



Australian Capital Group Pty Ltd ACN 606 797 611
trading as Capital College
CRICOS No: 03537J
RTO No: 41593

Student Handbook (Valid visa holders) Canberra



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1. Welcome

We are very pleased that you have selected to become a student at Capital College (“the College”).

The College is proud to offer excellent opportunities to gain the qualification you are looking for.

Our principle purpose is to provide high quality training and assessment to satisfy your study requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards. Quality is maintained in compliance with the VET Quality Framework and through our continuous improvement system.

All trainers have relevant industry knowledge and experience and are professional, friendly, and supportive.

This Student Handbook (valid visa holders) provides you with a range of information about our courses, campus information, relevant policies & procedures and other important matters relating to your studies. It is available on the College’s website for future reference. It can be found on our website at www.capital.edu.au

The College staff looks forward to working with you, helping to achieve your study goals.

Welcome to the College and welcome to Australian Capital Territory where the Lonely Planet has ranked Canberra third in its top cities to visit in the world in 2018.

Lonely Planet has recognised Canberra is a world-class destination, bulging with cultural, gastronomic and outdoor attractions.



2. Our College

Our campus is situated at Level 2, 17-21 University Avenue, Canberra, ACT 2601.

You have access to modern facilities to support you in successfully completing your course. The learning and assessment resources are designed to meet specific learner's needs and standards expected by the industry.

Our campus has classrooms fully equipped with tools for training.

You are provided a caring supportive environment by our staff. Both our administrative and academic staff are willing to offer support and advice to assist.

College administration hours: Monday – Friday 9am to 5pm, courses delivered Monday – Sunday 9am to 4pm



Public transport:

The campus is serviced by buses, and light rail to and from all parts of Canberra. It is approximately a 6 minute walk from our campus to bus and light rail terminals.



From airport:

Canberra Domestic Airport is located 9 kms from the College.

Taxis: Taxis are available from the ground floor level of Canberra Domestic Airport.



Call Us: + 61 2 6147 0999



Email: info@capital.edu.au

2.1 Capital College Staff Contacts

Contact	Staff	Phone	E-mail
CEO	Robyn Bloomfield	+ 61 2 6147 0999	ceo@capital.edu.au
Training Manager and support Coordinator	Apoorva Ranade	+ 61 2 6147 0999	training@capital.edu.au flexclass@capital.edu.au
Senior Administrators (Agents and Students)	Chay Flannery Jenny Lee	+ 61 2 6147 0999	info@capital.edu.au
Student services and progress	Julia Tulinova Yukiko Ireland	+ 61 2 6147 0999	support@capital.edu.au info@capital.edu.au
Trainers:	Mark White Trisha Mooney Apoorva Ranade Sepideh Shirazi Nezhad Robyn Bloomfield	+ 61 2 6147 0999	training@capital.edu.au
External Assessors	Wes Appel Robert Dejanovic John Black		
English Language Support	Sepideh Shirazi Nezhad	+ 61 2 6147 0999	support@capital.edu.au
Personal/ wellbeing support	Chay Flannery	+ 61 2 6147 0999	support@capital.edu.au
Emergency after hours	Robyn Bloomfield	+ 61 451 826 847	ceo@capital.edu.au



College staff

2.2 External Support Service Contacts

Service	Details / Phone number
Fire, ambulance and police emergency	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
External counsellor	Life Supports Phone: 1300 735 030 Web: www.lifesupportscounselling.com.au
Life Line 24-hour Counselling Services	Phone 131 114
Hospital	Calvary Public Hospital Phone: +61 2 6201 6111 Address: 4 Mary Potter Circuit, Bruce ACT 2617
Doctors	Interchange General Practice Phone: (02) 6247 5742 Address: Level 3, 28 University Ave Canberra 2601
Dentist	<u>Lasting Impressions Dental</u> Phone: (02) 6249 1689 Address: Level 3, 17-21 University Ave Canberra 2601
Legal assistance	Legal Aid ACT Phone: 1300 654 314 Address: 2 Allsop Street Canberra City ACT 2601
Australian Skills Quality Authority	Address: 595 Collins St, Melbourne VIC 3000 Phone: 1300 701 801 Web: www.asqa.gov.au Email: enquiries@asqa.gov.au
External appeals body (see complaints and appeals information)	Overseas Student Ombudsman Phone: 1300 362 072 Web: www.oso.gov.au
Department of Home Affairs.	Address: 3 Lonsdale Street Braddon ACT 2612 Phone: 131 881 Website: www.homeaffairs.gov.au

3. Studying in Australia

3.1 Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 25 million people, with most people living in the 5 major cities of Melbourne, Sydney, Adelaide, Perth, Brisbane. Darwin and Canberra are considered major cities but are far smaller than the other major cities and much more like very large country towns.

The country is split into states and territories Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania and Australian Capital Territory.



Australia has many attractions including the high-quality education system, climate, great lifestyle, sports, beaches, strong industries, and it is seen as the land of opportunity.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet.

Summer is December to February; Autumn from March to May; Winter from June to August and Spring from September to November.

Depending on where you are in Australia it could be a cold climate to sub-tropical, but no matter where you live, as an island, water is a resource to be savoured. Environmental sustainability is becoming more important to many Australians, so saving water, reusing, recycling resources and the use of sustainable energy sources are increasing.

3.2 People

Australians value cultural diversity and enjoy a multicultural lifestyle.

3.3 Smoking

Smoking is banned in all office buildings, workplaces, on flights, in shopping centres, eateries and restaurants and in Canberra even in some outdoor meeting places.



3.4 Places of worship

In Australia, you are free to practice and follow your own beliefs and religion. Cultural and religious diversity is an important part of life in Australia. You will find many churches, temples, synagogues, mosques and other places of worship in Canberra.

Australians are predominantly Christian, with the three largest denominations being Anglican, Roman Catholic and the Uniting Church. Smaller Christian denominations include Lutheran, Seventh Day Adventist, Assemblies of God and Baptist churches. Many other religions are celebrated in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism.

3.5 Schools

If you are bringing your family and children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants must attend formal schooling while they are in Australia.
2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCOE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

There are two types of schools in Australia – State schools and independent schools both websites are below for further information.

ACT Government Education

www.education.act.gov.au

Australian Schools Directory

www.australianschoolsdirectory.com.au/canberra-schools.php

3.6 Accommodation

Temporary Accommodation:

Hotels, Motels

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time.

Backpackers

Backpacker accommodation is relatively inexpensive. Generally designed for travellers staying short term, backpacker accommodation can be a great short term (1-2 weeks prior to course commencement) way to familiarise yourself with Canberra while deciding what longer term accommodation you may like to have.

Long Term Accommodation

Accommodation costs can vary significantly depending on the level of accommodation and proximity to the city centre. You can expect to pay between approximately \$175 - \$300 per week for a room in a share house close to the city centre.

You are encouraged to organise accommodation prior to arrival in Australia.

You can access information on share accommodation at the following links:

Student Housing Australia - <http://sha.com.au>

Share Accommodation - <http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcmvQodAmEAmw>

Study in Australia - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>

www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

www.domain.com.au

3.7 Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, several major national airlines and several regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long.

You may drive in Australia on a valid overseas driver's licence but if the document is not in the English then you must carry a translation with the permit. An international driving licence is not enough by itself. [Guide for International Drivers](#).

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. Taxi drivers do not have to be tipped. Australia also has Ubers available in major cities.

Canberra has an efficient public transport system (buses and light rail). Many people ride bicycles and have their own car for longer travel. There are also train, bus and air services between cities and towns.

3.7.1 Public transport in Canberra

Using ACTION Buses or Light Rail are the most cost-effective transport options in and around Canberra, with adult, school student, concession and off peak fare options.

More information is available at www.transport.act.gov.au



3.7.2 Own transport

A reasonable bicycle can be bought for about \$200.00 and a good secondhand car can be bought for less than \$5,000.00.

3.7.3 Air transport

Three major airlines service Canberra - Qantas, Virgin, Tiger - www.qantas.com.au, www.virginaustralia.com.au
And www.tigerair.com.au

3.8 Food

For comparison a loaf of bread is between \$3 and \$4 Australian and a litre of milk is between \$2 and \$3.

Some other indicative costs of food and other items can be found below:

www.coles.com.au www.woolworths.com.au www.aldi.com.au
www.target.com.au www.kmart.com.au

3.9 Utilities

3.9.1 Electricity and Gas

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Electricity and Gas are the most common forms of heating and cooling in Australia, some homes also have solar.

3.9.2 Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost

Phone cards are pre-paid for use in public pay phones and can be bought at many retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

3.10 Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins are 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

3.11 Working in Australia

You can currently work 20 hours per week during the College study time and full-time during term breaks.

Family members may also be entitled to work if accompanying you as a student. Please contact the Department of Home Affairs for further details. Department of Home Affairs website <https://www.homeaffairs.gov.au/Trav>

Employee rights

Employees in Australia have protections under relevant legislation and regulations. This aim of legislation and regulation is to ensure fair, equal and safe treatment while you are at work. Information on your rights and protections while working for an Australian employer during your studies can be accessed from the Fairwork Ombudsman at: <https://www.fairwork.gov.au/>

3.11.1 Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; everyone pays tax on their earnings; for further information please visit the website: www.ato.gov.au. You can apply for a tax file number via: <https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/>. At the end of each financial year (30 June), lodge your tax return through an accountant.

3.12 Budgeting

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

For further information refer to: <https://insiderguides.com.au/cost-of-living-calculator/>

4. Arranging Travel and visas

4.1 Please visit the websites below to find out about studying in Australia.

www.visitcanberra.com.au

www.tourism.act.gov.au

www.studyctr.com.au

www.studyinaustralia.gov.au

4.2 Student Visa Conditions

If you are granted a visa, you must abide by its conditions.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying visit

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit

<https://www.homeaffairs.gov.au/Trav> for the latest information.

Student Visa options

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

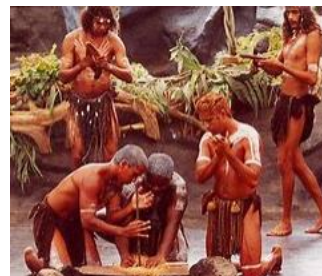
4.3 What to Bring

Australian Customs Services and quarantine are strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. For further information visit the Australian Customs website: <http://www.customs.gov.au/>

Various other information on living in Australia

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

<http://www.studyinaustralia.gov.au/global/why-australia>



4.4 Health care – Overseas Student Health Cover

You must have Overseas Student Health Cover (OSHC). You must arrange this yourself with any of several health insurance providers. The OSHC premium cover must be paid during enrolment before a student visa is issued. The OSHC entitles you to free hospital cover and will contribute to standard doctor's fees.

OSHC FACTSHEET (Australian Government)

<https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

5. Student safety information

Health and Safety (OHS)

The College conducts regular Health & Safety reviews covering all the College operations to ensure our facilities, equipment, materials and practices comply with OHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard / risk.

Currently to minimise risk to our staff and students during COVID-19, we are offering classes online and via webinar. When you return to the campus the following applies:

You must also act in manner that safeguards your own health and safety and that of your fellow classmates. When the College staff is providing OHS information it is important that this is understood, and instructions followed.

Security and personal safety is an important issue for everyone and relies on all of us working together. You are encouraged to report any issues that impacts your learning, safety or personal wellbeing while attending the College.

When attending the College:

- the College will always be staffed during classes
- Please contact the nearest member of staff if you:
 - feel threatened or unsafe at any time
 - have concerns about someone else's behaviour
 - are worried about someone harming themselves or someone else
 - receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff. You can report issues in person to the Receptionist or via email info@capital.edu.au.

For further information on public safety and advice on how to make your time at the College as enjoyable and safe as possible please refer to ACT Police Community safety website.

www.police.act.gov.au/safety-and-security

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency. This call is free of charge but should be used only in an emergency.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

The college supports the mental health and wellbeing of its You. You can access our Student Wellbeing handbook on our website: www.capital.edu.au

Protection for overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated if your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

6. Vocational Education & Training (VET) Courses our college offers:

Please note that during –course delivery method is usually face to face, during COVID-19 we have adopted a mixed mode approach where learning material/assessments and PowerPoint presentations are online in our learning system Canvas. We also offer weekly forums and multiple webinars covering all required content along with support classes and a dedicated assessment support email address.

Currently the college offers two Business leadership and management courses and one IT course in 2020. In Term 2, 2021 the college will commence the Advanced Diploma of Information Technology.

Details are as follows:

Course Name	Duration
BSB51918 Diploma of Leadership and Management (DLM)	56 weeks
BSB61015 Advanced diploma of Leadership and Management (ADLM)	52 weeks
BSB50415 Diploma of Business Administration	Currently not on offer
ICT50118 Diploma of Information technology (DIT)	76 weeks
ICT60120 Advanced Diploma of Information Technology	64 weeks

6.1 BSB51918 Diploma of Leadership & Management

CRICOS code: 099064K

Course currency status: Is being replaced



Location: Level 2, 17-21 University Ave, Canberra ACT 2600.

Please note: This course is usually delivered at the College face to face. however, for the immediate future, because of COVID-19 students are being taught via webinar and through online resources. A full description of this COVID delivery is provided in 7.12 of this handbook.

Please note BSB51918 is being replaced by BSB50420. The Colleges plans to transition to this new course in Term 3 2021. Existing students will be transferred to BSB50420 and will receive credit transfers for units completed in BSB51918. New students enrolling in Term 3, 2021 will commence the new course BSB50420 at that time.

Target participants

The target market for this course is students who wish to access employment in a managerial role with responsibility for individuals and / or organisational outputs.

The target student cohort shall be either:

- Those with qualifications and experience across a broad range of industries looking for advancement to a managerial role
- Those wishing to undertake a full qualification to advance their career

Course description

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring your own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Entry requirements

All students must be over 18 years of age at the time of course commencement. Year 12 minimum (Australian equivalent).

You must demonstrate you have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Immigration and Border Patrol (DBIP).

Prior to course commencement, international students must secure a student visa or have a temporary graduate visa that allows you to study in an Australian Registered Training Organisation.

Existing skills - It is anticipated applicants will not possess specific subject knowledge and/or skills or experience in the contexts outlined in the units of competency.

ICT hardware and software

Students must supply their own laptop with Microsoft Office software e.g. Office 365 Personal that includes Outlook, Word, Excel and PowerPoint. The College will confirm the software requirements with each student pre-enrolment.

Training Pathway

Students who successfully complete this course may progress onto other courses for which they may be eligible. e.g. Advanced diploma in Leadership and Management.

Employment Pathway

Successful completion of this qualification may provide career opportunities in middle management roles with responsibility for individuals and organisational outputs. The role may be in a wide variety of industries, public service and businesses.

Entry and Exit Points within the training product

Upon successful completion of the 12 units of competency in this course, you will be issued the BSB51918 Diploma of Leadership and Management qualification. If you do not complete the full qualification, but have successfully achieved units, a Statement of Attainment will be issued, indicating the units you have completed.

Duration and study load

Please note: This course is usually delivered at the College face to face. however, for the immediate future, because of COVID-19 students are being taught via webinar and through online resources. A full description of this COVID delivery is provided in 7.12 of this handbook.

This course is offered over 56 weeks including 40 weeks term time, 4 weeks of finalisation of submissions and 12 weeks of holidays on a full-time basis. During term time students attend scheduled face to face classes for 2 ½ days per week (20hrs per week as per student visa requirements). Students will be required to undertake additional independent study/homework and assessment outside of scheduled class time for approximately 10 hours per week during term time.

The approximate* delivery hours for this course are as follows:

- Face to face – 40 weeks x 20 hrs = 800 hours
- Independent study – 40 weeks x 10 hours per week = 400 hrs
- 4 weeks for finalisation – 4 x 20hrs – 80 hrs
- Total course hours: 1280

This meets the minimum course hours of 1200 for a Diploma level course.

Course Delivery

The units in this course are delivered via a standalone delivery method. This course is delivered by trainers at the College at Level 2, 17-21 University Ave, Canberra. Trainers develop students' knowledge and understanding of the relationships between different units of competency. An induction to the course is provided to outline the learning and assessment processes, support services and other relevant information. The college will provide required texts for the course online.

The sequencing of delivery includes:

- reading course texts (online) and other learning materials,
- attending face to face classes
- attending to online quizzes and case studies
- applying learning in contexts outside of the classroom
- online forums for questions and information

Independent study

You need to spend approximately 10 hours per week for the duration of the course in independent study.

This includes –

- reading the learning material to develop knowledge and understanding
- homework activities
- own research on course related topics (industry practices, trends / characteristics, workforce requirements, emergent technologies) to develop knowledge and understanding
- preparing for in class assessments and undertaking assessments at home
- undertake activities to develop your English language

Assessment

Assessments requiring a simulated environment will be conducted at the College by Capital College Assessors. Projects and other assessments are currently done in the student's own time and submitted online using the College's Learning Management System (LMS).

The College ensures assessments meet the requirements of the nationally endorsed training packages and accredited courses and produces graduates with the relevant skills and knowledge for the workplace.

The units in this course are assessed via a standalone method.

Assessment methods include:

Assessment tasks/case studies/ projects

Questions/Quizzes

Presentations

Assessment tasks are provided online via the College's LMS with corresponding rubrics for clarity of requirements. Assessors will discuss the assessment requirements prior to attempting each task.

You will be provided with opportunities for re-assessment and are permitted 3 attempts to demonstrate competency at each assessment. If you are still unable to demonstrate satisfactory competence, you may be advised to re-enrol in further training before re-attempting assessments.

You must pass all assessment tasks to be deemed competent.

In order to achieve the BSB51918 Diploma of Leadership and Management, students must satisfactorily complete the following units of competency:

No.	Unit Code	Unit Title	Core/Elective
1	BSBLDR511	Develop and Use Emotional Intelligence	CORE
2	BSBMGT17	Manage Operational Plan	CORE
3	BSBLDR502	Lead & Manage Effective Workplace Relationships	CORE
4	BSBWOR502	Lead and Manage Team Effectiveness	CORE
5	BSBCUS501	Manage Quality Customer Service	ELECTIVE
6	BSBMGT518	Develop Organisation Policy	ELECTIVE
7	BSBFIM501	Manage Budgets and Financial Plans	ELECTIVE
8	BSBPMG522	Undertake project work	ELECTIVE
9	BSBWHS521	Ensure a Safe workplace for a Working Area	ELECTIVE
10	BSBWOR501	Manage Personal Work Priorities and Professional Development	ELECTIVE
11	BSBADM502	Manage meetings	ELECTIVE
12	BSBHRM405	Support the Recruitment, Selections and Induction of staff	ELECTIVE

Fee information

Please refer to section 7.3 of this document and Student fees & refunds policy for further details on payment options and all fees and charges and when they are applied.

Further Information

Contact a Senior administrator on + 61 2 6147 0999 or email info@capital.edu.au for further information.



6.2 BSB61015 Advanced Diploma of Leadership & Management

CRICOS code: 099064K

Course currency status: Is being replaced

Course delivery - Please note: *This course is usually delivered at the College face to face. however, because of COVID-19 students are being taught via webinar and through online resources. A full description of this COVID delivery is provided in 7.12 of this handbook.*

BSB61015 Advanced diploma of Leadership & Management is being replaced in Term 4, 2021 by BSB61020. Full details will be provided once finalized. But please note the new Advanced Diploma of Leadership and Management has additional entry requirements i.e. Students must have completed a Diploma/Advanced Diploma from a Business Training package or have 2 years' full time experience in a managerial role. Students enrolled from Term 4, 2020 will need to meet this requirement and then receive credit transfers for units completed to transfer to BSB61020 or will receive the original course BSB61015.

Location

Training and assessment will take place at Level 2, 17-21 University Ave, Canberra ACT 2601

Target participants

The target market for this course is students who wish to access employment in a managerial role with responsibility for individuals and/or organisational outputs.

The target student cohort shall be either:

- Those with qualifications and experience across a broad range of industries looking for advancement to a more senior managerial role
- Those wishing to undertake a full qualification to advance their career
- Those in a managerial role looking to further develop skills and knowledge

Course description

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.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Entry requirements

All students must be over 18 years of age at the time of course commencement. Year 12 minimum (Australian equivalent).

You must demonstrate you have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Immigration and Border Patrol (DBIP).

Prior to course commencement, international students must secure a student visa or have a temporary graduate visa that allows you to study in an Australian Registered Training Organisation.

From October 2021 – Students must have completed a Diploma/Advanced Diploma from a Business Training package or have 2 years' full time experience in a managerial role.

Existing skills - It is anticipated applicants will have some specific subject knowledge and/or skills or experience in the contexts outlined in the units of competency as they may already be in managerial roles. Although, managerial skills are not a pre-requisite at this point in time, but when this course transitions to the new package there will be an entry requirement as noted above.

ICT hardware and software

Students must supply their own laptop with Microsoft Office software e.g. Office 365 Personal that includes Outlook, Word, Excel and PowerPoint. The College will confirm the software requirements with each student pre-enrolment.

Training Pathway

Students who successfully complete this course may progress onto other higher education in leadership and management in a wide variety of specialisations. E.g. A Graduate Diploma in Management.

Employment Pathway

Successful completion of this qualification may provide career opportunities in managerial roles with responsibility for individuals and organisational outputs. The role may be applicable in a wide variety of industries.

Entry and Exit Points within the training product

Upon successful completion of the 12 units of competency in this course, you will be issued the BSB61015 Advanced Diploma of Leadership and Management qualification. If you do not complete the full qualification, but have successfully achieved units, a Statement of Attainment will be issued, indicating the units you have completed.

Duration and study load

This course is offered full time over 52 weeks including holidays on a full-time basis. This includes 40 weeks of term time and 12 weeks' holiday. During term time students attend scheduled face-to-face classes for 3 x 8hr days per week. Students will be required to undertake additional independent study/ homework and assessment outside of scheduled class time for approximately 15 hours per week (term time) plus an additional 5 hrs per week of online class work for the duration of the course.

Face-to-face classes – 40 weeks x 24 hours per week = 960 hours

Independent study– 40 weeks x 15 hours per week = 600 hrs

Online study and quizzes – 52 weeks x 5 hrs = 260 hrs

Course hours - 1820

The course delivery hours are approximate as the amount of time different students spend on independent study and assessments will vary with individual learner needs and their own individual context.

This meets the course requirements of 1800hrs for an Advanced Diploma.

Please note: This course is usually delivered at the College face to face, however, for the immediate future, because of COVID-19 students are being taught via webinar and through online resources. A full description of the COVID delivery is provided in 7.12 of this handbook.

Course delivery

The units in this course are delivered via a standalone delivery method. Trainers develop students' knowledge and understanding of the relationships between different units of competency. Students are provided with an induction to the course to outline the learning and assessment processes, support services and other relevant information. The college will provide students with any required texts for the course online.

The sequencing of delivery includes:

- reading course texts (online) and other learning materials,
- attending face to face classes
- attending to online quizzes and case studies
- applying learning in contexts outside of the classroom
- online forums for questions and information

Practical Learning and development activities are built in to facilitate incremental learning, development and motivation for future learning. Feedback, encouragement and formative assessment are integrated.

Independent study

You are required to undertake additional independent study/ homework and assessment outside of scheduled class time for approximately 15 hours per week (term time) plus an additional 5 hrs per week of online class work for the duration of the course.

This includes –

- reading the learning material to develop knowledge and understanding.
- homework activities
- own research on course related topics (industry practices, trends / characteristics, codes of practice, workforce requirements, emergent technologies) to develop knowledge and understanding
- preparing for in class assessments and undertaking assessments
- undertake activities to develop your English language

Assessment

Assessment will be conducted by Capital College Assessors with assessments currently done in the student's own time and submitted online using the College's Learning Management System (LMS).

The College ensures assessments meet the requirements of the nationally endorsed training packages and accredited courses and produces graduates with the relevant skills and knowledge for the workplace. The units in this course are assessed via a standalone method.

Assessment methods include:

Assessment tasks/ projects

Questions/Quizzes

Presentations

Assessment tasks are provided online via the College's LMS with corresponding rubrics for clarity of requirements. Assessors will discuss the assessment requirements prior to attempting each task.

You will be provided with opportunities for re-assessment and are permitted 3 attempts to demonstrate competency at each assessment. If you are still unable to demonstrate satisfactory competence, you may be advised to re-enrol in further training before re-attempting assessments. You must pass all assessment tasks to be deemed competent.

In order to achieve the BSB61015 Advanced Diploma of Leadership & Management, students must satisfactorily complete the following 12 units of competency:

No.	Unit Code	Unit Title	Core/Elective
1	BSBFIM601	Manage finances	CORE
2	BSBINN601	Lead and manage organisational change	CORE
3	BSBMGT605	Provide leadership across the organisation	CORE
4	BSBMGT617	Develop and implement a business plan	CORE
5	BSBMGT624	Develop and Implement Corporate Social Responsibility	ELECTIVE
6	BSBMGT615	Contribute to organisation development	ELECTIVE
7	BSBHRM602	Manage human resources strategic planning	ELECTIVE
8	BSBDIV601	Develop and implement diversity policy	ELECTIVE
9	BSBRKG601	Define recordkeeping framework	ELECTIVE
10	BSBSUS501	Develop Workplace Policy and Procedures for Sustainability	ELECTIVE
11	BSBHRM604	Manage employee relations	ELECTIVE
12	BSBMKG609	Develop a marketing plan	ELECTIVE

Please refer to section 7.3 of this document and Student fees & refunds policy for further details on payment options and all fees and charges and when they are applied

Further Information

Contact a Senior administrator on + 61 2 6147 0999 or email info@capital.edu.au for further information.

6.3 BSB50415 Diploma of Business Administration

CRICOS code: 093146A -

Course currency status: Not on offer to new Students

Course description

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in business administration across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring your own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

Duration and study load

This course is delivered over 56 weeks including holidays on a full-time basis. This includes 40 weeks of term time consisting of 20 student contact hours, 4 weeks of finalisation of submissions and 12 weeks' holiday.

Structured hours including face to face classes = 800 hrs

Unstructured/Independent study – 10 hrs x 40 weeks = 400

*The course delivery hours are approximate as the amount of time spent on independent study and open book assessments will vary with individual learner needs and your own individual context.

Please note: This course is usually delivered at the College face to face, however, for the immediate future, because of COVID-19 students are being taught via webinar and through online resources

Course delivery

This course is usually delivered via face to face training, online and independent study. The college has adjusted its delivery because of COVID-19. Students are provided with required texts and course materials online.

The sequencing of delivery includes:

- reading course texts (online) and other learning materials,
- attending webinars
- attending online forums

The following techniques are employed:

- trainer presentations and demonstrations,
- individual tasks,
- case studies,
- quizzes,
- research,
- group work.

Independent Study

You need to spend approximately 12 hours per week for the duration of the course in Independent study. This includes –

- reading the learning material to develop knowledge and understanding.
- homework activities will be provided to students.
- own research on course related topics (industry practices, trends / characteristics, codes of practice, organisations entering the market, maintain currency of requirements, workforce requirements, emergent technologies) to develop knowledge and understanding
- preparing for in class assessments and undertaking assessments
- undertake activities to develop your English language

Assessment

Assessment will be conducted by Capital College Assessors currently done in the student's own time and submitted online. Assessment methods include a combination of quizzes, written tasks, projects, reports and practical activities.

Qualification

On successful completion of this course, you will receive BSB50415 Diploma of Business Administration and a Record of results. A Statement of attainment will be provided to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Course Structure

In order to achieve the BSB50415 Diploma of Business of Administration you must satisfactorily complete the following units of competency:

Elective units

BSBADM502	Manage meetings
BSBADM503	Plan and manage conference
BSBADM504	Plan and implement administrative systems
BSBADM506	Manage business document design and development
BSBCUS501	Manage quality customer service
BSBPMG522	Undertake project work
BSBWOR501	Manage Personal Work Priorities and Professional Development
BSBWOR502	Lead and manage team effectiveness

Fee information

The total fee charged for this course is \$8,530. This includes tuition fees of \$8,000 plus non-refundable \$250 enrolment fee and non-refundable \$280 learning materials fee. (Please note these fees are subject to change from time to time but will not change over the duration of a course already enrolled in).

All fees indicated are in Australian dollars

Please refer to the Student fees & refunds policy for further details on all fees and charges and when they are applied.

Further Information

Contact a Senior Administrator at Level 2, 17-21 University Avenue, Canberra, ACT 2601, phone + 61 2 6147 0999 or email info@capital.edu.au for further information.

6.4 ICT50118/ICT50120 Diploma of Information Technology - CRICOS code: 0100457



Course currency status: ICT50118 is being replaced by ICT50120 in Term 2, 2021, details Of the new course are included in this handbook. Students enrolled prior to Term 2, 2021 will be transferred to ICT50120 and will receive credit transfers for units successfully completed in ICT50118. Students enrolled from Term 2 will be enrolled in ICT50120.

Course delivery - Please note: *This course is usually delivered at the College face to face. however, for the immediate future, because of COVID-19 students are being taught via webinar and through online resources. A full description of this COVID delivery is provided in 7.12 of this handbook.*

Target participants – Students should have an interest in gaining knowledge and understanding of ICT and/or project management. And it is anticipated you will have an interest in pursuing a career in ICT or similar.

The target student cohort shall be either:

- Those wishing to undertake a full qualification to gain employment in the ICT industry;
- For students with some general ICT knowledge and where a stronger understanding of ICT will be beneficial;

Course description

This qualification provides the skills and knowledge for an individual to administer and manage information and communications technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general ICT technologies.

Persons working at this level provide a broader rather than specialised ICT support function, applying a wide range of higher level technical skills in ICT.

Entry requirements

All students must be over 18 years of age at the time of course commencement. Year 12 minimum (Australian equivalent).

You must demonstrate you have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Immigration and Border Patrol (DBIP).

Prior to course commencement, international students must secure a student visa or have a temporary graduate visa that allows you to study in an Australian Registered Training Organisation.

Existing skills - It is anticipated applicants will not possess specific subject knowledge and/or skills or experience in the contexts outlined in the units of competency but will have an understanding of ICT and/or project management/leadership.

Typical computer level – Basic to intermediate which will be determined via a pre- training review.

ICT hardware and software

Students must supply their own laptop with Microsoft Office software. e.g. Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Software requirements will be provided to each student pre-enrolment

Training Pathway

Students who successfully complete this course may progress onto other ICT courses at Advanced Diploma or Degree level for which they may be eligible. e.g. ICT60115 Advanced Diploma of Information Technology

Employment Pathway

Successful completion of this qualification may provide career opportunities in an ICT support role in a wide variety of industries. The support role would be in a broader rather than specialised ICT function, applying a wide range of higher-level technical skills in ICT areas such as networking, IT support, database development and business development.

Entry and Exit Points within the training product

Upon successful completion of the 20 units of competency in this course, students will be issued the ICT50118 Diploma of Information Technology qualification. If you do not complete the full qualification, but have successfully achieved units, a Statement of Attainment will be issued, indicating the units you have completed.

Duration and study load

This course is offered full time over a 76 week period. This includes 60 weeks of term time and 16 weeks' holiday on a full-time basis. Students attend classes 2 x 8hrs days per week + a 4hr forum (20hrs to meet visa requirements).

The approximate* delivery hours for this course are as follows:

- Structured face to face – 60 weeks x 16hrs =960
- Online forum hours – 60 weeks x 4 hours per week = 240
- Independent Study – 60 weeks x 6 hours per week = 360
- Total volume of learning: 1560

Course delivery

Course delivery - Please note: *This course is usually delivered at the College face to face. however, for the immediate future, because of COVID-19 students are being taught via webinar and through online resources. A full description of this COVID delivery is provided in 7.12 of this handbook.*

Students are provided with required texts and course materials online.

The units in this course are delivered via a standalone delivery method. This course is delivered by trainers at the College at Level 2, 17-21 University Ave, Canberra.

Trainers develop students' knowledge and understanding of the relationships between different units of competency. An induction to the course is provided to outline the learning and assessment processes, support services and other relevant information. The college will provide required texts for the course online.

The sequencing of delivery includes:

- reading course texts (online) and other learning materials,
- attending face to face classes (currently via webinar)
- applying learning in contexts outside of the classroom
- online forums for questions and information
- case studies, research, role plays,

Independent study

You need to spend approximately 6 hours per week for the duration of the course in Independent study. This includes –

- reading the learning material to develop knowledge and understanding.
- own research on course related topics (industry practices, trends / characteristics, codes of practice, workforce requirements, emergent technologies) to develop knowledge and understanding
- preparing for in class assessments and undertaking assessments
- undertake activities to develop your English language

Assessment

Assessment will be conducted by Capital College Assessors with assessments currently done in the student's own time and submitted online using the College's Learning Management System (LMS).

The College ensures assessments meet the requirements of the nationally endorsed training packages and accredited courses and produces graduates with the relevant skills and knowledge for the workplace.

The units in this course are assessed via a standalone method.

Assessment methods include:

Assessment tasks/ projects
 Case studies
 Questioning/quizzes

Assessment tasks are provided online via the College's LMS with corresponding rubrics for clarity of requirements.

Assessors will discuss the assessment requirements prior to attempting each task.

You will be provided with opportunities for re-assessment and are permitted 3 attempts to demonstrate competency at each assessment. If you are still unable to demonstrate satisfactory competence, you may be advised to re-enrol in further training before re-attempting assessments.

You must pass all assessment tasks to be deemed competent.

Course Structure

In order to achieve the ICT50118 Diploma of Information Technology students must satisfactorily complete the following units of competency:

BSBSUS501	Develop workplace policy and procedures for sustainability	Core
BSBWHS521	Ensure a safe workplace	Core
ICTICT509	Gather data to identify business requirements	Core
ICTICT517	Match ICT needs with the strategic direction of the organisation	Core
BSBCUS501	Manage Quality Customer Service	Elective (Other)
BSBMGT502	Manage People Performance	Elective (Other)
BSBWOR502	Lead & Manage Team Effectiveness	Elective (Other)
BSBPMG522	Undertake Project Work	Elective (Other)
BSBMGT517	Manage Operational Plan	Elective (Other)
ICTICT419	Work Effectively in the Digital Media Industry	Elective (F)
ICTICT507	Select new technology models for business	Elective (C)
ICTICT510	Determine appropriate ICT strategies and solutions	Elective (C)
ICTICT515	Verify client business requirements	Elective (C)
CUADIG503	Design E-Learning Resources	Elective (F)
ICTPMG501	Manage ICT projects	Elective (G)
ICTSAS510	Review and develop ICT maintenance strategy	Elective (C)
ICTNWK511	Manage Network Security	Elective (A)
ICTWEB512	Administer business websites and servers	Elective (D)
ICTWEB516	Research and apply emerging web technology trends	Elective (D)
ICTSAD503	Minimise risk of new technologies to business solutions	Elective (B)

Fee information

Please refer to section 7.3 of this document and Student fees & refunds policy for further details on payment options and all fees and charges and when they are applied.

ICT50120 Diploma of Information Technology (2021)

As ICT50120 Diploma of Information Technology is being introduced in Term 2, 2021, current students will have their previous completed units recognized as a credit transfer, and new students from Term 2 onwards will enroll in the new course described below:

Course Description

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have established specialised skills in a technical ICT function.

Individuals in these roles carry out moderately complex tasks in specialist fields, working independently, as part of a team or leading deliverables with others. They may apply their skills across a wide range of industries, business functions and departments, or as a business owner (sole trader/contractor).

The skills required for these roles may include, but are not restricted to:

- advanced networking:
- advanced programming:
- back end web development:
- business analysis:
- cloud architecture:
- cloud engineering:
- cyber security:
- database and data management:
- front end web development:
- game art and design: game programming:
- systems administration: and systems analysis:

Duration and Study Load

This course is currently approved for 76 weeks. If approved this course will be shorted and delivered over 57 weeks. The new hours will include 45 weeks of term time and 12 weeks' holiday. If not approved please refer to ICT50118 for duration and study load details.

At 57 weeks, your attendance would increase to 2.5 x 8hr days face to face each week and it would require an increase in Independent study hours to 12 hrs per week.

The approximate* delivery hours for this course are as follows:

- Structured face to face - 45 weeks x 20 hrs = 900 hours
- Independent study – 45 weeks x 12 hours per week = 540 hrs
- Total course hours: 900 + 540 = 1440 hrs

Course Delivery

The units in this course are delivered and assessed independently except for 4 units which have been clustered (taught and assessed together as one unit). These are ICTPMG505 and BSBPMG522 Manage ICT Projects/Undertake Project work and BSBMGT502/BSBXTW401 Manage People performance/Lead and facilitate a team.

Course Assessment

Assessment will be conducted by Capital College Assessors with assessments currently done in the student's own time and submitted online using the College's Learning Management System (LMS).

The College ensures assessments meet the requirements of the nationally endorsed training packages and accredited courses and

produces graduates with the relevant skills and knowledge for the workplace.

The units in this course are assessed via a standalone method.

Assessment methods include:

Assessment tasks/ projects

Questioning/quizzes

Case studies

Assessment tasks are provided online via the College's LMS with corresponding rubrics for clarity of requirements.

Assessors will discuss the assessment requirements prior to attempting each task.

You will be provided with opportunities for re-assessment and are permitted 3 attempts to demonstrate competency at each assessment. If you are still unable to demonstrate satisfactory competence, you may be advised to re-enrol in further training before re-attempting assessments.

You must pass all assessment tasks to be deemed competent.

In order to achieve the ICT50120 Diploma of Information Technology, students must satisfactorily complete the following units of competency:

BSBCRT501	Originate and develop concepts	Core
BSBXCS402	Promote workplace cyber security awareness and best practices	Core
BSBXTW401	Lead and facilitate a team	Core
ICTICT517	Match ICT needs with the strategic direction of the organisation	Core
ICTICT532	Apply IP, ethics and privacy policies in ICT environments	Core
ICTSAS527	Manage client problems	Core
BSBCUS501	Manage Quality Customer Service	Elective (other)
BSBMGT502	Manage People Performance (clustered)	Elective (other)
BSBPMG522	Undertake Project Work (clustered)	Elective (other)
BSBMGT517	Manage Operational Plan	Elective (other)
ICTICT523	Gather data to identify business requirements	Elective (N)
ICTICT521	Select new technology models for business	Elective (N)
ICTICT524	Review and develop ICT maintenance strategy	Elective (N)
ICTICT526	Verify client business requirements	Elective (N)
CUADIG503	Design E-Learning Resources	Elective (N)
ICTPMG505	Manage ICT projects (clustered)	Elective (N)
ICTSAS528	Review and develop ICT maintenance strategy	Elective (N)
ICTNWK546	Manage Network Security	Elective (A)
ICTSAD503	Minimise risk of new technologies to business solutions	Elective (N)
ICTICT443	Work Collaboratively in the ICT industry	Elective (N)

Fee information

Please refer to section 7.3 of this document and Student fees & refunds policy for further details on payment options and all fees and charges and when they are applied.

Further Information

Contact the College at Level 2, 17-21 University Avenue, Canberra ACT 2601, call + 61 2 6147 0999 or email info@capital.edu.au for further information.

6.5 ICT601120 Advanced Diploma of Information Technology

CRICOS code: 0100457

Course currency status: To be delivered from April 2021

ICT60120 is the new course which the college will deliver in Term 2, 2021, details of ICT60120 is provided below.

If COVID-19 restrictions continue this course will be offered via webinars and utilising online facilities. Otherwise it will be offered face to face. A full description of the COVID delivery is provided in 7.12 of this handbook.

ICT60120

Target participants - The delivery of ICT60120 which is an Advanced Diploma requires students to have a strong understanding of ICT and/or project management/leadership. If students have studied ICT50120 this should provide a strong level of understanding. It is anticipated applicants will not possess specific subject knowledge and/or skills or experience in the contexts outlined in the units of competency but should have an understanding of ICT/project management.

The target student cohort shall be either:

- Those wishing to undertake a full qualification to gain further employment in ICT industry;
- Those wishing to advance their career in ICT/project management;
- Those wishing to upskill or refresh their knowledge

Course description

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have significant experience in specialist technical skills, or managerial business and people management skills.

Individuals in these roles carry out complex tasks in a specialist field, working independently, leading a team or a strategic direction of a business. They apply their skills across a wide range of industries and business functions.

The skills required for these roles may include, but are not restricted to:

- advanced data management information: creating, designing and monitoring complex systems that store data, and optimising organisational knowledge management
- cyber security: protecting sensitive data and information through security architecture, and developing disaster recovery and contingency plans
- full stack web development: building advanced user interfaces, developing representational state transfer application program interfaces (REST APIs) and designing user experience solutions
- further programming: applying advanced ICT languages to maintain security and manage data
- IT strategy and organisational development: managing and communicating strategic ICT business solutions
- systems development and analysis: modelling and testing data objects, data processes and preferred ICT system solutions.

Entry requirements

All students must be over 18 years of age at the time of course commencement. Year 12 minimum (Australian equivalent).

You must demonstrate you have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Immigration and Border Patrol (DBIP).

Prior to course commencement, international students must secure a student visa or a temporary graduate visa that allows study in an Australian Registered Training Organisation.

Typical computer level – Intermediate - Students will have an interest in pursuing opportunities in further study and/or the intended job role outcome in the IT sector.

ICT hardware and software - Students must supply their own laptop with Microsoft Office software e.g. Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Software requirements will be provided to each student pre-enrolment.

Training Pathway

Students who successfully complete this course may progress onto other IT courses at University level for which they may be eligible for some credits.

Employment Pathway

Workforce data projections support trends where certain Technology Services and Technology/Application Building roles are in long term decline while design and strategy roles like Project Managers, Solutions Architects and Data Analysts are in a long term growth trajectory.

Five specific implications have been identified as important in future employment:

- Growing demand for blended skills of both core and professional capabilities
- Data analytics driving new roles and capabilities
- Greater focus on security and privacy
- Enhanced project delivery capabilities
- Heightened expectations on service management and integration

Entry and Exit Points within the training product

Upon successful completion of the 16 units of competency in this course, students will be issued the ICT60120 Advanced diploma of Information Technology qualification. If you do not complete the full qualification, but have successfully achieved units, a Statement of Attainment will be issued, indicating the units you have completed.

Duration and study load

This course is currently 64 weeks, however, we have applied for this course to be offered over 52 weeks, details of both are below:

The following applies to the 64 week course:

This course is offered full time over 64 weeks including holidays on a full-time basis. This includes 50 weeks of term time, 14 weeks holiday.

During term time students attend scheduled face to face classes for 3 x 8 hour days = 24 hours per week. Students will be required to undertake additional independent study outside of scheduled class time for approximately 12 hours per week.

The approximate* delivery hours for this course are as follows:

Face to face classes – 50 weeks x 24 hours per week = 1200

Independent study– 50 weeks x 12 hours per week = 600 hrs

Total course hours: 1800 hrs

The course delivery hours are approximate as the amount of time different students spend on independent study and assessments will vary with individual learner needs and their own individual context.

The following applies to the 52 week course if approved.

This course is an intensive course offered over 52 weeks including 40 weeks term time and 12 weeks holidays. During term time students will attend scheduled face to face classes for 3 x 8 hour days plus a 6hr online forum each week.

To meet the requirements of the course students will also need to do 12 hrs per week study in their own time (even during holiday breaks) - for the duration of the course.

The approximate* delivery hours for this course are as follows:

- Structured in class – 40 weeks x 24 hrs - 960 hours
- Structure online forum – 40 x 6 hrs – 240 hours
- Independent study– 52 weeks x 12 hrs (average) – 624
- Total hours 1824

Course delivery

The units in this course are delivered via a standalone delivery method. Trainers develop students' knowledge and understanding of the relationships between different units of competency. Students are provided with an induction to the course to outline the learning and assessment processes, support services and other relevant information. The college will provide students with any required texts for the course online.

The sequencing of delivery includes:

- reading course texts (online) and other learning materials,
- applying learning in contexts outside of the classroom,
- attending face to face classes
- attending online forums

Independent Study

You need to spend approximately 12 hours per week for the duration of the course in Independent study.

This includes –

- reading the learning material to develop knowledge and understanding.
- homework activities will be provided to students.
- own research on course related topics (industry practices, trends / characteristics, codes of practice, organisations entering the market, maintain currency of requirements, workforce requirements, emergent technologies) to develop knowledge and understanding
- preparing for in class assessments and undertaking assessments
- undertake activities to develop your English language

Assessment

Assessment will be conducted by Capital College Assessors and take place either at the College facility, which is located at Level 2, 17-21 University Avenue Canberra, ACT or in the student's own time.

The College ensures assessments meet the requirements of the nationally endorsed training packages and accredited courses and produces graduates with the relevant skills and knowledge for the workplace.

The units in this course are assessed via a standalone method.

Assessment methods include:

Assessment tasks/ projects
Questioning/quizzes
Presentations

Assessment tasks are provided online via the College's LMS with corresponding rubrics for clarity of requirements.

Assessors will discuss the assessment requirements prior to attempting each task.

You will be provided with opportunities for re-assessment and are permitted 3 attempts to demonstrate competency at each assessment. If you are still unable to demonstrate satisfactory competence, you may be advised to re-enrol in further training before re-attempting assessments.

You must pass all assessment tasks to be deemed competent.

In order to achieve the ICT60120 Advanced Diploma of Information Technology students must satisfactorily complete the following 16 units of competency:

No.	Unit Code	Unit Title	Core/Elective
1	ICTICT618	Manage IP, Ethics and Privacy in an ICT Environment	Core
2	ICTICT608	Interact with Clients on a Business Level	Core
3	BSBXCS402	Promote workplace cyber security awareness and best practice	Core
4	ICTSAD609	Plan and monitor business analysis activities in an ICT environment	Core
5	BSBWOR502	Lead and Manage Team Effectiveness	Core
6	BSBCRT601	Research and apply concepts and theories of creativity	Core
7	ICTSAD602	Conduct Knowledge audit	Elective
8	ICTDBS605	Develop Knowledge Management strategies	Elective
9	ICTSUS601	Integrate Sustainability in ICT Planning and Design Projects	Elective
10	BSBMGT605	Provide Leadership across the organisation	Elective
11	BSBMGT608	Manage innovation and continuous improvement	Elective
12	ICTDBS501	Monitor and Improve Knowledge Management System	Elective
13	BSBPMG518	Manage project procurement	Elective
14	BSBINN601	Lead and Manager organisational change	Elective
15	ICTICT615	Implement a Knowledge Management Strategy	Elective
16	ICTICT614	Identify and Implement Business Innovation	Elective

Fee information

Please refer to section 7.3 of this document and Student fees & refunds policy for further details on payment options and all fees and charges and when they are applied

Further Information

Contact a Senior administrator on + 61 2 6147 0999 or email info@capital.edu.au for further information.

7. Applying for one of these courses

7.1 Pre-enrolment

Please read the handbooks and policies on the College's website. If unsure about any information included in this handbook or you have any questions please contact the college at info@capital.edu.au. If you have an Education agent, they may also be able to assist with any enquiry.

7.2 Entry requirements

All students must be over 18 years of age at the time of course commencement.

International Students must demonstrate you have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Immigration and Border Patrol (DBIP).

Prior to course commencement, international students must secure a student visa or a temporary graduate visa that allows study in an Australian Registered Training Organisation.

Academic entry requirements –Year 12 minimum (Australian equivalent)

7.3 Fee structure for 2021

Course	Non-refundable Enrolment Fee	Non Refundable Materials Fee	Tuition Fee	Total Course Fee
BSB51918 Diploma of Leadership and Management	\$250	\$280	\$8,000	\$8,530
BSB61015 Advanced Diploma of Leadership and Management	\$250	\$280	\$8,000	\$8,530
ICT50118 Diploma of Information Technology	\$250	\$420	\$12,000	\$12,670
ICT60118 Advanced Diploma of Information Technology	\$250	\$420	\$12,000	\$12,670

Please note ICT60118 had an introductory limited offer of \$10,000 which is no longer available – A request has gone to alter the CRICOS website to the correct fee as above

Besides the course fees provided for each course, Other charges may apply if services are accessed by the student. These are:

- | | |
|--|--|
| • Monthly instalment plans – from a bank account | 3% surcharge per payment applies |
| • Payments using a credit card | 1.6% surcharge per payment applies |
| • Monthly instalment plans – using a credit card | 4.6% surcharge |
| • Course variation fee | \$200 |
| • Issuance of replacement certificate or Statement of attainment - | \$50 |
| • RPL assessment fee (per unit) | \$600 |
| • Re-attempt fee (per unit) - | \$500 |
| • Administration fee - | \$200 |
| • Re-enrolment requiring a new COE per unit | \$600 IT units
\$667 Business units |

From October 2020 the College is introducing an option for reduced upfront fees and the option for fees to be paid monthly using an instalment plans.

Upfront enrolment fee to provide a CoE

- \$250 enrolment fee (non-refundable)

- 1) quarterly payments – after \$250 paid, the full fee is divided equally by 4, first payment along with the material fee is to be paid prior to commencement and then the balance is paid quarterly or
- 2) students may choose to pay monthly on an instalment plan over a 9 month period.

All Tuition Fees to be paid in full by Month 9 of the course. Payments to be divided equally depending on the fees that apply.

Instalment plan

- Payments must be paid automatically on direct debit / PayWay.
- 1.6% merchant surcharge when paid by credit card.
- Administration Fee of 3% applies
- Although a student may choose to pay monthly, quarterly refunds and withdrawal rules apply, as students are still liable for payments based on each term's payments. E.g. if a student provides written notice of withdrawal during the first month of Term 2 as per the written agreement they are still required to pay the tuition fee for Term 2.

Late Payments

- 14 days late = \$50 late fee
- 14+ days late = Apply to Finance Officer for a Repayment Plan

Failed Payments

- \$50 Payment Failure Charge for insufficient funds. Automatic referral to Finance Officer for a Repayment Plan (Administration Fee of 3% per payment applies)
- Although a student may choose to pay monthly, quarterly refunds and withdrawal rules apply, as students are still liable for payments based on each term's payments. E.g. if a student provides written notice of withdrawal during the first month of Term 2 as per the written agreement they are still required to pay the full tuition fee for Term 2.
- All fees indicated are in Australian dollars.

Student Fees and Refunds policy

- We provide you with an excerpt here but the full policy can be accessed at www.capital.edu.au
- The College provides applicants a 7 day cooling off period after enrolment. This means that if a student accepts an offer of a place and pays the College relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees paid to date (minus the enrolment fee) will be provided. Students must notify the College in writing within 7 days of paying the College any fees.

Refund terms and conditions

Student withdraws from the course after fees have been paid but before the course commences due to visa refusal	Full refund of tuition fees paid less enrolment fee, material fee and administration fee
Student withdraws after course commencement due to visa refusal	Refund unused tuition fees paid less enrolment fee, material fee and administration fee
Student withdraws from the course before course commencement (non-visa refusal)	90% of tuition fees paid refunded less enrolment fee, material fee and administration fee
Student withdraws from the course on or after the course commencement date.	Refund unattended terms (after date of receipt of signed withdrawal form) paid, enrolment fee, material fee and administration fee. Once a term commenced, tuition fees for the term will not be refunded

Student in breach of visa conditions and/ or conditions of enrolment as per Written agreement and has enrolment cancelled by the College	No refund of current term tuition fees paid or enrolment fee
Provider default - the provider is unable to offer the course in full	% of unused tuition fees paid refunded or enrolment in another suitable course at the College or Tuition Protection Service (TPS)
Student notifies the College in writing that they wish to cancel their enrolment within 7 days of accepting an offer and paying course fees. Only applicable pre-enrolment. (Cooling off period).	Full refund of course fees paid minus enrolment fee

Fees

The College may amend tuition and other course related fees during the period of your enrolment. Any fee changes during the period of enrolment will not be applied to existing students.

All students will be required to pay tuition and other course related fees as indicated in the Written agreement between the student and the College.

Debt

Students are given every opportunity and support to remain on track with the payment of course fees. Please refer to the College's Student Fees and refund policy for further details about payment plans and debt recovery. www.capital.edu.au

7.4 Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language, so this makes the application process simpler. Most do not charge for your service as they collect a commission from the institution you attend. However, some agents do charge small amounts for additional services. You can check our website to see a current list of agents we are associated with.

7.5 Migration Agent

A migration agent can assist in the submission of your visa application and communicating with DHA on your behalf, but you do not need to use a migration agent to lodge any kind of visa application.

Please Note: Although able to assist in completing education and visa applications, Education agents are not licensed to provide migration advice.

7.6 Individual learning needs

Prior to applying to undertake a course, you are encouraged to think about your individual learning needs. You should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for you. Some examples of individual learning needs may relate to:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family or personal commitments that impact study.
- Poor experiences encountered when undertaking previous studies at or since leaving school.
- Existing knowledge, skills and experience relevant to your intended course of study.

It should be noted that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs. Consider whether the support mechanisms outlined in this handbook are appropriate for supporting your individual learning needs.

During enrolment you will be asked to identify any individual learning needs that require support during your course. It is recommended that you provide the College full details that will enable us to identify whether we can appropriately address individual needs and if so, how this can be achieved.

7.7 Access & Equity

The College staff treats everyone fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. The College provides access and equity for students with diverse learning needs.

As diverse needs extend to more than identified physical or learning difficulties, our trainers also consider the best approach overall through the administration of Literacy/Language and Numeracy (LLN) testing.

The College trainers take diverse needs into consideration from the planning stage onwards and adopt delivery and assessment methods as appropriate.

7.8 Enrolment Process

To apply for a course please follow the steps outlined below:

Read this handbook in full and review all the information on the College website.

1. Contact the College and we will assist with our online enrolment process.
2. If you are applying through an Agent, they will provide support for the enrolment process and ask you for the required entry documents.
3. A conditional Letter of Offer and written agreement will be sent to you.
4. If you wish to accept the offer, complete and return a signed copy of the Written Agreement **and you must complete the relevant pre-training review information** as this determines your suitability for the course you are applying to and enables the College to move your application to the next phase – issue of CoE. Please return this form and the signed agreement to the College by email or in person.
5. **Complete the payment methods form located** in this document and return it.
6. If with an Agent, return documentation to Agent, if not, return the written agreement along with supporting documentation to the College at Level 2, 17-21 University Avenue, Canberra, ACT 2601 or e-mail to info@capital.edu.au.
7. Pay the relevant fees indicated in the written agreement.
8. Once the completed and signed written agreement (Letter of Offer) and fees have been received by the College, a Confirmation of Enrolment (COE) will be forwarded along with information on the course start date and student orientation.
9. You can use this eCOE to secure a student visa.

7.9 Recognition of Prior Learning (RPL)

This is applicable to all courses on offer. All candidates are provided with the opportunity to have prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted.

The RPL application form is available on request from the reception or through info@capital.edu.au. Please note that applying for RPL has a fee of \$600 per unit attached to the process.

7.10 Credit Transfer

The College recognises qualifications and statements of attainment issued by other Australian Registered Training Organisations (RTO's). Candidates who have successfully completed whole units of competency contained within the nationally recognised packages with another Australian RTO can apply for credit transfer. Credit Transfer (CT) applications are processed free of charge.

Credit transfer allows you to reduce the time and study load associated with achieving a qualification and a reduction of fees depending on how many units are given credit. You may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the CEO. Policy can be found www.capital.edu.au

** Please note that RPL and CT applications can only be considered for whole units of competency.

7.11 Unique Student Identifier

As you are undertaking a nationally accredited course you must secure a Unique Student Identifier (USI). The College collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Please supply your USI at enrolment. USI's are sourced from the following website www.usi.gov.au.

7.12 COVID-19 Delivery plan

1. Live Webinars = 6hrs per week attendance

- Live Webinars conducted by the trainers through Zoom.
- Webinars focus on theory of each unit.
- Attendance at a webinar is compulsory and will count towards the course attendance.
- On Demand Webinars are available for students to access as well.

2. Discussion Forums = 4hrs per week attendance

- Trainers and students work together to discuss the theory and its application. They work through case studies and requirements for the assessments

3. Recorded PowerPoint presentations on Canvas = 2hrs per week attendance

- The PowerPoint slides for each unit along with a recorded audio explanation are uploaded onto canvas for students to revisit during the week.

4. Set Class quizzes & case studies = 2hrs per week attendance

- Students have set quizzes they must work through along with case studies which must be completed as part of their course work.

5. Flexible classes = 2hrs per week attendance

- Students book and come in to face to face support classes

6. Online class readings and assessments in Canvas = 4hrs per week attendance

- Pre reading and preparation for assessments

7. Independent study = 9-15hrs depending on the needs of the students

- All readings, texts, assessments

8. Studying at the College

8.1 Student orientation

Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and the College during the course. It is also an opportunity to ask any last-minute questions. It is compulsory to attend your orientation.

At the Orientation we will go through this handbook, provide you with timetables and schedules, assist with the completion of paperwork and issue a photo i.d. card.

Currently whilst students are not attending classes because of COVID-19, our orientation and further information are provided online and via webinar.

8.2 Training

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace.

All VET training courses are set nationally, our accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Students are expected to attend training, participate in the courses and submit assessments.

8.3 Assessment

The College assesses each unit in accordance with the guidelines outlined in the relevant National AQF training package unit of competence.

The assessments have been mapped to the unit requirements and may be in the form of written projects, group work, answering questions in writing, verbally or through practical demonstrations of knowledge and skills developed.

Each unit of competency involves multiple assessments and after each assessment student submissions will be marked S – Satisfactory or U – Unsatisfactory. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

We allow 3 attempts to demonstrate competency at each assessment. If you are still unable to demonstrate competency at this point, you can re-enrol and undertake the training again. This will incur a fee.

8.4 Satisfactory course progress

The College is obliged under the ESOS standards to monitor course progress and provides assistance if you are experiencing difficulties and not progressing through your course as per the course schedule.

Access to academic, personal / wellbeing and English language support services are provided to assist successful completion of your course within the scheduled duration. The College may refer you to an external organisation if experiencing personal / wellbeing issues that are affecting your course progress.

It is a visa condition that you make satisfactory progress. It is the College's responsibility to monitor your course progress. You are identified as 'at risk' of not maintaining satisfactory course progress if you don't successfully complete 50% of the scheduled units in your course over two successive terms.

This means you must pass at least half of your units each term as a minimum. Please access the support provided by the College to remain on track. If you fall behind on this visa condition, the College must report your unsatisfactory course progress to Department of Home Affairs (DHA) via the cancellation of your COE, which may lead to the cancellation of your student visa. Please refer to the Student Course progress and Attendance policy on the the College website for further details. www.capital.edu.au

8.5 Attendance

The College staff records student attendance. It is a requirement to attend all scheduled classes and maintain satisfactory course progress. The College recognises that sometimes you may be unable to attend due to unforeseen circumstances and that is understandable. But you should maintain a minimum of 80% attendance.

Please refer to the Student Course progress and Attendance policy on the the College website for further details.

www.capital.edu.au

8.6 Academic Support

If experiencing difficulties with any aspect of your course, please contact your trainer or the Training Manager. Our trainers are able to provide academic support to facilitate the successful completion of your course.

The College can provide and/ or arrange English language/ academic support including but not limited to:

- Advice and guidance on how to manage the study load
- Scheduled academic support sessions
- Reviewing learner materials with the student
- Arranging access to supplementary reference materials and exercises to develop understanding
- Arranging access to modified resources
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Providing guidance with organisation/time management skills
- Negotiating a plan to enable completion of tasks
- Arranging catch up classes during non-scheduled class time and/ or holidays

Full details on academic support can be found in the Student Academic support policy www.capital.edu.au

8.7 Reasonable Adjustment

Capital College will provide equitable access to all required educational and support services so that students are not disadvantaged regardless of their mode of study or location.

Before making an adjustment for the student, the student will be consulted about whether the adjustment is reasonable, the extent and type of adjustment which needs to be made to the course delivery while maintaining the academic requirements of the course, and other requirements or components that are inherent in or essential to its nature.

If an adjustment is to be made, Capital College will assess whether the adjustment may need to be changed over the period of a student's education or training. Reasonable adjustment will be provided for participants with a disability or learning difficulty according to the nature of the disability or difficulty.

Reasonable adjustments offered will be those contained within our reasonable adjustment strategy for each type of learner.

8.8 Personal / Wellbeing Support

We understand that personal issues may also impact your successful course completion. The College provides access to professional wellbeing services to support you, please refer to the Student Wellbeing handbook for full details found at www.capital.edu.au

The College does not charge fees for arranging access to external support services. External support services may charge a fee for accessing your services.

Use the following guide to assist in identifying who should be contacted:

Issue	Who to contact	What will happen	Contact details
Academic problems Course progress problems Study problems Attendance problems English language problems Assessment problems Homework problems	Training Manager	The College staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The College staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue requires it, external support will be contacted	+ 61 2 6147 0999 info@capital.edu.au support@capital.edu.au
Student records Attendance records	Trainer	You will be given help to understand the content of the records. Your records will be made available to you and the details explained. Any errors or omissions will be corrected.	+ 61 2 6147 0999 info@capital.edu.au
Personal issues Harassment Loneliness Family problems Orientation program	Student Wellbeing Support Officer	The student wellbeing support officer will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The student wellbeing support officer will work to negotiate a solution to the problem and assist and support you to manage/ solve the problem. The student wellbeing support officer may provide information and referral to websites and/ or services that can assist you with the issue/ problem.	+ 61 2 6147 0999 info@capital.edu.au
Notice of intention to report	Training Manager	The Training Manager will explain the reasons why this has happened and what the process involves including the outcomes to the student. You have the right to access the Complaints and appeals process at any time if they have grounds to appeal the decision to issue the notification.	+ 61 2 6147 0999 training@capital.edu.au
Fees and refunds Access to your own payment records	Finance manager	Your fee records will be provided and explained. Any errors will be corrected. Payment plans and payment options will be discussed. Your records will be made available to you and the details explained. Any errors or omissions will be corrected.	+ 61 2 6147 0999 info@capital.edu.au
For visa matters	Department of Home Affairs (DHA)	You will receive official government department advice	Phone: 131 881 Website: www.homeaffairs.gov.au
For ESOS rights and responsibilities	Department of Education (DOE)	You will receive official government department advice	www.cricos.gov.au ESOS Helpline: +61 2 6240 5069

8.9 Academic Conduct

You are also required to read and adhere to the requirements listed in the Colleges Academic Misconduct Policy. If you have been found to have acted in a way that the College deems to be misconduct, it may impact the successful completion of your course.

As outlined in the Code of Conduct (as part of this handbook) you are expected to approach learning and assessment activities in an ethical manner. The policy outlines expectations of academic conduct and the repercussions of misconduct. www.capital.edu.au

Cheating and/or plagiarism and / or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and your student visa being cancelled. No refund is available to the student in such circumstances.

8.10 Complaints and Appeals

If student's have an issue with any aspect of your training course, they should bring this to the attention of the trainer first then the Training Manager. The College staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy. Please refer to appendix one of this handbook for the complaints form.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if you are dissatisfied and feel you have been dealt with unfairly. Please refer to www.capital.edu.au for the full policy and procedure on internal and external complaints processes.

8.11 Student feedback

To ensure we continually improve our training services and facilities the College encourages you to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form provided through Survey monkey.

8.12 Certificates, Record of results and Statements of attainment

The College is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue Certificate and Record of results or a Statement of attainment.

The College will issue a Certificate and Record of results or a Statement of attainment in accordance with its scope of registration. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of results and Statements of Attainment will only be issued to once all course related fees due to the College have been fully paid by the student.

If you successfully complete some but not all of the units of competency in your course of study you will be issued a Statement of attainment indicating the units successfully completed.

8.13 Use of personal information

The College treats all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent. **

**Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and ESOS Act 2000 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER), Department of Education, Department of Home Affairs (DHA) and other regulatory bodies or to a court of Law.

** Personal information may also be disclosed to relevant bodies for the verification of your previous qualifications.

9. Legislation

Legislative Frameworks

The following information provides an overview of the regulatory frameworks relevant to studying at the College.

The National Vocational Education and Training Regulator Act 2011

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. The main part of the Act that guides the College in its activities is the National VET Regulators Standards for Registered Training Organisations 2011.

VET Quality Framework

The Vocational Education and Training sector is heavily regulated because the provision of quality training significantly impacts the economy in general, industry and individuals' lives. The College operates in several sectors and therefore must operate in compliance with several regulatory frameworks and pieces of legislation including:

- The National Vocational Education and Training Regulator Act 2011

VET Quality Framework

- Standards for Registered Training Organisations 2015
- Data Provision Requirements 2012
- Fit & Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Australian Qualifications Framework.

Standards for Registered Training Organisations 2015 <http://www.comlaw.gov.au/Details/F2014L01377>

ESOS Act 2000

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, The ESOS framework protects your rights, including:

- right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

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

The National Code of Practice 2018

The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. The National Code is a legislative instrument. It is legally enforceable and breaches of the National Code by providers can result in enforcement action under the ESOS Act.

The National Code of Practice complements existing national quality assurance frameworks in education and training including the Standards for RTO's 2015 (for registered vocational education and training providers offering these courses).

Protection for overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas You. Our College is a registered CRICOS provider.

Training Guarantee

The College will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of the College being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course.

If for any reason the College has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided.

The Tuition Protection Service (TPS) is a placement and refund service, which is activated if the College is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au. Please refer to the college's Tuition Protection Policy. www.capital.edu.au

ESOS Enquiries

General enquiries: Phone: 1300 615 262

Online: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

Visa enquiries: Department of Home Affairs.
Phone: 131 881 (within Australia)

Online: Department of Home Affairs: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

PRISMS Help Desk: Phone: +61 2 6123 7558

Email: prisms@education.gov.au

ARC Hotline: Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au

For further information on Australian Legislation and how it affects International Students visit:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-Students-esos-legislative-framework/esos-regulations/pages/default.aspx>

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

10. The College Code of Conduct

The College practices are directed by our Staff and Student Codes of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to our stakeholders and ensure we act in a manner that respects your rights. This includes access and equity, VET sector compliance, ESOS compliance, reporting, academic records, training and assessing, marketing and student enrolment, student support services and complaints and appeals.

Student Code of Conduct

You are expected to be genuine with a principal purpose of being in Australia to study and successfully complete your course/ qualification.

You have the right to:

- be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- learn in an environment free from intimidation and interference from others
- access all services and facilities as identified in pre enrolment information
- suitably qualified and experienced trainers
- seek academic advice and support from your trainers
- learn in a safe and clean environment that facilitates achievement
- access the Complaints and Appeals policy to resolve disputes/ complaints

You are expected to:

- approach learning and assessment activities in an ethical manner
- not engage in cheating, plagiarism or collusion
- submit work when required.
- attend all classes and / or participate as per delivery schedule
- participate in course learning and assessment activities
- follow staff instructions during learning and assessment activities
- maintain satisfactory course progress
- comply with the College policies and procedures that apply
- treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- pay the full amount of fees owed to the College when requested
- wear appropriate safety clothing and use equipment safely
- speak English during class
- respect other peoples and the College property
- look after your own possessions, the College accepts no responsibility for personal property lost or stolen

11. The College policies and procedures

This section lists the main policies and procedures that impact your study at the College. It is important to access the College's website www.capital.edu.au for each policy and procedure and review the content. Each of these has been referred to throughout this handbook but it is important you access the full policy to ensure you understand the policy and procedure requirements prior to completing and returning the written agreement to the College.

Academic Misconduct Policy
Students Fees and Refund Policy
Privacy Policy
Student Academic support policy
Student Wellbeing handbook

Complaints and Appeals Policy
Student Progress and Attendance Policy
Recognition of Prior Learning (RPL) and Credit Transfer (CT) policy
Tuition Protection Service
Critical Incident policy

NC Standard 6- Summary of Critical Incident policy & procedure

Critical incidents

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Examples of critical incidents are:

- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and other life-threatening incidents
- issues such as violence, sexual assault, drug or alcohol abuse.

Staff members and/ or students are to contact the CEO immediately if they believe an incident to be deemed a 'critical incident'.

If the CEO is unavailable contact the Training Manager. If staff / students believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention, or a fire exists or other) do so immediately and then inform CEO.

The CEO will access and initiate the Critical incident procedure. Please refer to www.capital.edu.au for the full policy and procedure.

NC 7 Standard Student transfer policy and procedure

Under the ESOS Framework, the College cannot enrol you if transferring from another RTO before completing 6 months of the principal course of study except in some limited circumstances. If you want to transfer before completing 6 months of the principal course, the former College must provide a letter of release. The six months is calculated as six calendar months from the first day of your principal course.

The following are examples of criteria that the College considers for granting a Letter of release:

- the College is unable to continue to provide the course in which students are enrolled; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the College and can demonstrate clearly how this will be alleviated through a transfer; or
- Students are experiencing academic issues that impact your ability to attend classes and/ or study at present and/ or remain studying the course in which you are enrolled
- The current course of study is clearly not consistent with documented course requested for in the student's Enrolment application or
- In exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate

- The student can demonstrate that the College has breached the terms of the Written agreement or
- The student can provide evidence that they were provided inaccurate or incomplete information by the College or its Education Agent prior to enrolling in the course.

NC Standard 8 - Completion within scheduled duration policy and procedure

It is a requirement to complete your course of study within the scheduled duration as stated in your Confirmation of Enrolment (COE) and written agreement with the College.

In order to achieve this, students must satisfactorily complete all course work and assessment tasks within the scheduled durations. The College will provide training and assessment and support services to assist to complete your course within the scheduled duration.

The College can only extend a scheduled course duration in limited exceptional circumstances. Your COE will be amended if the course duration is extended. You should note that if your scheduled course duration is extended this may impact your student visa. Contact the Department of Home Affairs prior to applying to the College for an extension to your scheduled course duration.

NC Standard 8 - Course progress policy and procedure

Satisfactory course progress

It is a requirement of student visas to maintain/ achieve satisfactory course progress. If you do not achieve satisfactory course progress over two consecutive terms, you may have your COE cancelled and be reported to DHA which may lead to cancellation of your visa. **Unsatisfactory course progress is defined as not successfully meeting 50% or more of the units in any two consecutive study periods.**

A study period for our college is a 10-week term. As the College provides 3 units per term – 50% over two terms means as a minimum you must have passed 3 units over the two terms.

Being 'at risk' of not achieving satisfactory course progress occurs when a student:

- has been assessed as having failed/ deemed NYC in 50% or more of the units in two consecutive study periods.
- unable to successfully complete a course within the scheduled duration
- is identified by a trainer as at high risk of not achieving satisfactory course progress

Please refer to the Student Course Progress and attendance policy on the website for further details www.capital.edu.au

NC Standard 8 – Attendance policy and procedure

Satisfactory Attendance

It is a College requirement that you attend all scheduled classes at the times indicated.

Please refer to the Student Course Progress and attendance policy on the website for further details www.capital.edu.au

NC Standard 9 – Defer, Suspend or Cancel Enrolment Policy and Procedure

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend studies on the grounds of compassionate or compelling circumstances. This may be done by an application in writing to the College using the Student Deferral, Suspension or Cancellation Application form. Full details and documentary evidence of the compassionate or compelling circumstances should be included with the application.

If approved, the College will report your deferral of commencement or suspension of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881.

Student cancellation of enrolment

Cancellation of enrolment. The College will report your cancellation of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881.

The College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour including unsatisfactory course progress. It may also decide to cancel a student's enrolment because of non-payment of fees.

If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation. The College will report any suspension or cancellation to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881.

The College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the Written Agreement between the College and the student will be triggered and the College will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable.

If approved, the College will report its deferral of commencement to DOE which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact the local DHA office or phone the DHA helpline 131 881.

Appendix 1**Complaints and Appeals form - Capital College CRICOS No: 03537J RTO No: 41593**

Students who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint / appeal and attach any supporting evidence. A full version of the Complaints and Appeals Policy and Procedure and support when completing this form can be obtained from the info@capital.edu.au

Please indicate whether you are lodging a: Complaint Appeal

Name: _____ Date: _____

Course: _____

Provide an explanation of the reasons why you are complaining/ appealing. (please provide as much detail as possible including staff/ Students involved, places, timings, assessment / course details and other relevant details if appropriate).

Note: Please attach all supporting evidence and submit this form to , Capital College at Level 2, 17-21 University Avenue, Canberra ACT 2601 or via email to info@capital.edu.au

Signed: _____