The Centre of Academic Excellence Pty Ltd trading as Kent Institute of Business and Technology

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WELCOME

The Management and Staff of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY (The Institute) extend a warm welcome to you.

The Institute is committed to high standards in the provision of higher education and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students to achieve the best possible outcome.

The Institute will ensure that you will receive the opportunity to fulfil your personal potential during your studies, and every endeavour will be made by staff to accommodate your individual needs.

The contents of this Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your studies, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about The Institute, policies and procedures together with forms and documents that you may need to refer to.

We sincerely hope your time at KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is a memorable and productive learning experience.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY CONTACT DETAILS

1. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY
   Level 5 & 6, 70-72 Bathurst St
   SYDNEY NSW 2000

   Tel:    (02) 9267-9284
   Fax:    (02) 9262-9459
   Email: info@kent.edu.au
   Website: www.kent.edu.au
2. **STAFF CONTACT NAMES & TITLES**

   Prof. Ken Hawkins, CEO
   
   Dr. Ross Lehman, Campus Director
   
   Dr. Stanley Glaser, Dean
   
   Mr. James Lee, Associate Dean
   
   Mr. Srujal Patel, Academic Manager
   Academic Grievance/Appeals
   
   Ms. Emily Xu, Administration Manager
   Non-Academic Grievance/Appeals
   
   Ms. Jelena Marjanovic, Senior Student Services
   Contact Person for Student Compliance Issues, Student Support Services

**CODE OF ETHICS**

1. The Institute will at all time act with integrity in dealings with all students and members of the community.

2. The Institute will adopt all policies and practices necessary to ensure the quality of the higher education courses and vocational education and training programs it offers is relevant and in accordance with:

   (a) Tertiary Education Quality and Standards Agency (TEQSA)
   
   (b) The Australian Quality Framework (AQF)
   
   (c) Higher Education Standards Framework (Threshold Standards) 2011- Guidelines for the registration of non self- accrediting higher education institutions and the accreditation of their courses
   
   
   (e) Department of Immigration and Citizenship (DIAC), under the Migration Act 1958, which is responsible for issuing student visas to allow entry to Australia to study.
   
   (f) Commonwealth/State legislation and regulatory requirements.
3. **KENT INSTITUTE OF BUSINESS AND TECHNOLOGY** will ensure:

(a) the provision of adequate facilities in which to conduct courses and training programs
(b) the employment of qualified staff, teaching and administrative, and the provision of staff development to a level which assures the ongoing viability of all its programs
(c) the accuracy of any marketing and promotional advertising material
(d) compliance with an acceptable refund policy
(e) compliance with current Occupational Health & Safety and Duty of Care requirements
(f) the maintenance of adequate records and security of all current and archival records
(g) student access to their records upon request
(h) the maintenance and continual improvement of a Quality Management System
(i) notification to students of any intention to relocate premises, no later than three weeks before relocation is to occur.

4. The Institute undertakes to provide quality education and training and to uphold the highest ethical standards.

5. The Institute undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

6. The Institute will refrain from associating with any enterprise which could be regarded as acting in breach of this code of ethics.

**CODE OF PRACTICE**

**Philosophy**

This Institute is committed to providing quality higher education, vocational education, training services and to continually strive for the highest possible standards. All Institute courses are designed and delivered to meet the requirements of the industries they serve and the community generally. The education and training services provided by the Institute are specifically designed to prepare students for a confident entry into the workforce in their chosen profession or field, armed with the knowledge, skills, attitudes and behaviours required to enable them to perform to the standard required by their employers and industry generally.
To this end the Institute guarantees the following:

Management Practices
The Institute will at all times, develop and implement policies and procedures to ensure that the Institute and its operations are managed by qualified staff in Academic, Administrative and Training areas. The learning environment will be structured to facilitate the best possible learning situations for both the student body and teaching staff. Sufficient resources will be provided to ensure effective teaching and facilitate the learning process for students.

All courses will be delivered by qualified academics who will be provided with quality teaching resources. Appropriate teaching and learning strategies will be employed in the learning environment to ensure students have the best possible opportunities for success. Students will be supported in their quest for achievement and will be given every opportunity to engage in independent intellectual inquiry and to strive for excellence in their chosen field.

Marketing of Institute Courses
The Institute guarantees to market its courses within the provisions of the Trades Practices Act, 1973, the NSW Fair Trading Act, ESOS Act and National Code for international student recruitment. In addition to and in respect of these requirements, all courses will be marketed with integrity, accuracy and professionalism. In all marketing and promotional material, no false or misleading statements or comparisons will be drawn with other providers or courses.

Provision of Student Information
Students will be provided with accurate, relevant and up-to-date information, prior to commencement of their courses. They will be given a Student Handbook containing information they may need to utilise at some time during their studies with the Institute. This information will include details about the Institute’s Code of Ethics, admission procedures, course fees and refund policies, assignments and examinations they are required to undertake, methods of assessing and certifying them, grievance procedures, student support services and the facilities available to students throughout their enrolment at the Institute. Students will be provided with additional information as and when required.

Students’ Enrolment
Students’ enrolment will be conducted in an ethical and responsible manner and in accordance with the course requirements. Selection will be made on the basis of educational criteria and in accordance with equal opportunity legislation. Applicants for enrolment will be assessed by appropriately qualified staff to determine whether they are capable of achieving the stated course objectives. This assessment will be made on the basis of their qualifications and proficiencies. All students will be offered the opportunity to apply for advanced standing. Such applications will be assessed on the same basis as for entry into courses and in line with designated course and unit outcomes.

Refunds and Tuition Assurance
The Institute has a published refund policy which is made available to all students prior to enrolment. It aims to be fair and equitable to both the Institute and its student body. The Institute
guarantees to safeguard the fees of local and overseas students through its management and administrative systems. In the event that the Institute is forced to close down, students will be guaranteed a continuance of their education and training by guaranteed acceptance into provider institutions of equal standing.

**Student Grievances**
The Institute provides students with a published mechanism for dealing with grievances. Such grievances are resolved internally where possible. Should any grievance not be resolved internally, students will be advised of the appropriate source from which they can seek further assistance. If you are an Australian (Australian citizen or permanent resident) student wishing to lodge an external appeal or complain about this decision, you can contact Australian Council for Private Education and Training (ACPET) by email at student.appeals@acpet.edu.au

If you are an overseas student wishing to lodge an external appeal, you can contact the Overseas Students Ombudsman (OSO). The OSO offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the OSO website www.oso.gov.au or phone 1300 362 072 for more information.

**STUDENT POLICIES AND PROCEDURES**

**Educational Standards**
KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’S policies and management procedures are designed to maintain high professional standards in the marketing and delivery of higher education and training services. Policies and procedures safeguard the interests and welfare of students. The Institute is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials.

**Student Support**
Support, information and counselling are available for all students on a wide range of issues such as academic progress, accommodation, further study, orientation, government services and arrangements for independent grievance resolution. Complete a Student Request Form or log on to Student Information System (SIS) or make an appointment to see staff. Any discussion will remain strictly confidential.

**Use of Personal Information/Giving Information to Relevant Bodies**
Information that students provide the Institute may be made available to Commonwealth or State agencies and the Fund Manager of the ESOS Assurance Fund. Under section 19 of the ESOS Act, the Institute must tell DEEWR about changes to the student’s enrolment and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

**Change of Address**
Students must inform the Institute within 7 days of their arrival in Australia of their current residential address and must advise if there are any changes of address within 7 days. Please come to the Administration Office to fill in a Change of Address Form. The form will be sent to DIAC...
and the details of your address will be recorded on the Institute’s database program (Kent BC). Log on to your Student Information System to verify that all personal details have been entered correctly.

Change of Enrolment
Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program has begun unless there is a compelling reason for the change. Refunds may be made only as a result of change of enrolment subject to the Refund Policy.

Deferral of Enrolment
If you have not commenced your studies and wish to defer your studies for more than 28 days but less than 6 months, you are required to submit a completed Student Request Form for Deferral of Studies and explain the reason for your request in writing. Your deferral request will be approved for the following reasons only:

- Illness, where a medical certificate from a registered medical practitioner states that the student is unable to attend classes; or
- Exceptional, compassionate or compelling circumstances

Once your deferral request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE. DIAC will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

Suspension/Cancellation of Enrolment (initiated by student)
If you are currently studying and wish to suspend your studies for more than 28 days but less than 6 months, you are required to submit a completed Student Request Form for Suspension of Studies and explain the reason for your request in writing. Your suspension request will be approved for the following reasons only:

- Illness, where a medical certificate from a registered medical practitioner states that the student is unable to attend classes; or
- Exceptional, compassionate or compelling circumstances

Once your suspension request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE. DIAC will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

If you would like to withdraw from your studies and/or cancel your enrolment, you are required to inform us in writing. Your enrolment and CoE will be cancelled. DIAC will be notified via PRISMS as required by ESOS Act, which may lead a cancellation of your student visa.

Suspension/Cancellation of Enrolment (initiated by Kent Institute)
The Institute may suspend/cancel the enrolment of any student:

- who has gained admission to the Institute by misrepresentation, by falsification of documents or by other fraudulent means; or
- who has failed to fulfil the normal requirements for admission or enrolment; or
• who has failed to commence the course within 5 business days after the start date shown on CoE (ESOS Act (TPS) (47c)); or
• whose payment has been overdue for more than 28 days; or
• who has suspended their studies for more than 6 months; or
• who has failed to meet course requirement (refer to “Reporting Student to DIAC”); or
• for any act of grave misconduct associated with the academic program of the Institute.

The student will be informed by a Letter of Intention to Suspend/Cancel Enrolment and given 20 working days to make an appeal, explaining why their enrolment should not be suspended/cancelled. (refer to “Appeal Policy”).

Once your enrolment is suspended/cancelled, your CoE will be cancelled. DIAC will be notified via PRISMS as required by the ESOS Act, which may lead to a cancellation of your student visa.

Refund Policy

a) Enrolment and accommodation booking fees are non-refundable.

b) Tuition deposit is not refundable and not transferable.

c) Any application for cancellation or refund must be in writing except if it is the fault of the Institute. Institute Default occurs if the course is cancelled by the institute on the agreed starting day or at any time after it starts, but before it is completed and the student has not withdrawn before the default day. In this instance, the institute will follow the Provisions of the ESOS Act 2000 and the ESOS Regulations 2001 by refunding the whole amount received from the student including the enrolment fee and the refund will be made within two weeks.

d) Domestic Students

Prior to the census date (refer to current HE school calendar) a full refund will be given to students who are withdrawing from units. After the census date no refunds are possible. An Approved Withdrawal (AW grade) after the census date may be applicable, and you need to contact Student Administration for more information. Students should note that the granting of an Approved Withdrawal (AW grade) does not entitle them to a refund.

e) International Students

i) Tuition fees will be refunded in full only if:

- The student is not granted a student visa and gives written notice before the commencement date of the course (refer to eCoE). In this instance, application must be accompanied by a Rejection Letter from the Australian Embassy.

ii) Tuition fees will be 90% refundable if the student gives written notice before the commencement date of the course (refer to eCoE).

iii) Tuition fees will be 50% refundable if the student gives written notice after the commencement date of the course (refer to eCoE) but before the relevant census date.

iv) Tuition fees are not refundable or transferable after the census date except in the case that the student is refused a student visa for the reasons set out in section 28(4) of the ESOS Act, then the provisions of the ESOS Act, and not this policy, apply regarding any refund.

v) Where a student has been accepted into a package course, no refund will be granted for the deposit (partial tuition fee of one semester) for Bachelor course.

vi) Overseas Student Health Cover (OSHC) is refunded in full before arrival in Australia and not refundable after arrival.
This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Transfer and Release Policy
From July 2007, international students are restricted from transferring to another education provider if they have not yet studied for 6 months in their principal course at the education provider with whom they were first enrolled. If you wish to transfer to another education provider within the first 6 months of your principal course, you must apply for a Letter of Release by submitting a completed Student Transfer/Release Request Form together with a letter from another education provider confirming that a valid enrolment offer has been made, and any other relevant supporting documentation.

Student transfer/release requests will be granted only:

- if the student has studied for six months at the Institute from the course commencement date, or
- if the student is under 18 years old and has written evidence that his/her parent or legal guardian supports the transfer and written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support and general welfare arrangements, or
- if the student has not yet studied for six months from the course commencement date at the Institute, but, has met all the following requirements:
  a. the student has met academic progress requirements, and
  b. the student has fully paid the six months tuition fee, and
  c. the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
  d. demonstrated exceptional circumstances relating to the change of the student’s study and career goal which cannot be satisfied by the Institute.

If granted, a Letter of Release will be issued at no cost to the student and the student will be advised to contact DIAC to seek advice on whether a new student visa is required.

If not granted, a written statement will be issued to inform the student of the decision and reasons for refusing the request and the right to appeal the decision in accordance with the Institute’s Complaints and Grievance Procedures.

The Student Services will assess the request in accordance with the above Student Transfer and Release Policy within 10 working days.

Attendance and Academic Progress Policy
The Institute is one of the CRICOS providers and offers full time courses to Overseas Students. Student visa holders are required by National Code 2007 to be enrolled as full time study. It will be in the best interests of all students to attend scheduled lectures and tutorial classes to acquire the knowledge and skills required. Students are expected to attend 100% of the lectures and tutorial classes. Students are advised that satisfactory attendance at lectures and tutorials is essential.
to obtain a pass in the unit. In addition, students are advised to submit all their assignment tasks on the due date. Failure to submit without an acceptable reason will lead to the award of a ‘fail’ grade. Potentially acceptable reasons for failing to submit an assignment are:

- Illness, where a medical certificate from a registered medical practitioner states that the student is unable to attend classes; or
- Exceptional compassionate or compelling circumstances

Your Student Visa
You must obey the conditions of your visa. If you breach these conditions, DIAC has no alternative but to counsel you and possibly cancel your visa.

Here are the most common visa conditions:

8101  
You cannot work in Australia. You may apply for a new student visa with permission to work if you wish to.

8105  
You cannot work more than 40 hours per fortnight during any term or semester of your course.

8202  
You must satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.

8501  
You must maintain your approved Overseas Student Health Cover while in Australia.

You must inform the Institute within 7 days of your arrival in Australia of your current residential address and must advise any changes of address within 7 days. The Institute is required by law to keep your residential address so you can be contacted if you do not satisfy course requirements. If you do not abide by this condition, you may not be aware of any such contact by the Institute. This situation may lead to the cancellation of your student visa.

Student Orientation
A Student Orientation Day and class registration is conducted for all new students on the first day of course commencement.

It is essential that students attend this session to assist them to understand KENT INSTITUTE OF BUSINESS AND TECHNOLOGY's academic system and familiarise themselves with the facilities.

At Orientation all queries in regarding to course structure and timetables will be answered collectively with time for individual consultation if required. It is possible to make appointments with academic staff to answer any questions students have regarding subject selection.

At the end of the Orientation you will be asked to sign a declaration that you have received, understand and agree to undertake your study program in according to the policies and procedures
of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY. Please complete this form and hand it to the lecturer.

**STRUCTURE OF THE COURSE:**

Kent offers a Bachelor of Business degree with a specialisation in either Management or Information Systems. The Bachelor of Business (B. Bus) program consists of 24 units, and equivalent to total of 144 credit points. Each unit is given an equal weight of 6 credit points. There are 24 Units of 6 Credit Points Each Over 3 Years Full Time (F/T) (144 Credit Points).

- 10 Core units
- 6 units in the Management specialisation OR 6 units in the Information Systems specialisation
- 8 Elective units

Students undertake core units in Year 1, and combination of core, specialisation and elective units in Years 2 and 3.

1st Year: (8 core = 8 units)
2nd Year: (1 core + 3 specialisation+ 4 elective= 8 units)
3rd Year: (1 core + 3 specialisation + 4 elective = 8 units)

Also there is a second possible arrangement of units for those wanting two specialisations:

1st Year: (8 core = 8 units)
2nd Year: (1 core + 6 specialisation + 1 elective = 8 units)
3rd Year: (1 core + 6 specialisation + 1 elective = 8 units)

Electives may be chosen from across the Kent’s full range of unit offerings, subject to meeting any prerequisite requirements.

To qualify for the award of the Bachelor of Business, a candidate must earn a minimum 144 credit points including 10 core units and 6 specialisation units in one specialisation area. Students are normally required to complete 24 credit points at 100 level before undertaking 200 level units. Normally students may only enrol for a unit if they have successfully completed any prerequisite units.

**Units Description:**

**Core Units (10 units)**

1. **BCOM 101 Business Communication**
   This unit explains the importance of effective communication in business and it provides the knowledge needed to develop effective business writing skills, presentation skills and analytical skills.

2. **MAMT 102 Management Principles**
   This unit introduces management theories and the functions of management. It provides an opportunity for students to understand stakeholders’ roles in managing organisations and a range of techniques for solving managerial problems.
3. MARK 103 Marketing Principles
This unit explains the basic marketing concepts. It also provides the knowledge for students to use appropriate variables to segment a market, to evaluate and select an appropriate target market and to develop a marketing mix and strategy for a chosen target market.

4. QMTH 104 Quantitative Methods
The unit is designed to introduce and develop students understanding of a range of statistical methods and techniques. These include basic descriptive statistics (measures of central tendency and dispersion), correlation and interdependence and regression analysis.

5. ACCT 105 Business Accounting
This unit provides a basic understanding of accounting concepts such as double entry and the accounting equation. It also covers the analysis and interpretation of accounting information in making business decisions.

6. IECO 106 Introduction to E-Commerce
The unit considers the relation of E-commerce and the Web. Topics include business models for e-commerce, security, legal and ethical issues. Students develop skills in identifying various electronic payment options and complete computer-based activities on internet commerce.

7. ECON 107 Business Economics
This unit covers the economic concepts in managing business activities. It discusses microeconomic issues for students to develop analytical skills to understand the structure of industries, competition and pricing.

8. CSRE 108 Corporate Responsibility and Ethics
The unit explores the importance of corporate governance and ethics in an organisation. The unit focuses on the importance of law and ethics, rights and responsibilities of organisational stakeholders, contemporary accounting issues and the corporate governance strategy of a firm.

9. MAOB 201 Organisational Behaviour
This unit explores the theories associated with organisational behaviour and human behaviour in the work place. This unit deals with the importance of organisational structure, culture, and explains different types of structure in organisation and team work.

10. MASP 301 Business Strategy
The unit enables students to learn about the principles to assess business problems and come up with an appropriate business strategy pertaining to organisations and apply the tools to assess these organisations' strategic positioning within a competitive environment

Management (Specialisation – 6 units)

1. AFCM 202 Financial Management
This unit covers major theories in business finance and how to indentify sources of finance for a business. This unit also explains about identifying and evaluating investment opportunities and using basic financial mathematics to make business decisions.

2. HRMA 203 Human Resource Management
This unit explores the concepts and theories associated with human resource management. The unit also focuses on identifying organisational human resource requirements, selecting and recruiting the right people, training and assessing employee performance.
3. BUS 204 Business Law
This unit helps students to understand the legal system in Australia, the law related to establishing business activities and elements of contract. It also provides the opportunity for students to learn about consumer protection laws and how to handle business issues.

4. MALE 205 Leadership for Managers
This unit examines the concepts and theories in leadership styles for managers. This unit also describes various leadership styles and skills and provides knowledge to select an appropriate leadership style for the workplace environment.

5. QUAM 302 Quality Management
This unit introduces students to key concepts and issues in quality management. Students will analyse and evaluate quality concepts to apply to specific organizational problems. Different perspectives of quality and their critical success to organizations will be discussed.

6. MAIM 303 International Management
This unit aims to provide students with key concepts in international management, including the impact of culture and global environment in international management. It also provides the ability for students to make decisions to handle international management issues.

Information System (Specialisation – 6 units)

1. WPFN 211 Web Page Fundamentals
This unit covers the fundamental concepts of the Internet and World Wide Web, including how the Internet works, protocols and services, addressing and routing in the Internet. Students design, create and edit web pages using appropriate software.

2. BUIS 212 Business Information Systems
This unit provides students with an introduction to Information Systems to enable students to understand Information Systems, describe Information Systems, explain and discuss the main uses of Information Systems and how such systems are developed/procured and deployed.

3. DBFN 213 Database Fundamentals
Database Fundamentals looks at the key concepts involved in designing and building databases. The unit aims to equip students with the skills required to design and implement data based solutions for applications in businesses.

4. BUAN 214 Business Information Analysis
This unit looks at the vital link between users of Business Information and the technical team of software developers and vendors to ensure that business needs are incorporated into any software solution, that reflect best practices and standards.

5. WISD 311 Developing Web Information System
This unit enables students to understand Web Information System Development (WIS). The WIS technologies, design and implementation issues are discussed. Students are able to develop interactive Web-based, database-driven information systems.

6. SYAD 312 Systems Analysis & Design
This unit will enable students to be familiar with computer-based information systems analysis and design. Students are exposed to and learn about technical aspects of system analysis, system design, systems development as well as the different methods, tools, and techniques used.
Electives (to choose 8 out of the 18 units)

1. MAEN 209 Entrepreneurship
   This unit examines the concepts of entrepreneurship and entrepreneurial skills. This unit also provides knowledge for students to identify a business opportunity and to prepare and implement a business plan to start a new venture.

2. CURM 210 Customer Relationship Management
   This unit explores the importance of customer needs, the notions of internal and external customers and how to maximise customer value and satisfaction. The unit also identifies strategies to attract potential customers, maximise their value and handle customers' complaints.

3. ANFO 215 Animation Foundation
   This unit looks at the fundamentals and principles of animation. Students also explore animation techniques using 2D and vector-graphics software, video and special effects techniques.

4. CRLM 216 Cross Cultural Management
   This unit enables students to understand various national cultures, the importance of national cultures and their impact on business operations. It also provides knowledge of cross-cultural environment as it affects organisational policies, procedures, and systems.

5. ADMA 217 Advertising Management
   This unit provides knowledge to students to understand advertising concepts, prepare a advertisement campaign for a product, estimate budget and implement and evaluate an advertising campaign.

6. MACM 218 Change Management
   This unit explores the concepts and theories associated with change management. The unit focuses on implementing a change program in an organisation.

7. CNBH 206 Consumer Behaviour
   The primary aim of this unit is to provide students with an understanding of consumer behaviour to make sound decisions. Students learn to understand the psychological and social influences and the benefits of organisations in understanding consumer behaviour.

8. MKIM 207 International Marketing
   This unit aims to provide knowledge to students to choose a potential country for international marketing activities and develop a marketing plan for international marketing activities.

9. MKPL 208 Marketing Planning
   This unit aims to provide knowledge needed to prepare a marketing plan for a business. It helps students to understand the activities associated with planning marketing activities.

10. MARE 315 Marketing Research
    This unit provides knowledge and skills to undertake marketing research. This unit aims to develop student’s ability to identify marketing problems, develop a research design and hypothesis, questionnaire design, data collection, data analysis and interpretation of results.

11. MAST 316 Marketing Strategy
    This unit helps students to understand the key concepts in marketing strategy. It also provides knowledge to select an appropriate marketing strategy, implement and evaluate the chosen strategy.
12. IBCP 317 Integrated Business Applications (this unit will not be offered in the first three years)
The objective of the unit is to enable students to apply what they have studied throughout the course and apply the business concept to determine the strategy of a business. The student will be required to undertake a capstone written project as a requirement of this unit.

CONDUCT

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At KENT INSTITUTE OF BUSINESS AND TECHNOLOGY we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY and fellow students.
- Do not use or tolerate the use of inappropriate language.
- Turn off mobile phones during classes and in quiet study areas, or set phone to silent.
- Do not take food or drinks into lecture and computer rooms.
- Do not chew gum or smoke within the Institute.
- Do not enter a staff room unless a teacher or lecturer invites you to do so.
- Be on time for classes. If you are more than 10 minutes late, you will be marked absent.
- Present your student identification card when requested.
- Log out if you are leaving a computer for more than ten minutes, to enable fellow students to use the computer.
- The Institute will pass on personal telephone messages to you in case of emergency only.

Every staff member and student is encouraged to live up to these principles at all times.

Student Privacy
The Institute recognises a student’s right to privacy. The Institute’s Privacy Policy identifies how we handle information we learn about you as a student. We collect and store your enrolment details and your progress reports. Where State or Commonwealth funding supports education or training we are obliged to submit your details to the relevant government agency for statistical purposes. We do not disclose information you provide to us. The information we collect from you is protected. Personal student files will contain only information pertinent to the student’s training program. The confidentiality of all personal information in our records is protected under the NSW Privacy and Personal Information Act 1998.
Advanced Standing Policy and Procedures

Students can apply for advanced standing on the basis of their previous studies at Kent Institute of Business and Technology, or any other educational institution in Australia or overseas. If your prior learning is recognised then you may be granted advanced standing in the form of course credit. This means you will be granted credit for a number of units of study on the basis of comparability of your prior learning with the actual course units. You will be advised of any course credit granted either in terms of a number of credit points and/or units that you are precluded from taking for credit.

Requests for advanced standing (recognition of prior learning) are normally made at the time of your application for admission to the course.

i) the request for advanced standing must be made in writing on the prescribed form

ii) all necessary supporting documents, such as certificate, transcript, syllabus etc are to be included with the application form.

iii) if the documents are in a language other than English, an official translation must be provided along with the original document.

iv) The qualification or unit that is used to obtain advanced standing must have been completed within the last 10 years at the time the application is made.

Shortening of course duration after advanced standing is granted

If the advanced standing is granted before the student visa is granted, then the actual net course duration (as reduced by advanced standing) will be indicated on the Confirmation of Enrolment (CoE) for the student. If the advanced standing is granted after the student visa is granted, the change of course duration will be reported to the Department of Immigration and Citizenship (DIAC) via PRISMS under section 19 of ESOS Act.
Kent Institute of Business and Technology

Advanced Standing Flowchart

Students are advised during enrolment and induction that they may be eligible to apply for advanced standing.

Student to fill advanced standing Application Form which is available in the Administration Office and electronically on Kent website & submit all relevant documentation.

Advanced Standing Documentation submitted to Associate Dean

Associate Dean check & verify documentation, consult with relevant teachers and student to reach a final decision.

Approved? No

Student informed of Institute’s decision

Student is able to appeal Institute’s decision by filling in an Assessment Appeals Form.

Approved? Yes

Student informed of Institute’s decision

Associate Dean to inform Admin Office of student’s Advanced standing approval. Documentation to be kept in the student’s individual file.

Admin Office to enter name of student and number of subjects exempted into Kent BC database

Before the student visa granted

Admin Office to advise the student of the change of course duration and to report the change of course duration via PRISMS under section 19 of the ESOS Act.

After the student visa granted

Admin Office to indicate the actual net course duration in the CoE issued for the student for the course under section 19 of the ESOS Act.
Assessment Tasks
The Kent Institute of Business and Technology (The Institute) uses a combination of assessment tasks to assess the learning outcomes of each unit in the degree program. The design, structure and type of assessment tasks generally will be undertaken by the lecturer in charge of each unit. However, if required, advice can be obtained from the academic Dean and other sources before the final decisions are made by the lecturer.

The objective of the assessment tasks is to evaluate the student’s knowledge and skills in the particular unit, to ensure the achievement of learning outcomes and motivate the student to learn. In addition, assessment tasks also help to test students’ conceptual and practical knowledge, analytical skills, promote innovative thinking and effective communication. These tasks will also help to evaluate graduate qualities.

The institute has adopted the following combination of assessment tasks:

- Case study
- Written assignment (individual/group)
- Mid semester examination
- Oral presentation
- Project
- Quiz
- Written essay
- Final examination (combination of question types are used including short answers, multiple choice questions and essay)

Conducting Assessment Tasks
Each lecturer will provide clear and comprehensive information about the nature and timing of assessment tasks at the beginning of the semester through the unit outline.

Generally students will be provided with the following information regarding the assessment tasks:

i) Type of task (example: essay, report writing, case study etc)
ii) Word limit
iii) Weighting
iv) Marking Criteria
v) Due date (date and time)
vi) Method of submission (format, online etc)
vii) Minimum marks to be obtained
viii) Questions to be addressed or tasks to be completed – except in the case of quizzes or examinations.

Grading System
Kent Institute follows 5 levels of grading system:

- High Distinction (85% and above)
- Distinction (75 – 84%)
- Credit (65 – 74%)
- Pass (50-64%)
- Fail (Less than 50%)
Appeals
If you are not satisfied with your marks, you may appeal against the result and put in a request for re-marking. This request must be made in writing to the academic Dean within 7 working days of receipt of your original results.
   i) The lecturer who marked your paper will review it
   ii) If the lecturer is not prepared to change the marks the paper can be referred to another lecturer for an independent review.
   iii) The student will be informed of the outcome of the appeal, in writing, within 14 working days of receipt of their appeal.

Special Consideration
You may request special consideration if your studies or assessment tasks are interrupted due to any unforeseeable circumstance. The request for special consideration should be made in writing within 2 working days after the due date of the assessment task. In determining a request for special consideration, the nature of adverse personal circumstances (such as illness, family issues etc) and how these may have affected or may affect your studies or assessment tasks will be taken into account. You will be informed of the outcome of the request within 5 working days, after a careful examination of all the relevant evidence relating to the request for special consideration. Extensions will be given for adverse personal circumstances only.

Plagiarism
Plagiarism is defined as any of the following:
1. Directly copying sections from other sources without acknowledging the sources using an appropriate referencing system.
2. Submitting someone else's work and claiming it as your original work.
3. Using another author’s idea or phrasing without quotation marks or acknowledging the source.
4. Using someone else’s diagram, model or examples and claiming them as your own.
5. Using someone else’s opinions as if they were your own, or borrowing specific facts from another author without acknowledging the source.
6. Using someone else’s research findings without acknowledgement.
If your work is shown to include plagiarism you will automatically be given a fail grade for that assignment.

Examination Rules

Timetables:
Semester examination schedule will be given to students three weeks prior to the first examination date. Students are advised to check the examination dates, time and locations of their examinations. If you are absent from an examination you will be awarded a fail grade. You will be granted an opportunity to re-sit the examination only in the case of misadventure, covered by supportive documents such as a medical certificate.

Examination results
Examination results will be posted on Student Information System (SIS).


Unauthorised material in examinations
You are not allowed to bring any unauthorised material into an examination room. If you offend you would be awarded a fail grade.

The unit lecturer or invigilator will normally provide information about the materials students are allowed to take into an examination room. Items such as writing instruments, an eraser, non-programmable calculator and an unmarked ruler are usually allowed.

Classes
Students will be required to undertake 4 units each week over a 13 weeks period. Each unit will consist of 3 hours of class contact and each unit will count as six credit points. The three hours face to face per week will be made up of lectures and tutorials. The total time commitment you are expected to spend on each unit, over the 12 teaching weeks, is 144 hours. You should plan, on average, for nine hours of self-directed study in addition to the three hours of class contact each week.

Lectures and tutorials are conducted face to face by qualified lecturers. You are required to attend each scheduled lecture and the tutorial. Teaching methods will vary and may include case studies, scenarios, field trips, hands on practical classes, role play techniques, discussions, presentations, demonstrations, seminars and assignments.

Feedback
Your lecturer will provide you with adequate written feedback about your assessment tasks, excluding the final examination. The feedback is designed to provide you with an opportunity to improve your performance in subsequent assessments. When providing feedback, academic staff will do everything they can to ensure:

   i) All marked assessment tasks, except supervised examination papers, are returned to you within two weeks.
   ii) You receive timely feedback
   iii) You receive constructive feedback based on marking criteria
   iv) That suggestions made are intended to assist in gaining a better result
   v) That assessment tasks will not be received after the due date.

Library
Kent Institute has an agreement with WEA Sydney that Kent students can use WEA library on the ground floor, 70-72 Bathurst St Sydney. For further details please enquire at our reception.
Access to computer laboratories and Internet: Level 6, 70-72 Bathurst St, Sydney, 12 hours from 9am to 9pm, Monday to Thursday, 8 hours from 9am to 5pm on Friday; Level 5, 545 Kent St, Sydney, 11 hours from 9am to 8pm Monday to Thursday, 8 hours from 9am to 5pm on Friday.

Access to WEA Library: Ground level, 70-72 Bathurst St Sydney, 12pm to 8pm from Monday to Thursday, 10am to 6pm on Friday.

Access to UTS City Campus Library: Corner Quay Street & Ultimo Road Haymarket, 7 days a week at advertised times. Kent students have borrowing rights.

Reporting Student to DIAC
Where a student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a
decision supporting the Institute, the Institute must notify the Secretary of DEEWR through PRISMS, that the student has not progressed satisfactorily, as soon as practicable.

**Special Needs Learning and Assessment**
Students with special needs may receive assistance for learning and assessment. This will be determined on a case-by-case basis. Students applying for special consideration need to provide a statement from a health professional about their disability or illness, which may also provide guidance on how students can be accommodated. Students will then meet with the Student Services to discuss assistance arrangements. These will then be submitted to the Chief Executive Officer for approval.

**WELFARE & COUNSELLING**

**Student Health**
Any sign of ill health among staff and students is seen as a serious concern. Anyone who could affect others (e.g. colds, flu and viral infections), should not come to the Institute until they have recovered. You should advise the Institute if you are not able to attend. You must also obtain a medical certificate.

**Drugs and Alcohol**
The Institute is a drug, alcohol and smoke free environment. Consumption, use, sale or distribution of alcohol and/or prohibited drugs by any students is strictly forbidden at all times. Any student who becomes affected by the use of substances while attending the Institute is in breaching of policy and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

**Workplace Health and Safety**
The Institute is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

It is important that students report ANY injury immediately. If a student sustains an injury, an Incident Report Form is to be filled in by staff and students as soon as possible. If students have any concerns or notice any condition or practice that seems unsafe, it is important that it is brought to the attention of member of the Institute staff immediately.

**Access and Equity**
In the event of any violation of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’S Access & Equity Policy, staff and students are required to report this to member of the Institute’s management team.

**Harassment**
Please note that harassment is unlawful under Commonwealth and State legislation.
Examples of Harassment may include:
♦ Unwelcome physical contact
♦ Repeated unwelcome invitations
♦ Insulting or threatening language or gestures
♦ Continual unjustified comments about a student’s work or work capacity
♦ Jokes and comments about someone’s ethnicity, colour, race etc
♦ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:
♦ Continually treating someone in an aggressive manner
♦ Refusing to provide reasonable information to someone
♦ Ignoring a person
♦ Mocking customs or cultures

Examples of bullying may include:
♦ Using a position of strength to coerce others
♦ Behaviour that intimidates, degrades or humiliates
♦ Forms of punishment of verbal abuse and inappropriate behaviour
♦ Avoidable personality clashes and consistent derogation
♦ Persistent and unreasonable criticism of student work performance
♦ Student violence, both physical and threatened, against teachers or other students

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy will be respected at all times and investigation of bullying will be fair and thorough.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY expects all students to uphold the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion for students or dismissal for staff.

Access to Legal Services
Free legal information can be obtained through Law Access NSW. Free legal advice and information can be obtained by telephone by calling Law Access NSW Legal Help Line 1300 888 529 for the cost of a local call, or by visiting the website www.lawaccess.nsw.gov.au
Law Access NSW is a free, referral and advice service open from 9am to 5pm Monday to Friday. All calls are answered by information officers who can explain:

- legal aid policies and services
- how to apply for legal aid
- how to get help with your legal problem

Law Access also gives referrals to other services and will answer simple legal questions.

Family and civil law advice is available from Law Access lawyers if a caller can't get into a legal aid office because of the following reasons:

- disability
- distance
- severe disadvantage
- if the matter is considered urgent

**Student Counselling Services and Support**

The Institute caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial counselling and enrolment stage.

If a student wishes to enquire about any higher education and training or personal counselling services available at the Institute they should make an appointment with student services.

The Institute provides:

**Student Counselling** to improve and extend learning outcomes. Students are advised to make an appointment at reception to see the Student Liaison Officer in the first instance. They can then make a time to see the Manager/ Lecturer and Head of Schools who are responsible for monitoring student progress. Efforts will be made to resolve whatever problems student is experiencing.

Additional support and services include:

a. Education and Career Counselling
b. Assistance when applying for advanced standing

**Personal Counselling services** are available to all students and staff and may take the form of advice or referral to other services. Personal counselling services must meet the Institute's code of practice and confidentiality provisions. Personal counselling services include but are not restricted to:

a. Grievance /conflict resolution
b. Stress management
c. Access and equity issues
d. Student welfare and support

Student Services are available to counsel students in these areas. Where the Student Services are unable to meet the needs of the student, the council may refer student to public health services or private providers.
**KENT INSTITUTE OF BUSINESS AND TECHNOLOGY GRIEVANCE AND APPEALS POLICY**

**Purpose**
This policy is to enable students enrolled or seeking to be enrolled in Higher Education or VET programs at Kent Institute of Business and Technology (“the Institute”) to pursue perceived grievances of either an academic or non-academic (personal) nature, by following procedures which allow for any alleged or perceived grievances, disputes or complaints to be effectively resolved.

The policy and procedures are based on the principles of fair and just process and the resolution of perceived grievances in a timely and constructive manner. They are described in the Student Handbook, on the Institute website, and may be obtained from the Student Services.

**Definitions**

**ACADEMIC GRIEVANCES** relate to student academic progress, assessment, subject/unit content or academic/attendance records in a program or course of study.

**NON-ACADEMIC GRIEVANCES** relate to those which are not specifically related to program of study, and may refer to such issues as tuition fees, health insurance, visa processing, accommodation etc.

The processes and procedures of the Institute do not replace or modify processes, procedures or responsibilities which may arise under other higher education provider policies, or under statute or other legal obligations within the relevant Australian legal system.

**The Teaching and Learning Committee of The Institute’s responsibilities**
The Teaching and Learning Committee, a Standing Committee of the Academic Board, is responsible for setting guidelines for, and determining the outcomes of student grievances and appeals of an Academic nature.

**Access to Grievance Procedures**
All students enrolled or seeking to enrol in courses conducted under the auspices of the Institute are entitled to avail themselves of the Institute’s procedures and policy for any alleged grievance or complaint.

All alleged grievances and complaints are seriously considered and dealt with as soon as possible. In the normal course of events, there is no fee or charge for student access to these procedures.

**Before an issue becomes a formal grievance**
Where a query or complaint is of a simple or straightforward nature, the student may raise it with the relevant officer(s) of the Institute, to seek its effective resolution.

Examples could include misunderstandings or confusion about whether fees have been paid, correct enrolment information supplied and recorded, assignments handed in etc.
Lodging a formal grievance
Where a complaint cannot be satisfactorily resolved by informal means, or is of a sensitive, complex or serious nature, the Institute’s formal grievance procedures may be accessed. These involve lodging a written complaint, using the Institute’s complaints form, with supporting information and documentation wherever possible.

- Complaints/grievances of an academic nature should be addressed to the ASSOCIATE DEAN
- Complaints/grievances of a non-academic/personal nature should be addressed to the STUDENT SERVICES

Initial Grievance Process

Grievances of an Academic nature
Associate Dean will meet with the student as soon as practicable, to consider options to resolve the grievance in a satisfactory manner.
Associate Dean will consider the student’s case, and a written statement of the outcome will be provided to the student within ten (10) working days of formal lodgement of the grievance.
Where an academic grievance relates to unit/assessment grade outcomes/results, the Associate Dean will arrange for the grades to be re-assessed by three independent assessors, who were not involved in determining the original grade/result. If the majority of assessors agree that the original grade/result was inappropriate, they will advise the Associate Dean and the original grade/result will be adjusted accordingly. Otherwise, the original grade/result will stand.

Grievances of a Non-Academic/Personal nature
Student Services will meet with the student as soon as practicable, to consider options to resolve the grievance in a satisfactory manner.
Student Services will consider the student’s case, and a written statement of the outcome will be provided to the student within ten (10) working days of the formal lodgement of the grievance.

Appeals Procedures
If the student is not satisfied with the result of the grievance process as followed, the student may submit an Appeal, in writing, with all relevant documentation, addressed to the Associate Dean. Having received such an appeal, the Associate Dean will:

a) Acknowledge its receipt within five (5) working days
b) Dismiss the appeal, giving reasons, in writing, to the appellant or
c) Convene an Appeals Panel to consider the appeal. In this case, the Associate Dean will so inform the appellant, in writing, within five (5) working days, after the Appeals Panel has met.

Convening an Appeals Panel

- The Chair of the Institute’s Teaching and Learning Committee will establish an Appeals Panel, comprising three (3) members of the Committee, who have had no previous involvement in the particular grievance.
• The Panel must meet within ten (10) working days of receiving the documentation on which the Appeal is based.

• The Panel will meet prior to any proposed Hearing of the Appeal, to determine how it will conduct the Hearing, consistent with the principles, processes and procedures approved by the Institute, and to ensure that the Panel has an informed understanding of all the facts, allegations and circumstances involved.

• Having gained this informed understanding, the Panel may ask the Associate Dean, the Appellant (the student appealing against the decision made about his/her original grievance) and the Respondent (the person about whom the original grievance was made), and any other relevant person(s) to attend a Hearing, and/or to provide any relevant documentation or information for consideration at such Hearing. This hearing will be chaired by the Institute’s Chair of Teaching and Learning Committee.

• Written notice of the Hearing must be given to all parties directly involved, within five (5) working days of its proposed date.

• When giving such notice, the Panel will indicate the names of all those invited to attend and copies of written documentation to be considered. This information is to be provided at least five (5) working days in advance of the proposed Hearing.

• The Appellant and/or Respondent may nominate a support person(s) to attend the Hearing. The name(s) and contact details must be notified to the Chair of the Panel at least three (3) days prior to the Hearing.

• Formal legal representation is not encouraged and is permitted only in very exceptional circumstances. Approval of legal representation will be given by Teaching and Learning Committee.

• Both the Appellant and Respondent and, if necessary, their support person(s) may address the Hearing, and/or question any person(s) involved in the Hearing, including the Chair and Panel.

• Any relevant person unable to attend the Hearing may, subject to the Panel’s approval, submit a written statement to the Panel.

• Where all reasonable steps have been taken, without success, to contact the Appellant and/or Respondent, the Panel may decide to conduct the Hearing in their absence, provided that the Panel believes there is sufficient information and documentation for a fair and reasonable decision on the appeal to be made.

• Following the Hearing, the Panel will meet in private, to make its final deliberations and decision.

The Chair of the Panel will report its decision, in writing, within five (5) working days, to the Chair of the Teaching and Learning Committee, with copies to all parties directly involved in the Appeal.
Appeals: Grievances of a Non-Academic/Personal nature
If a student wishes to appeal against the Institute’s dealing with a grievance of a Non-Academic/Personal nature, the student may write to the Chief Executive Officer (CEO) of the Institute, advising that he/she wishes the matter to be dealt with the following external dispute resolution services.

- If the student is an Australian, (by birth, citizenship or permanent resident status), the student may contact Australia Mediation Association (AMA) by email to info@ama.asn.au or by post to PO BOX 1347 Brisbane 4001.

- If the complainant is an overseas student, he/she may contact the Overseas Students Ombudsman (OSO) who offers a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia.

The relevant website is www.oso.gov.au and the telephone number is 1300 362 072.

NOTE: The Overseas Students Ombudsman’s service is free of charge to both providers and students.

- If the AMA/OSO external review process supports the student, the Institute will implement any decision and/or actions required and so advise the student in writing. If the AMA/OSO external review process does not support the student, the Institute will so advise the student in writing, with reasons as provided.

Appeals against Cancellation of Enrolment
If an appeal is against the Institute’s decision to cancel a student’s enrolment for:

a) Unsatisfactory academic progress,
b) Unsatisfactory attendance,
c) Non-payment of due fees and charges, or
d) Deferment or suspension of a student’s enrolment, because of misbehaviour

the Institute will not take action against the student until the external appeals process has been completed and its findings have supported the Institute’s decision.

Fair and Just Process
No complainant, appellant or respondent will be victimised or discriminated against in the course of the carrying out of the complaints, grievances and appeals processes, described in this policy.

Records and Confidentiality
Records of all complaints, grievances and appeals will be maintained, in strict confidence, in the student’s, and, where relevant, respondent’s, personal file and in a Central Appeals Register, for a period of seven (7) years.

Summary of the procedures is given in the diagram below.
Grievance, Complaints and Appeals Procedures

**NON-ACADEMIC**
- Institute Fees
- Exclusion from Institute
- Enrolments to Course
- Visa Processing
- Health Insurance
- Accommodation
- Transport
- Student Records
- Medical Certificate
- Discrimination
- Injuries

Visit the staff at the Kent Institute Administration Office at Level 5, 70-72 Bathurst St SYDNEY

- Student to lodge a complaint/appeals by completing a complaints/appeals form with supporting information
- Admin office staff to assist the student, if possible, on request
- If unable to do so, the student is to then make appointment to see the Senior Student Services/Admin Manager
- A meeting involving the student and his/her support person and all other parties involved is called by the Senior Student Services/Admin Manager.
- A written statement of the outcome will be provided to the student within 10 working days of the formal lodgment of the complaint/appeal

**ACADEMIC**
- Academic/Attendance Records
- Academic Misconduct
- Class Enrolments
- Subject/Unit Content
- Advanced Standing/RPL/RCC
- Assessment Tasks/Results
- Class Session Transfers
- Course/Program Transfer
- Course Delivery

- Lecturer/Trainer/Tutor
  - If dissatisfied
    - Associate Dean
      - If dissatisfied
        - If you are an Australian (Australian citizen or permanent resident) student wishing to lodge an external appeal or complain about this decision, you can contact Leadr Association of Dispute Resolvers by freecall 1800 651 650 or by email leadr@leadr.com.au.
        - If you are an overseas student wishing to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman (OSO). The OSO offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the OSO website www.oso.gov.au or phone 1300 362 072 for more information.

The Chair of the Teaching and Learning Committee sets up a Panel of three members of the Committee. The Panel will review all documentation associated with appeals in terms of due process. The Panel will either support the decision of the Associate Dean and inform the student of the outcome, or request the Associate Dean to review the decision in the light of the Panel’s findings and communicate the final decision to both the student and the Chair of the Teaching and Learning Committee.

Notes:
- The student’s enrolment will be maintained while the complaints and appeals process.
- If the internal or any external complaint handling or appeal process results in a decision that supports the student, Kent Institute will immediately implement any decision and/or corrective and preventative action required. The student will be advised of the outcome.
- All documentation related to appeals will be filed in both student files and Central Appeals Register.
FEE-HELP REVIEW AND APPEALS PROCEDURES

This document describes the Institute's processes and procedures for handling the refund of paid tuition fees and/or re-credit of FEE-HELP balance, and the review of associated decisions.

- Review and Appeals Procedures
- Re-crediting of FEE-HELP Balance
- Review Procedure: FEE-HELP
- Appeals Procedure: FEE-HELP

Review and Appeals Procedures

This document covers:

- informal enquiries from students concerning FEE-HELP;
- formal requests from students for refund of paid tuition fees and/or re-credit of FEE-HELP balance; and
- formal review of decisions associated with refund of paid tuition fees and/or re-credit of FEE-HELP balance.

The processes and procedures described in this document are consistent with obligations prescribed in the following legislation and guidelines:

- the Higher Education Support Act (HESA);
- the Higher education Provider Guidelines (HEP); and
- the FEE-HELP Guidelines.

Where a request to re-credit a student's FEE-HELP balance is granted, a student's FEE-HELP debt is removed in respect of the applicable units studied.

The Institute will consider these applications and agree to such request if it is satisfied that there were special circumstances in the student's case.

The Institute will refund to the Commonwealth the amount of FEE-HELP paid to the Institute on behalf of the student, if the student's request is successful. The Institute will notify the Department of Education, Employment and Workplace Relations (DEEWR) through the HELP Variations File.

Re-crediting of FEE-HELP Balance

A student may apply after the census date to have their FEE-HELP balance re-credited if the student has been unable to complete the requirements of a unit of study and the student believes that this was due to special circumstances.

Special circumstances need to be:

- Beyond a person's control AND
- Do not make their full impact until on or after the census date for the unit of study in question AND
- Make it impracticable for a person to complete the requirements for the unit of study.

The situation must be unusual, uncommon or abnormal to be considered special circumstances.
For circumstances to be beyond a person's control, the situation occurs which a reasonable person would consider which is not due to the person's action or inaction.

The Institute needs to be satisfied that a person's circumstances did not make their full impact on the person until on or after the census date for a unit of study if the person's circumstances occur:

- Before the census date but worsen after that day;
- Before the census date, but the full effect of magnitude does not become apparent until on or after that day; or
- On or after the census date.
- Special circumstances which would make it impracticable for the student to complete the requirements for the unit of study would include:
  - Medical circumstances: where a student's medical condition has changed to such an extent that he or she is unable to continue studying; or
  - Family/Personal circumstances: death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies; or
  - Employment related circumstances: where a person's employment status or arrangements have changed so that the person is unable to continue his or her studies, and this change is beyond the person's control; or
  - Course related circumstances: where the Institute has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

A student is unable to complete the requirements for a unit, for example, if there are special circumstances where by the student is unable to:

- undertake the necessary private study required; or
- attend sufficient lectures or tutorials; or
- meet other compulsory attendance requirements in order to meet their compulsory course requirements; or
- complete the required assessable work; or
- sit the required examinations; or
- complete any other course requirements because of their inability to meet the above.

A student can apply to the Institute to have their FEE-HELP balance re-credited if he or she withdraws from his or her studies after the census date and/or the student has not completed the requirements for the unit of study. The student must apply in writing, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the last day of the period of study in which the unit was, or was to be, undertaken.

The Institute has the discretion to waive this requirement if satisfied that the application could not be made within the time limit. The Institute's Student Services will consider the student's
application within 10 working days. Applicants will be notified of the decision within a further 10
working days.

If the application is successful, the Notice of Decision letter will include the reasons for the decision
to refund the paid tuition fees and/or re-credit the FEE-HELP balance; the FEE-HELP balance that
will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment
amount that will be refunded if such a payment has been made.

If the application is unsuccessful, the Notice of Decision letter will include the reasons for the
decision not to refund the paid tuition fees and/or re-credit the FEE-HELP balance. The applicant
will be informed of a valid request for a review of this decision.

**Review Procedure: FEE-HELP**

**Coverage**

This procedure deals with requests for a review of certain decisions made by the Institute relating to
applications by students to re-credit their FEE-HELP balance or Student Learning Entitlement
(SLE). Such decisions refer to unsuccessful applications by a student to re-credit their FEE-HELP
balance or Student Learning Entitlement (SLE). Review means formal reconsideration of a
decision.

**Review Procedure**

These procedures are published in the Student handbook and on the Institute website so that
students have up to date information publicly available to them in regard to these procedures. At the
Institute the review officer is the Student Services or their delegate. Where a student is not satisfied
with the decision made by the Institute, the student may apply for a review of the decision.
Reviewable decisions include:

- Refusal to re-credit some or all of a student's entitlement for a unit of study,
- Refusal to re-credit a student's FEE-HELP balance.

If a student is not satisfied with the outcome of their request for a re-credit of their FEE-HELP
balance, they may appeal in writing to the Student Services within 10 working days from the day
they first receive notice of the outcome. The request must specify reasons for seeking the review.
The request will be forwarded to the reviewer (the Student Services or delegate).
The Institute will acknowledge receipt of an application for review of a reviewable decision in
writing and inform the applicant that they will be advised in writing of a decision within 10 working
days.
Written notice of the outcome of a reviewed decision relating to FEE-HELP will be given to an
applicant for review. If your application for review of the decision is successful, the Notice of
Decision letter will include the reasons for the decision to refund your paid tuition fees and/or re-
credit your FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP
debt that will be reduced (if applicable); the upfront payment amount that will be refunded if you
have made such a payment; and who to contact for further questions.
Appeals Procedure: FEE-HELP
If a student's application for review of the decision is unsuccessful, the Notice of Decision letter will include the reasons for the decision not to refund the student's paid tuition fees and/or re-credit the FEE-HELP balance. The notice will also inform the applicant of their right of appeal to the Administrative Appeals Tribunal (AAT) and provide details about contacting the AAT and the approximate costs of making an application.

You can contact the Administrative Appeals Tribunal via email at aatweb@aat.gov.au. From 1 July 2010 the cost of lodging an appeal with the AAT is $777.00.

Student Travel Concession Forms
Travel Concession forms are AVAILABLE ONLY FOR PERMANENT RESIDENT STUDENTS, for State Rail Authority & State Transit Authority of NSW and private omnibus services.

Students requiring a travel concession can obtain an application form from the Administration Office.

Student ID Card
To promote a safe and healthy learning environment, all students are issued with a KENT INSTITUTE OF BUSINESS AND TECHNOLOGY Identification Card, containing their photograph, name, Student ID number, commencement and completion date. Students are required to have their Identification card with them at all times whilst on The Institute’s premises.

Hazard Report
In the event that a student identifies something on the campus, which could cause injury to someone, or something, please advise the Administration Office without delay. A hazard report will be completed and the incident will be investigated.

GENERAL INFORMATION

Organisation’s Property
During the term of enrolment, students may be issued with resources to aid them in their studies. These resources remain the property of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY and are only on loan.
These resources may take the form of:
- Text books belonging to the Institute or lecturers, and for which the student has not paid (NOTE: all on loan text books received by students must be recorded on the Student Loan Register held at the Administration Office. The Register must be completed with the student’s name, signature and the date of issue and also signed and dated when the books are returned).

Students are required to return The Institute’s property within the time specified by the issuing staff member. Failure to comply with this policy will result in no completion of study certificate being issued until all property is returned.
**Student Equipment List**

All students will require:

- dictionary
- calculator
- typing/computer paper (A4 white)
- red, black, blue biros
- pencil
- eraser
- ruler
- highlighter
- writing paper

**Student Feedback and Quality Improvement**

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY collects statistical information regularly to monitor, maintain and achieve on-going quality improvement in the delivery of vocational and higher education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would enhance our existing educational and student services.

To provide management with this feedback for you will be asked to complete a student survey which will be distributed after induction and orientation and each course module.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office, or online via the Student Information System.

**APPLYING FOR DEGREE PROGRAM**

Candidates who seek admission are required to apply in writing on the official application form with all supportive official documents.

1. Minimum requirement is completion of Year 12 (NSW) or equivalent Australian or international qualification as recognised by the Kent Institute of Business and Technology.

2. For students who are required to undertake an English proficiency test prior to enrolment, the minimum English language proficiency requirement is an IELTS score of 6.0 (Academic) with no band lower than 5.5 (or certified equivalent).

Kent Institute of Business and Technology, in accordance with the MCEETYA Articulation Arrangement Principles outlined in the Australian Qualifications Framework Implementation
Handbook recognises the following as satisfying the English Language entry requirements for international students:

1. An Academic English proficiency of upper-intermediate level or above from any NEAS accredited ELICOS.
2. A degree from a recognised international university majoring in English language or literature or wholly conducted in English.

An English medium qualification at Year 12 (NSW) or equivalent recognised by Australian educational authorities such as the Commonwealth Department of Education, Training and Youth Affairs.

All records of all relevant qualifications (eg, Testamur, Statement of Attainment, Transcript) must be certified when submitted to the Student Services Department for processing of application. Qualifications in a foreign language must be translated into English.

Status of the awarding institution will be checked by student services against Australian Government and overseas educational institutions.