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

National Provider Code: 90458
CRICOS Provider Code: 00161E
Disclaimer
Kent Institute of Business and Technology makes every attempt to ensure the accuracy and reliability of the information included in the Student Handbook. Students should be aware of the following:

- The institute makes no guarantee or warranty to the accuracy of the handbook
- The Institute does not accept liability in relation to the content of the handbook.
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WELCOME

The Management and staff of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY extend a warm welcome to you.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY will ensure that you will receive the opportunity to fulfill your personal potential during your training, and every endeavor will be made by staff to accommodate your individual needs.

The contents of the 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 training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about KENT INSTITUTE OF BUSINESS AND TECHNOLOGY, policies and procedures together with forms and documents that you may have 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 / PEO
   Dr. Ross Lehman, Campus Director
   Dr. Stan 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. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY shall at all time act with integrity in dealings with all students and members of the community.

2. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

   (a) Australian Skills Quality Authority (ASQA) and the Standards for NVR Registered Training Organisation

   (b) The Education Services for Overseas Students Act 2000 (ESOS) and the National Code 2007 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. The provision of education to international students is regulated by the Department of Education, Employment and Workplace Relations (DEEWR) through the Education Services for Overseas Students (ESOS) legislative framework. DEST has made available a brief overview of the ESOS Framework, including the rights and responsibilities of international students.

      ESOS Framework:

   (c) Department of Immigration and Citizenship (DIAC), under the Migration Act 1958, who is responsible for issuing student visas to allow entry to Australia to study.

   (d) 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 training programs

   (b) the employment of qualified trainers/assessor & maintenance of staff training sufficient to deliver programs on an on-going basis

   (c) the accuracy of any marketing and promotional advertising material

   (d) compliance with an acceptable refund policy and protection of fees paid in advance 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) students access to their records upon request

   (h) the maintenance and continual improvement of a Quality Management System

   (i) students to be notified of any intention to relocate premises no later than three weeks before relocation occurs

5. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY undertakes to maintain quality training and to uphold the highest ethical standards.
6. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

7. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

8. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY

**Philosophy**

This Institute is committed to providing and maintaining quality and vocational education and training services to 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 expected to prepare students for a confident entry into the workforce in their chosen 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.

**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 appropriately qualified staff, in both Administrative and Teaching 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 acquired and made available at the appropriate times to ensure effective teaching and facilitate the learning process for students.

All courses will be delivered by appropriately qualified Trainers /Assessor who will be provided with quality teaching material and 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 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 and the NSW Fair Trading Act. In addition to and in respect of these requirements, all courses will be marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. 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 handbook 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 Practice, admission procedures, course fees and refund policies, competencies they are expected to achieve, methods of assessing and certifying them, grievance procedures, student support services and the facilities available to students throughout their stay at the Institute.

Students will be provided with additional information from time to time.

**Recruitment of Students**

Recruitment and selection of students will be conducted in an ethical and responsible manner and in accordance with the requirements of the course curriculum. 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 competencies. This assessment will be made on the basis of their qualifications and
proficiencies. All students will be offered the opportunity for recognition of prior learning (RPL). Such applications will be assessed on the same basis as for entry into courses and in line with designated course and module 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.

**Protection of Fees Paid in Advance**  
The advance payment of fees are deposited and protected by the Institute's trust account.

1. Student fees cannot be drawn to the operating/management account until the student commences the course.
2. Overseas student health cover fees can be drawn and to be paid to Medibank before student commences
3. On commencement student fees can be drawn as per the ESOS Act 2000 requirements

**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 legal body where they can seek further assistance. Australian Council for Private Education and Training (ACPET) is the external review body; and would be used as an arbitrator to handle the grievance, complaints and appeals that could not be handled internally.

**Guarantee of Service**  
The Institute pledges to honour all guarantees outlined in this Code of Practice.

The Institute reserves the right to modify any timetables, course schedules, Institute fees and refund policy to reflect changing circumstances.

**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 vocational education and training services. Policies and procedures safeguard the interests and welfare of students. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY 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 counseling are available for all students on a wide range of issues and problems such as academic progress, accommodation, further study, orientation, government services and arrangements for independent grievance resolution. Complete a Student Request Form or log on and use the Student Services Manager to make an appointment. Any discussion will remain strictly confidential.
Use of Personal Information/Giving Information to Relevant Bodies

Information that students provide the college may be made available to Commonwealth or State agencies, and the Fund Manager of the ESOS Assurance Fund.

Under section 19 of the ACT, the college must inform 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

Student 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. 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 you address will be recorded on the Institute’s database program (KentBC). Log on to your Student Information System to verify that all personal details have been input correctly.

Change of Enrolment

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made 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 more than 28 days but less than 6 months, you are required to fill a Student Request Form for Deferral of Studies, explain the reason for your request in writing and submit supporting documents. 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 fill a Student Request Form for Suspension of Studies, explain the reason for your request in writing and submit supporting documents. 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, 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)

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY 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 fulfill the normal requirements for admission or enrolment, or
- who has failed to commence course within 5 business days after start date shown on CoE (ESOS Act (TPS) (47c)), or
- whose payment has been overdue more than 28 days, or
- who has been suspended their studies more than 6 months, or
- who has failed to meet course requirement (refer to “Reporting Student to DIAC” on page 16), 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 of enrolment and given 20 working days to make an appeal explaining why their enrolment should not be suspended/cancelled. (Please refer to “Appeals Process” on page 23).

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

Refund Policy

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

b) Any application for cancellation or refund must be in writing except when the college is in default. Tuition fees will be refunded in full only if:

- The institute is notified before the commencement date of the course, AND
- The student is not granted a student visa. In this instance, application must be accompanied by a Rejection Letter from the Australian Embassy, or 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.

c) Tuition fees will be 80% refundable if the Institute is notified by the student before the commencement date of the course.

d) Tuition fees are not refundable or transferable after the commencement date except in the case of extreme illness, which precludes the student from staying in Australia. This must be supported by a doctor’s certificate and refund of unused tuition fees will be sent to the student’s home country.

e) All applications for refund must be in writing and must be received by the Institute no later than one month after the commencement of the course. Applications received after one month will not be granted.

f) Where a student has been accepted into a package of courses, no refund will be granted for all the subsequent courses after commencement date of the first course.

g) If the course has been deferred by the student, only the original commencement date will be recognised as the commencement date of the course for issuing a refund. Any new commencement dates made by deferral will not be acceptable for issuing a refund.
h) 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, do not remove the right of the student to take action under Australia’s consumer protection laws.

Transfer and Release Policy

International students are restricted from transferring to another education provider if you have not yet studied 6 months in your principal course at the Institute. 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 completing a Student Transfer/Release Request Form and providing a letter from another education provider confirming that a valid enrolment offer has been made and other relevant documentation supporting the reasons of the transfer/release.

Student transfer/release requests will be granted only:

- if the student has studied 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 or 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 six months from the course commencement date at the Institute, however, 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. 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.

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

Absenteeism Policy

Students are required to notify the Administration Office of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY prior to the commencement of the session/s if they are unable to attend.

Students must abide by conditions A, B and C as set down in the absenteeism policy. These conditions are as follows:

A Students who are absent on the date of assessment must notify KENT INSTITUTE OF BUSINESS AND TECHNOLOGY of their inability to attend prior to the assessment time. A medical certificate must be supplied to the ADMINISTRATION OFFICE.

B Students who know in advance that an assessment date cannot be met must inform the Trainer / Assessor for setting the assessment.
C Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

Your Student Visa

You must obey the conditions of your visa. If you breach these conditions, DIMIA has no alternative but to counsel you and possibly cancel your visa. This is because the Migration Act and Regulations have set out the actions that must be taken by the Department and are part of the law.

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 20 hours per week 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 Induction and Orientation

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

It is essential for students to attend this session to understand KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’s academic system and familiarise themselves with the facilities. At Induction & Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. It is possible to make appointments will all Head of Schools to answer any questions students have regarding subject selection.

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

If you do not register for your course within one week of the course staring date, your course will be deferred until next study block, which may affect your student visa.

Flexible Delivery

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY recognises the principles of flexible delivery within the constraints by the Department of Immigration and Citizenship.
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 Trainers / Assessor 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.
- The use of profane language will not be tolerated.
- Mobile phones are to be turned off during classes and in quiet study areas, or set to silent.
- No food or drinks are allowed in lecture and computer rooms of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY.
- No chewing gum or smoking is permitted within KENT INSTITUTE OF BUSINESS AND TECHNOLOGY.
- The student is not to enter staff rooms unless a Trainer / Assessor invites them to do so.
- Punctuality for class is very important. If you are more than 30 minutes late, or are not in the class when required, you will be marked absent.
- The student must present their student identification card when requested.
- If a computer is left for more than 10 minutes, please log out so that all fellow students may have the opportunity to use the computer.
- Only urgent telephone messages to the Institute will be accepted.

Every Trainer / Assessor and student is to hold every other Trainer / Assessor and fellow student responsible for living up to these principles at all times.

Student Privacy

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY recognises a student’s right to privacy. KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’S Privacy Policy identifies how we handle information we learn about as a learner. We collect and store your enrollment details and your progress reports. We do not identify information you provide us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student’s training program.

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998.

ACADEMIC ISSUES

RPL & RCC Policy and Procedures

Policy & Procedure for Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY recognises equivalent statements of attainment and qualifications issued by Registered Training Organisation (RTO’s) Australia wide.

RPL or RCC is available on provision of verification at the beginning of a course. Students cannot apply for RPL or RCC at the end of their course.
What is Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC)?

If you know you are competent in the learning outcomes detailed in the module you are enrolled in, you can apply for RPL or RCC. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance criteria, which have been determined by industry, from a learning module, unit or element of competency listed in an endorsed training package or course.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible after the induction and orientation program but no more than 30 days after commencement of the course.

Then, in consultation with your trainer you should:

- Obtain a copy of the RPL/RCC Procedure and Application Form from the Administration office
- Decide which subject(s) are to be recognised
- Provide an Evidence Portfolio in line with the Assessment Criteria in the subject information.
- Seek peer assessment
- Arrange for a direct practice observation of your competence, if applicable
- Challenge a formative assessment of relevant underpinning knowledge and skills i.e. participating in a set assignment.

Evidence for recognition of prior learning and/or current competencies may include:

- Evidence of current competence within last 2 years
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

Students seeking recognition are provided with:

- RPL/RCC Procedure and Application forms
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL/RCC is available for all subjects. The learning outcomes of each subject provide the RPL benchmarks. Students may receive full recognition or high standing for the competencies required for a course or subject. High standing recognises attainment of some but not all competencies for the course or subject. Students are initially self-assessed against learning outcomes and assessment criteria of relevant subjects.

Students must document their claim for competency in sufficient detail to enable the assessor to decide on assessment needed.

If the Assessor has doubts on your competencies you may be invited to take a challenge test.

If you require further information please ask your trainer and/or the administration office.
Shortening of course duration after RPL/RCC is granted
- If the RPL/RCC is granted before the student visa grant, the actual net course duration (as reduced by RPL/RCC) will be indicated in the Confirmation of Enrolment (CoE) for the student, or
- If the RPL/RCC is granted after the student visa grant, the change of course duration will be reported via PRISMS under section 19 of ESOS Act.

Kent Institute of Business and Technology
RPL / RCC Procedure Flowchart

Students are advised during enrolment and induction that they may be eligible to apply for Recognition of Prior Learning (RPL) and/or Recognition of Current Competencies (RCC).

Students seeking RPL/RCC must apply before or within thirty days of starting their course.

Student to fill RPL Application Form which is available in the Administration Office and electronically on Kent website & submit all relevant documentation including portfolio of evidence.

RPL / RCC Form & Documentation submitted to Director of Voc Ed

Director of Voc Ed together with the trainer assess and evaluate the evidence submitted.

RPL/RCC approved?

Yes

Student informed of Institute’s decision

No

Student informed of Institute’s decision

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 Strategies

The Institute has adopted an on-going formative assessments strategy. Normally assessments are conducted during scheduled classes. Students must attend their scheduled classes in order to be assessed.

Issuing of Certification

Vocational education and training undertaken at KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is competency based. Which means that your assessments will determine whether or not a student is competent / or not yet competent (NYC).

Students are issued with a statement listing modules undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with certification listing modules undertaken and results are stated using the following grades:

<table>
<thead>
<tr>
<th>Competent Percentage</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Distinction</td>
<td>85 - 100%</td>
</tr>
<tr>
<td>Distinction</td>
<td>75 - 84%</td>
</tr>
<tr>
<td>Credit</td>
<td>65 - 74%</td>
</tr>
<tr>
<td>Pass</td>
<td>50 – 64%</td>
</tr>
<tr>
<td>PAR</td>
<td>Pass After Re-assessment</td>
</tr>
</tbody>
</table>

Competency Based-Training and Assessment

Competency means you must demonstrate a skill, not just answer questions. The level of skill you have to demonstrate is listed in the National Training Package which contains the syllabus. Training is delivered to you so you can perform the assessment tasks.

Assessment

Assessment is the process of collecting evidence and making judgements on whether or not competency has been demonstrated by you. Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

Authenticity

The evidence collected is actually proven to be your work alone. Plagiarism is unacceptable and internet derived material must be suitably acknowledged.

Reliability

Our assessment methods ensure that the competency standards are applied consistently from student to student and from context to context using clear, unambiguous, well documented assessment procedures and competency standards.

All of our trainers and assessors are well trained and practised from an appropriate background of
business experience.
Our assessments are carried out within a system flexible enough to allow multiple and diverse forms of evidence.

**Consistency**
We collect enough evidence to allow judgement across the range of skills that must be directed, without undue reliance on any small number of select workplace contexts or projects.

**Currency**
Our assessments evaluate whether or not your skills and knowledge are current and can be applied in today's workplace.

**Sufficiency**
Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out. You must provide enough evidence to prove competency against the standards. This is defined on each of the assessment papers that will be issued to you. Remember, in our College, you can only repeat an assessment once.

**Flexibility**
Every portfolio or set of candidate evidence is unique. You must identify and develop your own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience or simulated workplace and will require different types and forms of relevant evidence. Assessors can be flexible in using assessment tools. However, the assessment tools must assess both performance (skill) and underpinning knowledge and understanding over a period of time.

**Fairness and Equity**
Our assessments do not disadvantage any person except those who do not study. You will have assessments that do not discriminate in any way. Assessment guidelines must include an approach for working with candidates who have special needs.

**Trainer-Assessors**
Our assessor will objectively assess evidence against a set of standards. All our Trainers hold:
- Relevant qualifications
- TAE10
- Industry experience

**Forms of evidence**
Evaluation of direct assignment tasks; Actual observation;
Skill tests, simulations and projects;
Evaluation of underpinning knowledge and understanding; Questioning and discussion; and
Evidence from prior achievement and activity.
Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used. It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.
Course Attendance Policy and Procedures

Purpose
To ensure that Kent Institute of Business & Technology’s reporting procedure relating to student’s non-attendance is complaint with the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training ("The National Code") as outlines below. Additionally the student reporting procedures fulfill Kent Institute of Business & Technology’s duty of care obligations.

Scope
This procedure applies to international students of Kent Institute of Business & Technology International College on a Student Visa.

Procedure

Recording Attendance
1. Absences are entered in Kent Institute of Business & Technology’s Student Management System ("KENTBC") by a Kent Institute of Business & Technology Trainer & Assessor on a weekly basis. This data is provided by class attendance rolls completed by the relevant Trainer & Assessor. This in turn ensures a staff member can vouch for a student’s attendance from the class attendance rolls as required in Standard 11 of the National Code. Based on these records, KENTBC calculates the attendance percentage of the student automatically from the start to date to the present.
2. Attendance of all students is recorded systematically. Absences due to illness as evidenced by a medical certificate or other exceptional circumstances such as bereavement are noted in KENTBC notes. Students are advised in the Student Handbook to provide Kent Institute of Business & Technology Administration with a copy of their medical certificate for inclusion on their student file in accordance with the National Code.
3. If a student is absent for more than 5 consecutive days without approval, the Administration staff member responsible for entering attendance will contact the student to confirm his/her safety and be advised to return to the course immediately. The student will receive a Warning Letter.

Warning and Intention to Report Letters
1. Each week, Kent Student Services staff will generate a report from KENTBC on all students’ overall attendance. Students below 80% attendance are posted and/or emailed a Warning Letter outlining the student’s current overall attendance and reminding the student of the laws in regards to maintaining an attendance over 80%.
2. Students below 80% attendance (for each study period) are posted and emailed an Intention to Report Letter. This letter notifies the students of their current overall attendance and of Kent Institute of Business & Technology’s intention to report them to immigration for poor attendance. This letter also explains the appeals process both internal and external. It also very clearly states that the students have the right to an appeal as per Standard 8 of the National Code.
3. This letter also states that the students MUST come to see a Counselor as soon as possible. If students do not see a Counselor to attend an Intervention Strategy Meeting or to access the right of appeal in that time, they will be reported to immigration.

Appeals Processes
1. If, at the end of the 20 working day period, the appeals process has not been accessed the Student Services Manager office will proceed with the reporting process through PRISMS.
2. Kent Institute of Business & Technology may decide, under limited circumstances, not to report a VET student if he/she attendance is below 80% but higher then 70% and/or have demonstrated sound academic progress.
3. If, at the end of the 20 working days period, the appeals process has been accessed and the student’s appeal has been denied, the Counselor will notify the student in writing of the unsuccessful appeal stating the reasons why the appeal was unsuccessful.
4. Students whose appeal is denied are informed of their right to an external appeal. The Attendance Counselor will assist the student in arranging an external appeal. Students refusing the right to an external appeal
appeal will sign an External Appeal Process Refusal Statement acknowledging the College’s decision to report.

6. Students wishing to access an external appeal must do so within 10 working days of the accessing the internal appeal.

7. If, at the end of the 20 working day period, the appeals process has been accessed and the student’s appeal has been successful the Counselor will notify the student in writing of the successful appeal stating the reasons why the appeal was successful.

**Intervention Strategy**

1. Student to present their reason for non-attendance from classes and provide evidence to Director of Voc Ed/Counselor.
2. Director of Voc Ed / Counselor will apply Standard 11 of National Code to examine student’s case and provide advice to student.
3. Director of Voc Ed /Counselor will contact DIAC/DEEWR for any queries when applying Standard 11 of National Code before giving advice to student.

**Reassessment Policy**

1) At the end of each study block, the Institute will contact all those students who failed a subject in that block within 3 working days after the end of the block. Students will be asked to see the Director of Voc Ed or Counselor for a counselling session and to discuss the reasons for the poor performance. The student will be given the opportunity for reassessment within a period of two weeks after the counselling session. A reassessment fee of $100 will apply.

2) Students will be required to see the trainer in-charge to arrange a time and place to do the reassessment. Students are allowed two opportunities to pass the failed subject. To ensure fairness, students will be given the opportunity to access the teacher in charge who will offer support and additional resources as required to prepare them for the reassessment.

3) If the student does not pass the subject on the second attempt, it will be recorded as a fail. Students will have to redo the subject at the student’s own expense when the subject is being offered the next time round.

**Appeals Process**

Should a student pass less than 50% of the subjects undertaken within the 6 months of study or two semesters in the school’s timetable/academic calendar, the student will be notified in writing of our Intention to report to DIAC for not achieving satisfactory course progress. The written notice will inform the student of the access to our complaints and appeals process (see details in page 21). The student will be given 20 working days to do so.

**Reporting Student to DIAC**

Where the 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 DEST through PRISMS of the student not achieving satisfactory course progress as soon as practicable.
Students are responsible for maintaining an overall attendance of 80%.

Class Teachers record attendance via Class Attendance Sheet and input attendance to KentBC database in accordance with Monitor and Maintain Class Rolls procedure PROCEDURE QA-MMCRA-01.

Heads of Studies verify (weekly) the data entry and accuracy of Class Attendance Sheets and KentBC database.

Student Services Manager conducts a weekly KentBC database query of all students who have Study Block attendance < 80% or who have been absent for five consecutive days.

Student Services Manager posts a Warning Letter for those students who are absent for five consecutive days without approval.

Student Services Manager posts a Warning Letter for those students whose Study Block attendance falls below 80%.

Student Services Manager posts a Notice of Intention to Report Letter to those students whose Study Block attendance falls below 70%.

Student Services Manager posts a Notice of Intention to Report Letter to those students who can no longer maintain attendance requirements for remainder of course.

Data Entry accurate?

No

Yes

Student responds within 20 working days?

No

Yes

Student Services Manager reports student to DIAC via PRISMS.

Student Services Manager posts Student a Section 20 Notice informing the Student that they have 28 days from the date of the Notice to visit DIAC.

Student accepts Intervention Strategy Meeting outcome?

No

Yes

Student rejects Intervention Strategy meeting outcome: Student chooses to appeal via Complaints & Grievance or Assessment Appeals Procedure.

Further action dependent upon outcome of appeal.

Student's attendance falls below 70%.

Student Services Manager posts a Notice of Intention to Report Letter to student.

As the student is below 70%, they must be reported. Student Services Manager reports student to DIAC via PRISMS.

Student Services Manager posts Student a Section 20 Notice informing the Student that they have 28 days from the date of the Notice to visit DIAC.
Plagiarism

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it, is plagiarism. It is the use of someone else’s work without proper recognition.

Plagiarism can involve the use of someone else’s argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author’s sentences in order to present them as your own. Plagiarism also involves copying another’s work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Trainer/Facilitator will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure.

Training Delivery and Assessment

Classroom Training

Training is delivered 'face to face' by qualified trainers and you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role play techniques, discussions, presentations and assignments.

Classroom Assessment /In-Class Assessment

Assessment strategies cover a wide range of assessment methods and may include workplace simulation, case studies, practical demonstrations, creation of specific written documents and reports, and formal questions (such as multiple choices, short and long answers), and these strategies are employed to address the performance criteria in accordance to the training packages in relation to these units of competency being assessed.

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.

Special Needs Learning and Assessment

Students with special needs may receive assistance for learning and assessment, which 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 also provides recommendations. Students will then meet with the Student Services Manager to discuss issues of accommodation, which will then be submitted to the Director for approval.
WELFARE & COUNSELLING

Student Health

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness, which could affect others (e.g. colds, flu and viral infections), should not come to KENT INSTITUTE OF BUSINESS AND TECHNOLOGY until recovered.

Students unable to attend KENT INSTITUTE OF BUSINESS AND TECHNOLOGY due to illness must advise their department reception immediately. A medical certificate will be required.

Drugs and Alcohol

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is a drug and alcohol free institute. To ensure the integrity of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’S premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major violation of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

Occupational Health and Safety

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the federal and State rules and regulations of the NSW Occupational Health and Safety Act.

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

Access and Equity


In the event of a situation that is considered by either staff or students to be in violation of KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’S Access & Equity Policy, staff and students are required to report the situation to Management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

Harassment

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual’s work.
performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

**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
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

**Examples of victimisation may include:**
- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

**Examples of bullying may include:**
- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant ‘put-downs’
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened against teachers

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 of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

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 to 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 also be obtained by students on a wide range of legal issues through LawAccess NSW. Free legal advice and information can be obtained by telephone by calling LawAccess NSW Legal Help Line **1300 888 529** for the cost of a local call, or by visiting the website [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au).
LawAccess NSW is a free NSW wide telephone information, 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

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

Family and civil law advice is available from LawAccess 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.

**Overseas Student Ombudsman – External Student appeals service**

International students wishing to lodge an external appeal should contact Overseas Student Ombudsman. For contact details and information on how to make a complaint, [http://www.oso.gov.au/making-a-complaint/](http://www.oso.gov.au/making-a-complaint/)
Complaints and Appeals Processes

**PERSONAL**
- Institute Fees
- Exclusion from Institute
- Enrolments
- Visa Processing
- Health Insurance
- Accommodation
- Transport
- Student Records
- Course Transfers
- Course Delivery

Visit the staff at the Kent Institute main office at Level 5, 70-72 Bathurst St SYDNEY

- Student to lodge a complaint/appeals by completing a complaints/appeals form with supporting information
- Front 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 Student Services Manager
- A meeting involving the student and his/her support person and all other parties involved is called by Admin Manager and/or Director of Studies
- 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
- Medical Certificates
- Course/Subject Content
- RPL/RCC
- Assessment Tasks/Results
- Holidays
- Class Session Transfers
- Injuries
- Discrimination

- Visit the staff at the Kent Institute main office at Level 5, 70-72 Bathurst St SYDNEY
- Student to lodge a complaint/appeals by completing a complaints/appeals form with supporting information
- Front 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 Student Services Manager
- A meeting involving the student and his/her support person and all other parties involved is called by Admin Manager and/or Director of Studies
- A written statement of the outcome will be provided to the student within 10 working days of the formal lodgment of the complaint/appeal

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman 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 Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

- 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.
Student Counselling Services and Support

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY 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.

All students should make an appointment at reception with the Student Liaison Officer if they wish to ask about any vocational education and training or personal counselling services available at KENT INSTITUTE OF BUSINESS AND TECHNOLOGY.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products KENT INSTITUTE OF BUSINESS AND TECHNOLOGY will do its best to ensure they are relevant to industry needs.

KENT INSTITUTE OF BUSINESS AND TECHNOLOGY is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, KENT INSTITUTE OF BUSINESS AND TECHNOLOGY provides:

Student Vocational Counselling to improve and extend training outcomes. While this can be achieved on a one-on-one basis with Management, trainers/assessors and Director of Voc Ed are required to monitor student progress. 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 Student Services Manager/ Trainers&/Assessors and Director of Voc Ed who are responsible for monitoring student progress.

Additional support and services include:

a. Education and Career Counselling
b. Assistance when applying for RPL/ RCC

t. Personal Counselling services are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. 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

The Student Services Manager is available to counsel students in these areas. Where the Student Service Manager is unable to meet the needs of the student, the students may contact one of the following counselling providers located in Sydney:

Counselling Services located in Sydney

These include:

Counselling Psychotherapy Health, Level 4/193 Macquarie St. Sydney, (02) 9235 2450

R&D Counselling and Group Therapy, 1 Bay Rd, Ultimo, (02) 9280 3161
**Language, Literacy and Numeracy (LLN) Support**

Language, Literacy and Numeracy (LLN) Support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support are identified on enrolment. Many of the Institute Trainers have a background in language learning and teaching and are able to offer students case by case support in this area.

Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need to:

a. Count, check and record accurately  
b. Read and interpret  
c. Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extra curricula assistance is available and can be accessed by contacting the administration office for more information.

**Student Travel Concession Forms**

Travel Concession forms are ONLY AVAILABLE 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 and signature. Students are required to have their Identification card with them at all times whilst on the KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’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.

**Working in Australia**

You may work a maximum of 20 hours per week whilst you are in Australia on a student Visa. Your course does not include any work as part of your study.

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this Visa.

Immigration laws allow students to work for up to 20 hours per week. However, you must not rely on income earned in Australia to pay your tuition fees.

Unpaid Work Experience placement may be a requirement for Children’s Services Courses, which you need to satisfy to complete your course.
Obtaining Work Permission
Overseas students in Australia are allowed to work no more than 20 hours per week during semester provided it does not adversely affect their studies. During semester breaks students may obtain full-time employment. Once you have received your Tax File Number, you can:

Apply online
2. Choose the type of visa you want to apply for
3. Read the General Information pages
4. You must agree to the Terms and Conditions before proceeding
5. Fill in the application screens
6. Pay by credit card only

Apply by post or in person
1. Complete the Form 157P (you can get this form at the WVI reception or DIAC office or visit the DIAC website)
2. Get the principal of WVI to complete a special section on the form
3. Either post or lodge the application in person at the DIAC office

Obtaining Tax File Number
1. You will need to complete a special form, available at your nearest Taxation Office you can also download it from the website www.ato.gov.au
2. Lodge the application at the nearest taxation office. (The nearest to Kent Institute is the office on 100 Market St, CPT (Centre Point Tower) Phone number for new members: 1800188188. Phone number for enquiries or for an appointment: 132 861.
3. Your tax file number will be sent to your current Australian address. Once you have received your TFN, you may then lodge an application for work permit.

Job Placement
Once students complete their course at Kent Institute, the college can provide assistance and advice on resume/CV development and prospective employment.

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 trainers, 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 KENT INSTITUTE OF BUSINESS AND TECHNOLOGY’s property within the time specified by the issuing staff member.

Failure to comply with this policy will result in no certification 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 ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

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.