of your studies in Australia. The OSHC covers basic medical treatment, emergency transport and treatment and visits at General Practitioners (GP). Part of the payment is returned by the insurance company.

Students should receive an OSHC membership card from their chosen OSHC provider in about 2-4 weeks after the course commencement date. The OSHC starts from the date of course commencement. A visit to the doctor may incur charges, however, the doctor will issue a receipt which can be taken to the OSHC provider where refunds are available.

City Institute has an agreement with an OSHC provider and can arrange cover for students on receipt of payment as prescribed by an OSHC provider. On joining with City Institute, students will receive a student number and a card will be arranged online. Students are also free to insure with other approved providers but they must provide evidence of cover to City Institute.

Students can purchase extras cover to receive benefits for a range of other services such as dental, optical, physiotherapy and chiropractic's. Contact the relevant OSHC provider for more information. Students can make a claim online, by phone, by post or in person.

Note: Students have to make sure their OSHC is up to date otherwise their visa can be cancelled as a breach of visa conditions. Students will have to pay for any medical or hospital services in case of emergency, and if they do not hold insurance this can be very expensive.

- *The nearest office for **OSHC Worldcare** is in York Street Sydney 2000.*
- *The nearest office for **Medibank Private** is at **Martin Place**. It is open from 09.00am to 05.00pm, Monday to Friday.*
- *The nearest office for **AHM** is on **Level 4, 6 Quay Street, Haymarket 2000**.*
- *Nearest Medical Centre to the college is **Centrepont Medical Centre, Level 1, 100 Market Street, Telephone 9231 1955**. They are open from 6:00am to 6:00pm, Monday to Friday.*

WORK HEALTH & SAFETY (WHS), AND WORK COVER NSW

The NSW Work Health and Safety Act 2011 aims to protect the health, safety and welfare of people at work and lays down general requirements which must be met in workplaces in NSW. City Institute guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment for work and studies. Students will be informed about emergency evacuation procedures during the orientation (first day of their course).

FIRST AID

A regularly maintained first aid kit is kept in the administration office. Any accidents must be reported to the senior administration officer, and will be recorded on an Accident Report Form and filed in the Accident File.

Students must obey College Regulations, particularly points:

1. Students must conduct themselves in an orderly, safe and healthy manner.
2. Students must follow WH&S rules and prevent injuries to themselves or any other students or staff.
3. Students are required to inform trainers or staff of the college about possible hazards.
4. Students must follow the college's emergency procedures.
5. Smoking is not permitted in the college's premises. Students wishing to smoke have to exit the building and it is only permitted during break times.

Students are required to report to the management any issues concerning Occupational Health and Safety that they observe on campus.

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 10 of 17



Fire and Emergency Evacuation Plan showing the fire exits and the location of the fire extinguishers is displayed on the student' notice board, on the fire exits, in each classroom and in the administration office.

City Institute will maintain safety by:

- Providing and maintaining equipment and systems of work that are safe and without risk to the health of everyone.
- Making arrangement for ensuring the safe use, transport and storing of equipment.
- Providing information, instruction, training and supervision necessary to ensure the health and safety of students and staff.

ANTI-DISCRIMINATION

City Institute is committed to providing a fair and equitable environment for its students, staff 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, sexuality or age will not be tolerated.

Students must obey College Regulations, particularly following points:

- Students must not harass, discriminate or bully any other students, teachers or staff of the college at any times.
- Students are encouraged to report any discriminatory behaviour, harassment or bullying to the teachers or other staff of the college.

Harassment may include:

- deliberate physical contact displaying sexually graphic or offensive materials;
- victimisation, bullying or destruction of personal belongings;
- intimidation, abuse or indecent exposure;
- persistent staring or rude gestures obscene or threatening phone calls and letters.

Racism may involve prejudice, the holding of negative attitudes towards others for their race, descent or national origin.

Students who feel that they need support and/or are being harassed, or are victims of any sort of racism should initially contact the Student Support Officer. If the complaint is sufficiently serious, the Principal may establish a formal inquiry and/or refer it to external authorities. If the Principal decides that the Colleges Regulations have been breached the student/s will be expelled from the College.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

Staff recruitment at the City Institute is conducted equitably in accordance with the principles of EEO. We are committed to providing all staff with up-to-date information and current trends in the Business and ICT sectors and in training and assessment.

ACCESS AND EQUITY

City Institute provides equal access to training and delivery services for local and overseas students. We conduct flexible training to meet specific needs of individual students where possible.

The student enrolment form requires students to indicate any special needs for the course. Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies. Student recruitment to City Institute is carried out in an ethical manner in accordance with Access and Equity principles.

The trainers at the City Institute do:

- 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.

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 11 of 17



Should you have any access and equity issues you may approach your trainer in the first instance. You may also elect to contact the Student Support Officer.

The Access and Equity policies can be downloaded from www.cityinstitute.com.au, or can be obtained from City Institute administration.

COMPLAINTS AND APPEALS

We welcome your feedback and suggestions on our services. Your feedback and suggestions will assist us in providing you with better quality services. We will endeavour to respond to your suggestions and/or complaints promptly at all times. Appeals made will be dealt with professionally and within the policy guidelines.

We keep written records of students' complaints and appeals. We can provide you with a written statement of the complaint and/or appeal outcome. Any student has a right to take further action under Australian Consumer Protection Law if not satisfied with the internal complaint and appeal process.

City Institute has a policy and procedure for complaints and appeals. The policies are available online at www.cityinstitute.com.au or through administration.

DEFERMENT, SUSPENSION AND CANCELLATION OF STUDENT ENROLMENT

Students are able to temporarily defer their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances. Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by City Institute to defer, suspend or cancel their studies. We have an obligation to maintain the students' enrolment while the complaints and appeals process is ongoing.

City Institute's Policy and Procedure for Deferral, Suspension and Cancellation is available online at www.cityinstitute.com.au, or through administration.

DEFERRAL OF A COURSE

Students wishing to defer their studies must apply in writing and provide supporting evidence. Prior to applying for deferral, students must ensure that they have paid any outstanding fees.

Deferral of studies by overseas students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other serious reason. Students will be required to provide evidence of the compassionate or compelling circumstances.

The Deferral policies can be downloaded from our webpages at www.cityinstitute.com.au, or can be obtained from our administration.

ACADEMIC MISCONDUCT AND PLAGIARISM

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done. Plagiarism is defined as a copying directly from an unauthorised source/s (e.g. internet, or another students' assignment).

DISCIPLINE AND MISCONDUCT

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 12 of 17



or steals City Institute’s property or the property of others; alters/defaces City Institute’s documents or records; prejudices the good name of City Institute’s, or otherwise acts in an improper manner.

The CEO will impose temporary exclusion or notice of cancellation to a student for a gross misconduct or breach of the College Regulations. City Institute will report all criminal acts committed by students to the relevant authorities.

Students in a breach of the College’s Regulations will be notified in writing of penalties as a consequence of general misconduct. Students have the right to appeal a decision by City Institute to defer, suspend or cancel their studies. A notified student has 20 working days to access the college’s complaints and appeals policy as per Standard 8.1 of the National Code 2007. City Institute has an obligation to maintain the students’ enrolment while the complaints and appeals process is ongoing.

The student discipline and misconduct policy can be viewed at the administration office or at the web pages www.cityinstitute.com.au.

CRITICAL INCIDENT POLICY

City Institute recognises the duty of care for its students, staff and visitors and planning for the management of a critical incident is essential.

CRITICAL INCIDENT

A critical incident is a traumatic event, or a threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault.

TRANSFER BETWEEN REGISTERED PROVIDERS

Overseas students are restricted from transferring from their principal course of study for a period of six months. City Institute has a policy and procedure for transferring between registered providers as also required by the National Code of Practice (Standard 7).

The policies are available to you online at www.cityinstitute.com.au or through administration.

City Institute will only consider a letter of release to students in the first six months of their principal course in circumstances covered by our policy.

EMPLOYABILITY SKILLS

Employability skills are non-technical skills, which play a significant part in contributing to an individual's effective and successful participation in the workplace. Employability skills are also sometimes referred to as generic skills, capabilities, enabling skills or key competencies.

In Australia the employability skills are:

- **Communication skills** - which contribute to productive and harmonious relations between employees and customers.
- **Teamwork skills** - which contribute to productive working relationships and outcomes.
- **Problem-solving skills** - which contribute to productive outcomes.
- **Initiative and enterprise skills** - which contribute to innovative outcomes.
- **Planning and organising skills** - which contribute to long-term and short-term strategic planning.
- **Self-management skills** - which contribute to employee satisfaction and growth.
- **Learning skills** - which contribute to ongoing improvement and expansion in employee and company operations and outcomes.

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 13 of 17



- **Technology skills** - which contribute to effective execution of tasks.

Further information about Employability Skills can be found at <http://employabilityskills.training.com.au/>

STUDENT ID CARDS

In order to obtain a student card, students are required to contact administration on the first day of studies or Orientation Day. Students will be issued with a student card soon after course commencement. The student card can be used as a concession card at museums, theatres, cinemas etc. The Student Card is not valid for a discounted fare on public transport in Sydney, as overseas students must pay full fares. There may be a charge of \$25 for replacement of a lost card.

TRANSPORT

Information regarding public transport can be accessed at www.131500.com.au or calling 131500. Information may include any discount ticketing for overseas students. The Student Guide contains more information.

SAFETY IN SYDNEY

Like most modern cities, Sydney is quite safe but has its share of crime. Carrying large amounts of cash and walking around alone at night is not advisable. Automatic Teller Machines are safe to use in the daytime and pin numbers should be memorised. The Student Services Guide contains more information.

ACCEPTABLE USE OF TECHNOLOGY

City Institute uses network and cloud computing for its student administration and learning management systems. Students must abide by acceptable use practices in accessing and using the CI corporate network, the Internet and use of email.

Students are granted access to the IT services via a network ID and student email account assigned to each student. Students must agree to abide by acceptable use practice and:

- Not use an Internet and other e-service as part of violating any law
- Not attempt to break the security of any network computer or user
- Not post commercial messages to Usenet groups without prior permission
- Not attempt to send junk e-mail or spam to anyone who doesn't want to receive it
- Not attempt to use email inappropriately.

Breaches of use may be dealt with under CI's Student Discipline and Misconduct policy.

APPENDIX A - List of External Counselling Services and Assistance

Service	Phone number/s	Web site/s
EMERGENCY CONTACT NUMBER (24 HOURS) CITY AND BROOKVALE CAMPUS:	0406 969 306	
Abortion & Grief helpline	1300 363 550	www.abortiongrief.asn.au
AIDS line	9332 9700 or 1800 451 600	thealbioncentre.org.au
Alcoholism	1300 222 222	www.aa.org.au
Anxiety	1300 749 992	www.mentalhealth.asn.au
Anxiety	9740 9539	www.serenitynsw.com.au

Student Handbook v16.1	Issued: Oct 2015	Review: June 2016
Approved by: CEO	Uncontrolled version when printed	Page 14 of 17



Asthma	1800 278 462	www.asthmansw.org.au
Australian Search & Rescue	1800 641 792 (Maritime) 1800 815 257 (Aviation)	www.amsa.gov.au/search-and-rescue/
Community Relations Commission of NSW	1300 651 500	www.crc.nsw.gov.au/home
Consumer credit and debt	1800 808 488	www.cclnsw.org.au
CrimeStoppers	1800 333 000	www.crimestoppers.com.au
Crisis counselling (Wesley Mission)	9951 5522 / 13 11 14	www.lifelinesydney.org
Department of Families, Community Services and Indigenous Affairs	1300 653 227	http://www.community.gov.au
Depression		www.depressiondoctor.com
Depression (National Initiative)	1300 22 4636	www.beyondblue.org.au
Disabilities	1800 029 904	www.ideas.org.au
Domestic violence	1800656463 or 87456999	
Drug addiction: Narcotics Anonymous	1300 652 820	www.na.org.au
Drug addiction (Christian help)	9418 8728	www.naranon.com.au
Drugs and mental health	9358 6577	www.thewaysidechapel.com
Families & friends with mental illness	9805 1883	www.arafmi.org
Eating disorders	9412 4499	www.edf.org.au
Epilepsy	9856 7090	www.epilepsy.org.au
Eczema	1300 300 182	www.eczema.org.au
Emergency services (police, fire, ambulance)	000	
Family planning information	1300 658 886	www.fpahealth.org.au
Gamblers anonymous	9550 0430	
Gambling Counselling (Wesley)	9951 5566	www.wesleymission.org.au
G-Line (gambling)	1800 633 635	
Gay men's health line	1800 009 448	
Gay & lesbian counseling line	8564 9596	www.glccs.org.au
Grief support	9489 6644	www.nalag.org.au
Grief support	9519 2820	www.solace.org.au
Homicide victims' support	8274 8900	
Hepatitis C	9332 1599	www.hepatitisc.org.au
HIV/AIDS	9332 9700	www.sesiahhs.health.nsw.gov.au
Legal information and advice	1300 888 529	www.lawaccess.nsw.gov.au
Lifeline	9951 5577	
Mental health advice	9816 5688	www.mentalhealth.asn.au
Parent line	132 055	
Poison Information Centre	131 126	
Police Assistance Line (non-emergency)	131 444	
Pregnancy counselling	1300 737 732	www.pregnancysupport.com.au
Rape Crisis Centre	1800 424 017	www.nswrapecrisis.com.au
Relationship counselling	9745 5544	www.interrelate.org.au
Schizophrenia	9879 2600	www.sfnsw.org.au
Smoking - Quitline	137 848	
Suicide helpline	9331 2000 or	www.suicideline.org.au



	1300 651 251	
Suicide Prevention	1300 360 980	www.suicideprevention.com.au
Translating and Interpreting Services	131450	
Victims of crime support	9374 3000	
Women's refuge referral service	9560 1605	



DECLARATION

I understand that the information provided by me to the Northwest Pty Ltd t/a City Institute may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Tuition Protection Service.

Northwest Pty Ltd t/a City Institute is required under the ESOS Act to inform the Department of Immigration and Border Protection (DIBP) about certain changes to student enrolment and any breaches of a student's visa condition relating to attendance and academic performance.

I agree that my student photo or video of me and achievements may be used for promotional or publicity purposes with the following signature as consent. If I do not agree to this aspect, I will provide this to the college in writing.

I have read, understood and agree to comply with the information outlined in this Student Handbook and that policies and procedures are available to me online and from administration.

Student's Name: _____

Student's Signature: _____

Date: ___/___/___

Please sign this page.

<i>Student Handbook v16.1</i>	<i>Issued: Oct 2015</i>	<i>Review: June 2016</i>
<i>Approved by: CEO</i>	<i>Uncontrolled version when printed</i>	<i>Page 17 of 17</i>