



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

Student Handbook (Valid visa holder) Gold Coast



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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 provides you with a wide 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.

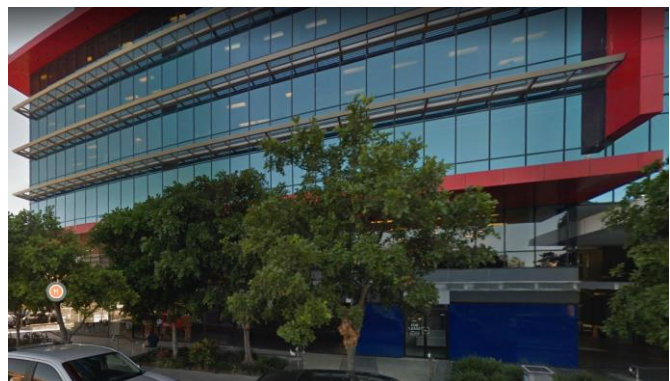
2. Our College

Our campus is situated at Level 5, 9 Lawson Street, Southport, QLD 4215

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.





Public transport:

The campus is serviced by buses, and light rail from Helensvale to Broadbeach South. Glink stations here:
<https://ridetheg.com.au/>



From airport:

Gold Coast Airport is located 9 kms from the College.



Taxis: Gold Coast Cabs are located at the Taxi Rank right outside the Arrivals Terminal at Gold Coast 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	Apoorva Ranade	+ 61 2 6147 0999	training@capital.edu.au
Flexible support coordinator	Apoorva Ranade	+ 61 2 6147 0999	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 Kimberley Fuggle Eleanor Smith Yukiko Ireland	+ 61 2 6147 0999	support@capital.edu.au info@capital.edu.au
Trainers:	Wes Appel	+ 61 2 6147 0999	training@capital.edu.au
External Assessors	Wes Appel Robert Dejanovic John Black Rizwana Hetheron		
English Language Support	Sepideh Shirazi Nezhad	+ 61 2 6147 0999	support@capital.edu.au
Personal/ welfare support	Chay Flannery	+ 61 2 6147 0999	support@capital.edu.au
Emergency after hours	Robyn Bloomfield	+ 61 451 826 847	ceo@capital.edu.au

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	Gold Coast Hospital and Health Service 1 Hospital Boulevard Southport Qld 4215 1300 744 284 + 61 7 5687 0000
Doctors	Gold Coast Medical Centre Phone: 07 55 006 555 Address: 10/465 Oxley Drive, Runaway Bay, QLD, 4216 Gold Coast After Hours Doctor Phone: (07) 5532 8666 Address: 125 Nerang St, Southport QLD 4215
Dentist	Gold Coast Dental Services - Pacific Fair Address: 82 Gold Coast Highway &, Hooker Blvd, Broadbeach QLD Phone: (07) 5538 6277
Legal assistance	Legal Advisory Service Address: 1A Stevens St, Southport QLD 4215 Phone: (07) 5577 2875
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.	<u>Address:</u> 3 Lonsdale St, Braddon ACT 2612 <u>Phone:</u> (02) 6275 6666

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 many 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 on the Gold Coast.

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. QLD Schools Directory is located here:

<https://education.qld.gov.au/contact-us/schools-directory>

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 Southport 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 a number of 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 sufficient 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.

Southport has an efficient public transport system (buses and light rail) There are also train, bus and air services between cities and towns.

3.7.1 Public transport in Gold Coast

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

More information is available at Translink: <https://translink.com.au/gold-coast>



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 to/from the Gold Coast – are Qantas, Virgin and Jetstar - www.qantas.com.au, www.virginaustralia.com.au And www.jetstar.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 a large number of 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 and on the Gold Coast.

<https://www.studygoldcoast.org.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 a number of 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 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 welfare 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 [Gold Coast Community Safety](#) website.

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

Currently the college offers the following courses on the Gold Coast. 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

6.1 BSB51918 Diploma of Leadership & Management

CRICOS code: 099064K Course currency status: Current



Course delivery

NOTE: Currently during COVID-19 students are attending online study plus webinars instead of face to face classes.

Location

Training will take place at Level 5, 9 Lawson Street, Southport. QLD, 4215

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
- Those in a managerial role looking to further develop skills and knowledge

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 their 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 a temporary graduate visa that allows study in an Australian Registered Training Organisation.

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, students will be issued the Diploma of Leadership and Management qualification. If a student does not complete the full qualification, but has successfully achieved units, a Statement of Attainment will be issued upon request by the student, indicating that they do not plan to complete the full qualification.

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.

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.

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

- Supervised – 40 weeks x 20 hrs = 800 hours
- Unsupervised activities – 40 weeks x 10 hours per week = 400 hrs
- 4 weeks for finalisation – 4 x 10hrs – 40 hrs
- Total course hours: 1240

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

This meets the Diploma course requirements minimum of 1200 hours.

Course delivery

The units in this course are delivered via a standalone delivery method. This course is delivered at the College at Level 5, 9 Lawson Street, Southport, QLD 4215. 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 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 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 will take place at the College at Level 5, 9 Lawson Street, Southport, QLD 4215 in the future.

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. There are no mandated assessment requirements for this course.

Assessment methods include:

Assessment tasks/ projects
Questioning/quizzes
Presentations

All assessment activities. Assessors will provide copies of the assessment tasks and 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.

Assessment tasks are provided online with corresponding rubrics for clarity of requirements. You must pass all assessment tasks to be deemed competent.

In order to achieve the 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

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).

On enrolment \$2,530 is payable which is made up of \$2,000 tuition fee and \$250 enrolment fee and \$280 learning material fees, both of which are non-refundable (except if the College fails to deliver the course in full). The balance of the course fee is payable at the commencement of terms 2, 3, and 4 at a rate of \$2,000 per term.

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 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: Current



NOTE: Currently during COVID-19 students are attending online study plus webinars in lieu of face to face classes.

Location

Training will take place at Level 5, 9 Lawson Street, Southport, QLD 4215

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 a temporary graduate visa that allows study in an Australian Registered Training Organisation.

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. However, it is not necessary to be a manager to complete this course.

If you have completed BSB50118 Diploma of Leaderships and Management this will provide a strong basis to work with.

Training Pathway

Students who successfully complete this course may progress onto other higher education in leadership and management in a wide variety of specialisations.

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 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, students will be issued the Advanced Diploma of Leadership and Management qualification. If a student does not complete the full qualification, but has successfully achieved units, a Statement of Attainment will be issued upon request by the student, indicating that they do not plan to complete the full qualification.

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.*

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 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 and assessment outside of class time – 40 weeks x 15 hours per week = 600 hrs

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

These hours meet the minimum volume of hours for an Advanced Diploma of 1800hrs.

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

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 need to spend approximately 15 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 will take place at the College at Level 5, 9 Lawson Street, Southport, QLD 4215 in the future.

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. There are no mandated assessment requirements for this course.

Assessment methods include:

Assessment tasks/ projects

Questioning/quizzes

Presentations

All assessment activities. Assessors will provide copies of the assessment tasks and 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.

Assessment tasks are provided online with corresponding rubrics for clarity of requirements. You must pass all assessment tasks to be deemed competent.

In order to achieve the Advanced Diploma of Leadership and Management, students must satisfactorily complete the following 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

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).

On enrolment \$2,530 is payable which is made up of \$2,000 tuition fee and \$250 enrolment fee and \$280 learning material fees, both of which are non-refundable (except if the College fails to deliver the course in full). The balance of the course fee is payable at the commencement of terms 2, 3, and 4 at a rate of \$2,000 per term.

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 call + 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 they meet the language proficiency during the pre-training assessment, must 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 them to study in an Australian Registered Training Organisation.

7.3 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.

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

Students do not have to have an Education Agent, you can apply to the College directly via our website www.capital.edu.au

7.4 Migration Agent

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

7.5 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.

7.6 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 particular delivery and assessment methods as appropriate.

7.7 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 or send an email to info@capital.edu.au with your request about enrolling with 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. If your application is successful, a Letter of Offer and written agreement will be sent to you.
4. Read the Letter of Offer and written agreement carefully and seek clarification on any area by contacting the College.
5. If you wish to accept the offer, complete and sign the written agreement to declare that you understand and accept all of the information provided and agree to the terms and conditions of the offer.
6. If with an Agent, return documentation to Agent, if not, return the written agreement along with supporting documentation to the College via 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.

7.8 Recognition of Prior Learning (RPL)

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 attached to the process of \$600 per unit to be assessed.

7.9 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/policies/

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

7.10 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.

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 / welfare 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 / welfare 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. If you don't access the support provided by the College to get on track, 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 extra tuition, materials and exercises,
- 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 / Welfare Support

We understand that personal issues may also impact your successful course completion. The College provides access to professional welfare 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 Welfare Support Officer	The student welfare 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 welfare support officer will work to negotiate a solution to the problem and assist and support you to manage/ solve the problem. The student welfare 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
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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 your successful completion of the 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.

You 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.

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	Complaints and Appeals Policy
Students Fees and Refund Policy	Student Progress and Attendance Policy
Privacy Policy	Recognition of Prior Learning (RPL) and Credit Transfer (CT) policy
Student Academic support policy	Tuition Protection Service
Student Wellbeing handbook	Critical Incident policy

Other policies relevant to Standards in Summary

Student Fees and Refunds policy

The College has a fair and reasonable course refund 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.

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

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

All fees indicated are in Australian dollars.

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. www.capital.edu.au

Other policies relevant to NC Standards in Summary

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 or
- 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 via email to info@capital.edu.au

Signed: _____