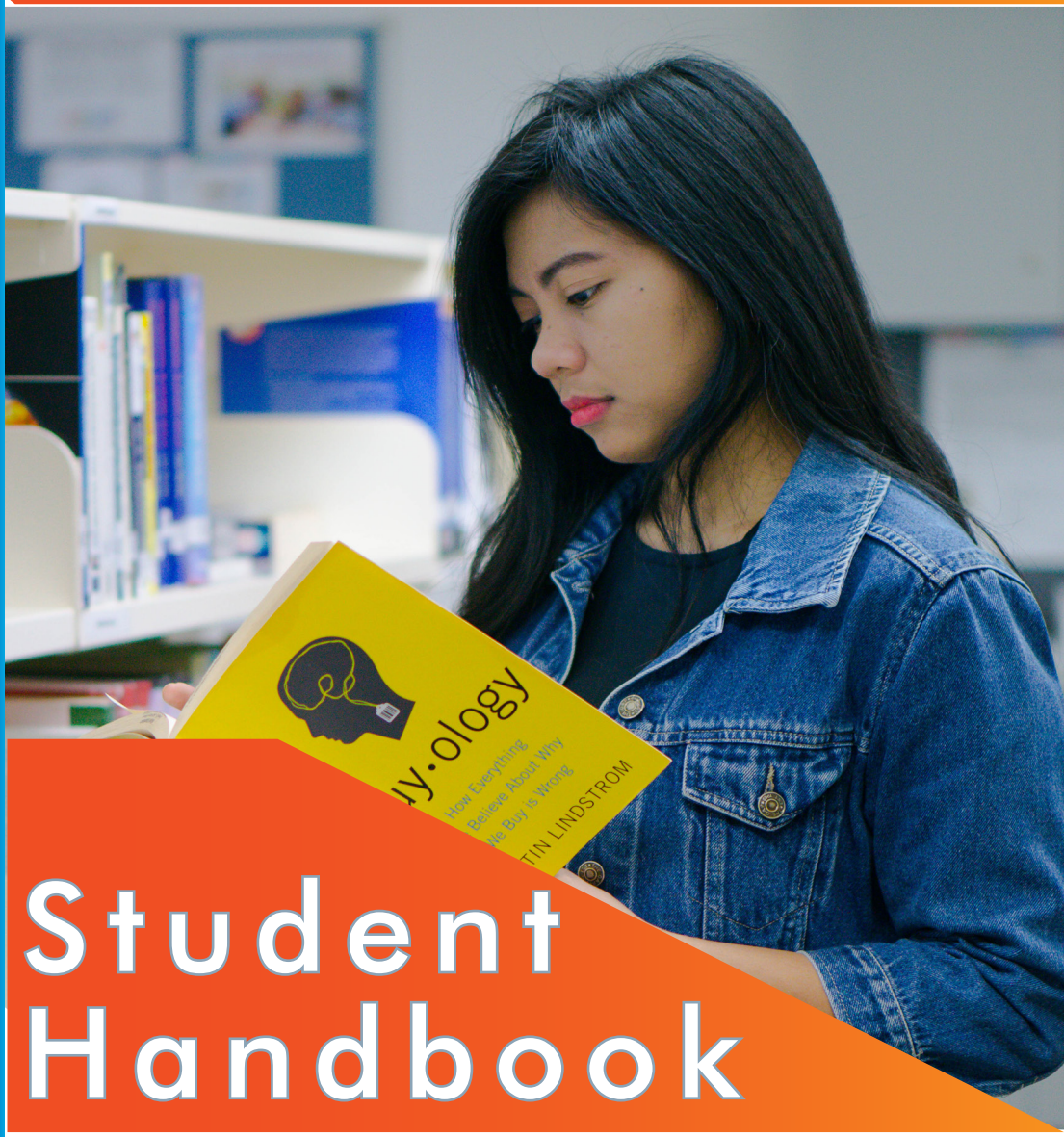
kent.edu.au

KENT INSTITUTE AUSTRALIA



Student Handbook

Higher Education Courses

Sydney Campus

Kent Institute Australia
Levels Mezzanine, 1, 5 & 11,
10 Barrack Street
SYDNEY NSW 2000

Unit Opening Hours (Monday to Friday)
Library (Mezzanine) 10.00am to 6.00pm
HEd Unit (Level 5) 9.00am to 5.00pm
Student Services Unit (Level 11) 8.30am to 5.30pm

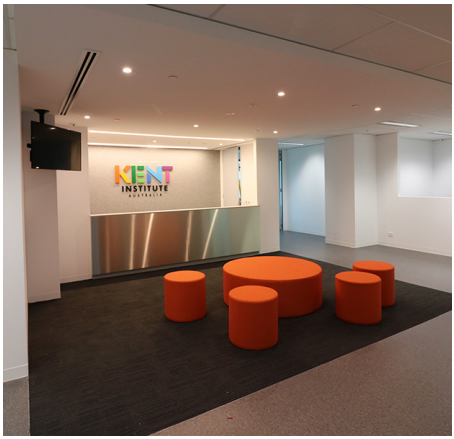
General Enquiries: +61 2 9093 5151
IT Help: +61 2 9093 5111

Melbourne Campus

Kent Institute Australia
Levels 9 & 10,
350 Queen Street
MELBOURNE VIC 3000

Unit Opening Hours (Monday to Friday)
Library (Level 9) 9.30am to 5.30pm
HEd Unit (Level 9) 9.00am to 5.00pm
Student Services Unit (Level 10) 8.30am to 5.30pm

General Enquiries: +61 3 8353 0800
IT Help: +61 3 8353 0811



Contact Details

Unit/ Contact	Email Address
General Enquiries	**info@kent.edu.au**
VET Administrator	**vet.administration@kent.edu.au**
Admissions	**admissions@kent.edu.au**
Student Services Unit	**studentservices@kent.edu.au**
Student Finance Sydney	**StudentFinance.Syd@kent.edu.au**
Student Finance Melbourne	**StudentFinance.Melb@kent.edu.au**
IT Help	**ithelp@kent.edu.au**
Melbourne Academic Learning Support (ALS)	**als.melb@kent.edu.au**
Sydney Academic Learning Support (ALS)	**als.syd@kent.edu.au**
	lead.melb@kent.edu.au
	lead.syd@kent.edu.au
Melbourne Events & Activities	
Sydney Events & Activities	

Welcome

It is with great pleasure that Kent welcomes you to study at our campuses, and thanks you for choosing Kent, an amazing institution with so much to offer.

Kent staff are committed to your success and are here to support your study journey and will strive to provide a student-centered educational environment that encourages all students to think critically and creatively. Staff will focus on creating a healthy, safe and enjoyable campus life where you can maximize your personal potential while pursuing your educational dreams.

Kent is proud in providing quality learning and teaching and exceptional student support but more importantly, Kent is proud of the accomplishments of its students.

Our academic staff are passionate, energetic and have extensive industry experience which will ensure high-quality and appropriate academic advising, monitoring, mentoring, nurturing and coaching to ensure your lectures are stimulating, engaging and relevant to the workplace.

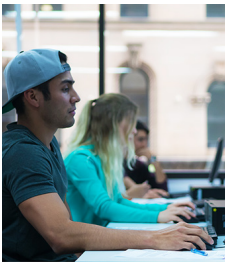
A key focus at Kent is to ensure to meet its approved graduate attributes and graduate with all the skills you require to gain employment. In this regard, our career employment service and our leadership program will support your job search and help build your career prospects.

Kent Student Services Unit is proactive and has key priority activities in place to offer a range of student events, health and wellbeing workshops and has a Student Representative Group (SRG) to ensure your voice is heard.

Together, we will strive to make a difference. Kent staff wish you every success in your chosen course and every success for the future.

Disclaimer

Students must refer to current policies and procedures on the Kent document register, available in their My Kent Student Portal account my.kent.edu.au and through the Kent Website. Kent acknowledges that due to the review period of this Student Handbook, it may not include recent updates.



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1.0 Student Services and Support

Kent is proud of its personalised, friendly service, ensuring students feel comfortable in a pleasant and caring atmosphere. Kent provides various services to ensure that students achieve to the best of their ability.

1.1 Student Orientation 'O Week'

Orientation also known as 'O Week' is held during the week prior to formal class commencement, and is compulsory for all new students. It is a key step to successful integration into the Kent student community. It is essential that students attend orientation as it will assist them to understand Kent's academic systems and familiarise themselves with Kent's facilities, policies and procedures. Orientation is also designed to provide students with an understanding of what is required of them while studying.

During orientation queries relating to course structure and timetables will be answered. It is possible to make individual appointments with academic staff to answer any additional questions students have regarding unit selection and students can register to have a Student Mentor to assist them with transitioning to higher education studies at Kent.

1.2 Student Events and Activities

kent.edu.au/events

Get Involved!

Kent holds many extra-curricular events and activities for students all throughout the year. Events and activities are planned around five core themes:

- Just for fun!
- Personal Success and Leadership
- Careers and Employment
- Academic Skills
- English Language Skills

Most events and activities are completely free and provide a great platform to provide students with opportunities to create new friendships, develop skills, access support and receive recognition as part of the LEAD program.

To view and register your attendance for upcoming events and activities, head to Kent's event webpage kent.edu.au/events.

1.2.1 Leadership, Experience and Development (LEAD) Program

What makes you stand out?

Employers are looking for candidates who have done something extra. LEAD is an opportunity for students to gain recognition for developing a range of skills outside their course. LEAD is a points based program that gives aspiring leaders an opportunity to build leadership capacity, interpersonal communications and gain skills for future employment.

Participate in LEAD Workshops, Activities, Events or Initiatives to gain points and record them on your LEAD Passport. LEAD events and activities can be found on the Kent events calendar- kent.edu.au/events. You can also gain points from any volunteering work you do. Students and Alumni who accumulate 100 or more points over the year will receive a Kent LEAD Program certificate and activity transcript for their portfolio's at the yearly awards ceremony.

The student who accumulates the highest number of points will be awarded the Kent LEAD Ambassador of the Year trophy and will be nominated by Kent for an external award in NSW and VIC such as the International Student of the Year Award Competitions.

The Kent LEAD Ambassador of the Year will also receive significant media coverage through Kent's social platforms, website, YouTube and newsletters.

For more information, email:
Sydney Email: lead.syd@kent.edu.au
Melbourne Email: lead.melb@kent.edu.au

LEAD
Leadership Experience And Development

1.2.2 Student Representative Group (SRG)

kent.edu.au/SRG

Kent recognises the imperative role students play in providing valuable insight into all aspects of student life.

You are represented!

Kent has a SRG consisting of students from both the Sydney and Melbourne campuses who have been nominated by their fellow students to represent them.

The SRG meet independently throughout the year to discuss student lead ideas and concerns. They organise student activities throughout the year and are key contacts for student advocacy by providing independent advice and referral for students. The SRG also provide feedback from students to the Student Representative on the Academic Board and the Kent Executive Management team.

The SRG strive to ensure the student body is adequately represented and recognised to:

- Enhance the advancement of student life, quality education and student participation
- Contribute to maintaining and enhancing student life in all the relevant aspects such as academic and social areas
- Mediate the gap between Kent students and management
- Actively model an inclusive environment, ensuring that students from all cultural groups are recognised and have the opportunity for formal representation
- Improve transparency through consistent communication with Kent students
- Encourage and support active participation of all students in community engagement

To contact your SRG members:

Sydney Email: srg.syd@student.kent.edu.au
Melbourne Email: srg.melb@student.kent.edu.au

STUDENT REPRESENTATIVE GROUP

1.2.3 Careers and Employment Service

Your success is important to us!

We understand that studying your course is an investment in your future, career, and employment prospects. We want to see Kent students graduate equipped with the confidence, skills, knowledge and ability to sell themselves to prospective employers.

To achieve this, Kent provides all students and graduates with lifetime access to our exclusive online Kent Careers Portal, see section 2.5.6 of this handbook.
Kent also offers personal weekly consultation services 'Career Hub' and regular 'Job Ready' workshops to assist with:

- Resume and job applications
- Interview training
- Understanding the Australian workplace culture
- Understanding work rights, equality and Fair Work
- Identifying your strengths
- Developing confidence and self-awareness

To register to attend a Career Hub consultation or Job Ready workshop, head to kent.edu.au/events.

1.3 Student Health and Wellbeing Services

Kent caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. We know that students need to be able to manage all areas of their life in order to achieve academically, we also know that as most of our students are studying a long way from their family and usual support systems, they may experience more challenges than local students.
Students are encouraged to express their views about their learning needs at all stages of their learning experience. For more information please visit https://kent.edu.au/student-support/

1.3.1 Counselling Services

Studying in a new country can be challenging! At Kent we know that students who are thriving in all areas of their life are better able to achieve academically. Therefore, it is important to look after your physical and mental health, learn to manage stress effectively and reach out for support when you need it.

Many students studying at Kent are living a long way from family and adjusting to life in a new country, this can add increased difficulties and stressors to your life. Getting to know your new city, learning about local health and welfare support services, connecting in with friends through events and activities, getting involved in the local community, and talking to a counsellor when things get tough can all help you stay on track and achieve success.

Kent offers the following wellbeing services to our students:

- Free and confidential Counselling Services
- Wellbeing Workshops
- Social Events and Activities

Personal counselling services include, but are not limited to, the following:

- Grievance /conflict resolution
- Stress and anxiety management
- Life skills and time management
- Access and equity issues
- Student welfare and support
- General wellbeing and healthy living
- Sonder App 24/7 help

Kent has introduced a new Student Health and Wellbeing Services app, with aim to provide students with easy, on-demand access to health and wellbeing support anytime, anywhere, ensuring continuous care and assistance throughout their academic journey. For more information visit https://kent.edu.au/student-support/

1.3.2 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 with special needs may provide a statement from a health professional about the nature of their special need which may also provide guidance on how students can be accommodated. Students will then meet with the Executive Manager Student Services to discuss assistance arrangements. This information will then be submitted to the Executive Dean.

Contact: studentservices@kent.edu.au for assistance with this process.

1.3.3 Overseas Student Health Cover

If you're on a Student Visa at Kent, you must have a current health insurance policy, this is known as Overseas Student Health Cover (OSHC).

Students can organise their OSHC through Kent who partners with BUPA. More information on OSHC is available on our website at kent.edu.au/health-insurance/.

The Australian Government requires all international students to have OSHC for the duration of their student visa to help ensure students will be covered for the cost of some medical treatments if they get sick or have an accident.

1.4 English Language Support

Kent is committed to ensuring the very best outcomes for all students. The English Language Support offered at Kent provides all students assistance with English through a range of support options that are designed to strengthen skills in confidence and fluency in the use of the English language. The objective is to assist students with their listening, reading, writing and speaking skills and encourage students to become confident in using English in their everyday lives.

Individual consultations

These individual consultations provide opportunities for students to receive tailored advice on how to improve their English across a variety of micro and macro skills such as pronunciation, grammar and vocabulary, academic reading and writing skills, business English and fluency.

English Conversation Café

As a commitment to creating positive, social and inclusive spaces on campus to further facilitate students improving their English, Kent offers a conversation café. In these weekly sessions, students are encouraged to attend and participate in a conversation with their fellow class mates in English in a relaxed and supportive environment.

Online English Resources

Kent Students have access to online English support through their Moodle access, which is available to them at any time. This is in the form of written documentation, online quizzes and videos. All students are encouraged to speak English on campus. This creates an environment of unity and helps students improve their communication skills, their study experience and future job prospects.

To register to attend an English Café, head to kent.edu.au/events.
To book an appointment, contact our friendly staff.
Sydney - ALS.Syd@kent.edu.au
Melbourne - ALS.Melb@kent.edu.au

1.5 Academic Learning Support

Kent is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. Academic Learning Support Staff provide programs designed to assist students by offering opportunities to improve student study skills, understand assessment task requirements and information to prepare for their future career.

Regular workshops and student consultations are offered every trimester with our experienced and qualified support staff. Online resources are also available for students to access at any time during their study. Workshop topics include:

- Library Research
- Referencing and Plagiarism
- Essay Writing
- Report Writing
- Oral Presentation
- Exam Preparation
- Higher Education Success

To learn more about the support offered by Academic Learning Support Staff, or to book an appointment, contact our friendly staff.

1.6 Accommodation

Kent can refer students to providers of both short term and long-term accommodation. Students who would like support with finding suitable accommodation should email studentservices@kent.edu.au or see Student Services Unit Staff for a one to one consultation.

1.7 Student Feedback

We love feedback!
Each Term students have the opportunity to provide feedback on the student experience through our regular Student Surveys. Kent also receives feedback from the Student Body through the Student Representative Group (SRG) and through Student Focus Groups arranged from time to time. (Kent Website > MyKent Student Link > POLICY – Student Feedback and Evaluation Policy & Procedures - Student Login Required).

At any time, students can provide Kent with opportunities for improvement by completing and submitting an Opprtunity for Improvement Form. (Kent Website > MyKent Student Link > POLICY – Opportunities for Improvement Policy & Procedures- FORM- Opportunity for Improvement Form - Student Login Required).

Kent endeavours to provide students with regular updates on actions taken based on feedback received, this may be through direct responses, student announcements or updated documentation such as in course information and in Kent

1.8 Complaints and Appeals

Prospective, current or former Kent students can pursue perceived complaints of either an academic or non-academic (personal) nature, by following procedures set out in Kent's Complaints and Appeals Policy & Procedures which allow for any alleged or perceived grievances, disputes or complaints to be effectively resolved. Refer to the Complaints and Appeals Policy and Procedures (https://kent.edu.au/public-documents/).

Kent's Complaints and Appeals Policy & Procedures is based on the principles of fair and just process and the resolution of perceived grievances in a timely and constructive manner.

Where a query or complaint is of a simple or straightforward nature, students are encouraged to raise it with the relevant Kent staff member, so as to seek its effective resolution prior to submitting an application for the formal process. Examples could include misunderstandings or confusion about whether fees have been paid, correct enrolment information supplied and recorded, assignments submitted by due date.

Note: The students right to make complaints and seek appeals of decisions and actions under the Kent Complaints and Appeals Policy & Procedures, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies, or other relevant State laws.

2.0 Campus Facilities

2.1 Library

The Library is an important place for any student. Studies have shown that reading something off a piece of paper, as opposed to a laptop screen aids concentration. Libraries offer a quiet oasis, perfect for getting some serious studying done. We encourage you to make the Library a place you visit often.

Kent Library Sydney
Level M, 10 Barrack Street, Sydney, NSW 2000.
Phone: (02) 9093 5170
Hours of Opening: 10am to 6pm, Monday to Friday.

Kent Library Melbourne
Level 9, 350 Queen Street, Melbourne VIC 3000.
Phone: (03) 8353 0870
Hours of Opening: 9:30 am to 5:30pm, Monday to Friday.

2.1.1 Rules of Behaviour in the Library

The use of inappropriate language and behaviour is not acceptable and may result in the user being asked to leave the Library. Continued inappropriate behaviour may result in the student being referred for disciplinary action.

The library is a place of research, individual study and quiet group discussion. It is not to be used for entertainment purposes such as viewing movies or videos online.

Students are expected to comply with the provisions of the Copyright Act 1968 and the Copyright Amendment (Digital Agenda) Act 2000 by abiding by the law and not photocopying more than 10% or one chapter (whichever is greater) of a book. More information about the Copyright Act 1968 is available at: www.copyright.org.au.

Wireless access is available to all students with personal computers and tablets. The security of these items is the sole responsibility of the owner and Kent is not responsible for any damage or theft while on Kent premises.

If the Library electronic security alarm indicates that an item may have been incorrectly loaned, all users must present books and/or bags and cases for inspection on request by a Kent staff.

No food and drink, with the exception of water, is allowed to be taken into the Library
Mobile Phones:
- No phone calls are permitted to be made or taken within the Library
- All mobile phones are required to be set to silent or vibrate on entering the Library
- Texting is permitted on silent keys

2.1.2 Overdue Library Books

Kent students should be aware that Kent Library books are provided for the use of all Kent students and a borrowing system is implemented to ensure an equitable and fair use of available books. Students should adhere to the borrowing system and return loaned books in a timely manner. In cases where books are not returned within the period due, Kent has implemented sanctions to address this issue.

Students who do not comply with the Kent Library borrowing system and do not return loaned Library resources in a timely manner will incur the following charges:
7 Day Loans
1-89 Days Overdue:
$1 fee per DAY up to a maximum amount of $30; borrowing privileges blocked.
90 Days + Overdue:
Replacement Book cost (latest version) + 30% administration fee
2 Day Loan
1 - 89 Days Overdue:
$2 fee per DAY up to a maximum amount of the book value; borrowing privileges blocked.
90 Days + Overdue:
Replacement Book cost (latest version) + 30% administration fee
3 Hour Loan
1-89 Days Overdue: $5 per DAY up to a maximum amount of the book value; borrowing privileges blocked.
90 Days + Overdue: Book cost + 30% fee

A student with an overdue Library book(s) who has accrued fines of $20.00 or more will have:

i) 'IT Sanctions' placed on their account.
These IT Sanctions will not allow access to the Kent's Student Information System (SIS) and Learning Management System (Moodle) and will also restrict the student's access to request documentation. An invoice will also be issued for payment in full within five (5) working days from the date of the invoice and the 'IT Sanctions' will not be removed until the student has settled the invoice and returned the library book.

ii) In addition, the student will be unable to attend any examinations if fees are unpaid..
Students will be invoiced the book cost plus a 30% administration fee if:
1. A student has not returned a book within a 90 day period; or
2. A student has returned a book which is damaged beyond reasonable use.

Overdue Library Book Charges which are in excess of $100 and remain unpaid for 20 days may be passed to Kent's external debt collection agency for recovery and will restrict future enrolments until paid.

Refer to Kent's Library Services Policy & Procedures (Kent Website > MyKent Student Link > POLICY – Library Services Policy & Procedures - Student Login Required).

2.1.3 Membership of the State Library

All students are encouraged to complete the online registration procedure to join the State Library in their State. The major benefit of membership is free access to eResources which can be used to complement the online database (EBSCO) available through the Kent Library.

State Library of NSW
Macquarie Street, Sydney NSW 2000
Web: www.sl.nsw.gov.au/research-and-collections

Opening hours: Monday to Thursday 9am to 8pm,; Friday 9am to 5pm; Saturday & Sunday 10am to 5pm.

State Library of Victoria
328 Swanston St, Melbourne VIC 3000
Web: www.slv.vic.gov.au

Opening hours: Monday to Thursday 10am to 9pm, Friday 10am to 6pm, Saturday and Sunday 10am to 6pm.

2.1.4 Membership of the University of Technology, Sydney Library

The University of Technology, Sydney library is located near Chinatown at: Cnr. Ultimo Rd and Quay St, Haymarket NSW 2000.

- Hours of opening: Monday to Thursday, 8am to 10pm; Friday, 8am to 9pm; Saturday & Sunday 10am to 6pm.
- Phone: (02) 9514 3666
- University of Technology, Sydney has an excellent library with a large collection covering Management, Business, Accounting and Information Technology.
- To register for 10 visits per year for free, take a bill with your current address or drivers licence and Kent student card.
- Take your laptop as there is no computer access.

2.1.5 Textbooks

Students can purchase brand new or second hand textbooks from The Co-op Bookshop with online ordering and free delivery over $100 - www.coop.com.au

Sydney The Co-op Bookshop: Shop 2/153 Phillip Street, Martin Place. Opening hours: Monday to Friday, 9am to 5pm.
Phone: (02) 9095 5551.

Melbourne The Co-op Bookshop: Shop 2/300 Flinders Street, Melbourne. Opening hours: Monday to Friday, 8:45am to 4:30pm. Phone: (03) 9919 1444.

Textbooks can also be rented from: www.zookal.com.au

2.1.6 Online Resources

Kent website for EBSCO business database and library catalogue: www.kent.edu.au

State Library website to register online for e-resources:
NSW: www.sl.nsw.gov.au/research-and-collections
VIC: www.slv.vic.gov.au/search-discover/free-journals-databases-ebooks

Google Scholar: scholar.google.com.au

Publisher websites for online resources for textbooks at Kent:

- Cengage: www.cengagebrain.com.au free IPAD app and study tools Register as a student to access free study tools for textbooks.

To get started accessing your content, go to the product page for your textbook and click on the "Free Materials" tab. Within the tab, you can choose to access your content immediately or save it to "My Home".

- Pearson Australia: www.pearson.com.au
- McGraw Hill Australia: www.mheducation.com.au
- Online resources include: study resources, learning concepts, e-chapters, e-books, study guides, etc.

Kent Library Sydney computer labs are open from Monday to Thursday 8:30am to 8:45pm, & Friday 8:30am to 5:45pm. Kent Library Melbourne computer labs are open from Monday to Friday 9am to 5:30pm.

2.2 Computer Laboratories

Kent has up to date, well-equipped computer laboratories with Internet, email, scanner and printing facilities for student use. Students can use the computers in the Library study areas and general lab anytime during opening hours. For use of other labs students should first check with Reception to confirm room availability.

2.3 Identification on Campus

All Kent students will be issued with a Student Identification Card when they enrol. Students are required to have these cards on them at all times whilst on a Kent campus.
This card is used to:

- Access and use some of the facilities on campus
- Print, photocopy and scan
- Borrow and return Library books
- Access the exam rooms

Student ID cards must also be produced on the spot when requested by staff for security purposes.

If students lose their ID card, they must pay a replacement fee of $15 to the payments office prior to re-issuance.

2.4 Photocopying and Printing

Photocopying and printing facilities are available to students. To access these facilities Kent students can load money on to their Student identification card at the Payments Office. Each recharge must be a minimum of $10. Students tap their cards on the photocopier/printer for use when required.

2.5 Online Facilities and Access

Student's usernames and temporary passwords for all Kent online systems are issued during enrolment. Students can contact the IT department for further assistance.

The following systems are all available from the My Kent Student Portal, available at my.kent.edu.au.

2.5.1 Student Information Systems (SIS)

The SIS is available to students so they can:

- Update their contact details
- View grades, course status and attendance
- Manage their enrolment
- Check their timetable
- Provide ongoing feedback

Login through the Kent website or through the following link https://kent.rtomanager.com.au

2.5.2 Moodle

Students use Moodle to enrol and access their learning material, such as:

- Unit outlines
- Assessment and exam information
- Online tests and quizzes
- Additional reading material
- Lecturer contact details
- EBSCO Research
- Lecture slides
- Tutorial tasks
- Student Glossary of Terms

lms.kent.edu.au

Students must enrol in their units at the beginning of each trimester.

2.5.3 Student Email Accounts

All Kent students are provided with a life-long student email account. The student email account is the official means of communication with students. Students are required to check their student email account at least every two days.
This is accessible from the side bar on the Kent homepage- kent.edu.au

2.5.4 Online Library Catalogue

Search textbooks and other library resources online. Simply type in the search word(s) and click ok.

library.kent.edu.au/libero/WebOpac.cls
No password required.

2.5.5 WiFi Access

All students can access free high speed Wi-Fi on campus. Ask your IT help desk for access information.

2.5.6 Kent Online Careers Portal

Access Kent's Online Careers Portal for:

- Job searches
- CV/Resume Builder
- Cover Letter Builder
- Interview Simulator
- Elevator Pitch Simulator
- Advice from Current Employers
- Personality Tests
- Self-Development & Career Management Tools

And much more! Login through the side bar on the Kent website.

3.0 Student Administration Matters

3.1 Admissions and Enrolment

3.1.1 Student Selection

Kent ensures that clear and accurate processes for application and selection are outlined and publicised. Entry requirements for each course are detailed on the Kent website and students wishing to study must meet these requirements.
kent.edu.au/courses

3.1.2 Student Admission

Course admissions are conducted in an ethical and responsible manner and in accordance with the course requirements and Kent's Student Selection and Admissions Policy & Procedures www.kent.edu.au/public-documents/. Selection will be made on the basis of educational criteria and in accordance with all relevant legislation and regulatory requirements.

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 English proficiency.

3.1.3 Course Credit

Students can apply for course credit for units on the basis of their previous studies at Kent or any other educational institution in Australia or overseas in accordance with Kent's Course Credit and Articulation Policy & Procedures. Please visit www.kent.edu.au/public-documents/.

If a student's prior learning is recognised, the student may be granted advanced standing in the form of course credit. This means a student will be granted credit for one (1) or more units of study on the basis of comparability of the student's prior learning with the units in the Kent course. Students will need to sign to accept any course credit offered to them before it is added to their academic record.

Students applying for course credit should do so at the time of application for admission to the Kent course. The application for course credit must be made in writing on the Course Credit Application Form Higher Education www.kent.edu.au/public-documents/ and all necessary supporting documents, such as certificates, transcripts, and syllabus are to be attached to that form before the census date (end of week 3) in their first trimester. If the documents are in a language other than English, an official translation must be provided together with the original document.

The qualification or unit being used to apply for course credit must have been completed within ten (10) years of the time of the application for course credit.

If course credit is granted prior to the student visa being granted, the actual net course duration (as reduced by course credit granted) will be indicated on the student's electronic Confirmation of Enrolment (eCoE). If the course credit is granted after the student's visa is granted, the change of course duration will be reported to the Australian Government Department of Home Affairs via the student's eCoE as required by the ESOS Act.

3.1.4 Deferral of Enrolment

A student who has received an electronic Confirmation of Enrolment (eCoE) from Kent and wishes to defer the commencement of their studies are required to complete a Student Deferment Request Form and submit it to Kent Student Services Unit Staff.

Requests for deferral must be accompanied by supporting documentation as proof of the necessity to defer. Where no supporting documentation is available, a supporting letter explaining the reasons must be provided.

Supporting documents may include (but are not limited to):

- Revised Letter of Offer from pathway partner
- Transcripts from current institution
- IELTS exam date
- Visa lodgement date
- Medical Certificate
- Death certificate and/or
- Police or psychologist's report

A student's request for deferral of enrolment will be considered in accordance with the Student Deferral of Enrolment Policy & Procedures www.kent.edu.au/public-documents/

3.1.5 Unit Selection

Prior to the commencement of each trimester, students will receive an email informing them of the enrolment process. Students will need to follow the steps outlined in the email to complete their enrolment into the following trimester.

Timetables will be issued during enrolment by the Higher Education Administrator, or will be available for online selection after tuition fees have been paid in full.

3.1.6 Change of Enrolment

Students may apply to change their course of study in writing with Student Services Unit Staff. Students who change their course of study may need additional time to complete their new course and student visa holders will need a new electronic Confirmation of Enrolment (eCoE). Where a new eCoE needs to be issued a non-refundable $200 change of course fee applies. Refer to the Course Transfer or Amendment Policy & Procedures (https://kent.edu.au/public-documents/)

3.1.7 Student Contact Details

It is important that Kent has the current residential address, personal email address, telephone number and emergency contact details for every student. This enables Kent to provide important information such as warnings, reminders and study notifications and to ensure that correct information is being supplied by Kent to Immigration. Students must advise Kent of any change in their contact details within seven (7) days, either online through updating their own records in the Student Information System (SIS), or by notifying Student Services Unit Staff in writing.

3.1.8 Full Time Study Load Requirement

Under Australian immigration law, international students are required to study full time. For the purposes of Kent Higher Education students, 'full time' normally means enrolment in four (4) units in each trimester of study and that the student enrols in trimesters 1 and 2 of each academic year.

Only in limited circumstances may international students be enrolled in less than 100% of a normal full time load. Approval to study less than four (4) units in a trimester must be approved in advance by the Associate Dean or by Support staff as part of an intervention strategy.

If a student is permitted to study less than four (4) units in a trimester of an academic year, the student will be required to enrol in all three (3) trimesters of that academic year in a total of 8 units. Students who fail to enrol will be non-compliant with Australian visa regulations and may be reported to Australian Government Department of Home Affairs for cessation of studies.

Kent may also refuse to issue an extension electronic Confirmation of Enrolment (eCoE) to complete the course. Both of these may result in cancellation of the student's visa.

For details please refer to the Kent Full Time Study Policy & Procedures www.kent.edu.au/public-documents/

3.1.9 Unique Student Identifiers

What is a USI?
The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- allows you to access Commonwealth financial assistance (FEE-HELP)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking Higher Education course, you need a USI in order to receive your qualification.

3.2 Student Requests

3.2.1 Student Travel Concession

Travel Concession forms for State Rail Authority & State Transit Authority of NSW and Victoria are available for students who are Australian citizens or who have Permanent Resident status. Students requiring a travel concession can obtain an application form from the Student Services Unit Staff.

3.2.2 Suspension Requests

Students currently undertaking a course of study who have been, or will be, absent from classes for a period of time which impacts their ability to complete the Trimester should apply for an approved leave or suspension by completing the Student Request for Leave or Suspension of Enrolment Application Form.

Students must attach a medical certificate and/or other supporting evidence of compassionate or extenuating circumstances. Compassionate or extenuating circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Where the reason for leave is not due to the student's own medical treatment in Australia, additional evidence may be requested such as proof of relationship, carer nomination and flight details. Periods of Leave or Suspension will be reported to the Australian Government Department of Home Affairs and may affect the student's visa. A student's request for suspension of studies will be considered in accordance with the Student Suspension and Cancellation of Enrolment Policy & Procedures www.kent.edu.au/public-documents/

3.2.3 Cancellation Requests

Students wishing to withdraw from their course of study and/or cancel their enrolment, are required to inform Kent in writing. As per Kent's POLICY - Student Suspension and Cancellation of Enrolment Policy & Procedures (https://kent.edu.au/public-documents/). Students will also be asked to attend an exit interview to discuss their reasons for requesting the cancellation. When a request has been approved, the student's enrolment will be cancelled. The Australian Government Department of Home Affairs will be notified via the students electronic Confirmation of Enrolment (eCoE) as required by the ESOS Act, which may lead to cancellation of the student's visa.

Transferring Education Providers

Kent assesses requests from students for a transfer between registered providers prior to the student completing six (6) calendar months of the principal course of study in accordance with the documented procedures of the Australian Government regulations, the ESOS Act and the National Code. Please refer to Kent's Student Transfer and Release Policy & Procedures. www.kent.edu.au/public-documents/

Student Exit Interview

A student is required to contact Student Services Unit Staff to arrange for a Student Exit Interview. During this 'Exit Interview' a Student Exit Interview Record will be completed and attached to the Student Withdrawal/Transfer/Release Request Form prior to submission to the Student Administration Office for processing. www.kent.edu.au/public-documents/

3.3 Cancellation or Suspension Initiated by Kent

Kent may suspend/cancel the enrolment of any student in accordance with the Student Suspension and Cancellation of Enrolment Policy & Procedures or Academic Integrity Policy and Procedures www.kent.edu.au/public-documents/
if a student:

- Has gained admission to Kent by misrepresentation, by falsification of documents or by other fraudulent means; or
- Has failed to fulfil the normal requirements for admission or enrolment; or
- Has failed to commence the course within five (5) business days after the start date shown on the electronic Confirmation of Enrolment (eCoE); or
- Non-payment of fees; or
- Unsatisfactory Course Progress; or
- Has suspended their studies for more than six (6) months VET and twelve (12) months HEd; or
- Has failed to meet course requirements; or
- Has committed an act of grave misconduct associated with the student's course of study.

The student will be informed by a Letter of Intention to Suspend/Cancel Enrolment and in most cases will be given twenty (20) working days to appeal, explaining why their enrolment should not be suspended/cancelled. (Refer to Complaints & Appeals Policy & Procedures) www.kent.edu.au/public-documents/

If a student's enrolment is suspended/cancelled, the Australian Government Department of Home Affairs will be notified via the students electronic Confirmation of Enrolment (eCoE) as required by the ESOS Act. This may lead to a cancellation of the student's visa.

3.4 Payments and Refunds

3.4.1 Student Tuition Payments

Tuition fees are required to be paid in accordance with the Student Payments Policy & Procedures www.kent.edu.au/public-documents/

Tuition Fee Due Dates

Students are required to pay all tuition fees due for a trimester prior to the commencement of classes. The class commencement date is published on the Academic Calendars. The only exception to this rule is if the student has an alternative payment plan pre-approved as part of a fee extension or their Student Enrolment Agreement.

3.4.2 Late Payments

Students who do not make their full tuition payment by the scheduled due date will incur a late fine of $100 and may have their debt sent to an external collection agency in accordance with the Student Payments Policy & Procedures https://kent.edu.au/public-documents/. Students may also have their account access blocked or restricted until the fees are paid. Students who continue to have outstanding fees will receive an Intent to Report (ITR) notice.

3.4.3 Requests for Extension of Time to Pay Fees

Kent may approve an extension of time to pay tuition fees in special circumstances. To apply for an extension of time to pay the Student Fee Extension Application must be completed and submitted in person to Student Services Unit Staff or emailed to studentfinance.syd@kent.edu.au or studentfinance.melb@kent.edu.au
or visit
www.kent.edu.au/public-documents/

3.4.4 Refund Policy

Tuition fees may be refunded in accordance with the Student Refund Policy & Procedures www.kent.edu.au/public-documents/ and the Offer of Admission - International Student Enrolment Agreement or Offer of Admission - Student Enrolment Agreement.

In circumstances where Kent has defaulted on the Offer of Admission - Student Enrolment Agreement or Offer of Admission - Student Enrolment Agreement, such as when a course is no longer offered or Kent ceases to operate, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 will be followed by refunding all unspent tuition fees. If Kent ceases to operate, students will be guaranteed a continuance of their education and training by guaranteed acceptance into provider institutions of equal standing and in accordance to Kent's Teach Out Policy & Procedures.

3.4.5 Applying for a Refund

All requests for refunds must be made in writing and can be submitted on the Student Refund Request Form in person to Student Services Unit Staff or by email to studentfinance.syd@kent.edu.au or studentfinance.melb@kent.edu.au Kent will process refunds within twenty (20) business days of receiving a completed written claim from a student. All refunds are paid in Australian dollars and assessed in accordance with Kent's Student Refund Policy & Procedures https://kent.edu.au/public-documents/.
The availability of complaints and appeal processes in accordance with Kent's Complaints and Appeals Policy & Procedures, does not remove the right of the student to take action under Australia's consumer protection laws https://kent.edu.au/public-documents/.

4.0 Academic Matters

4.1 Award

Bachelor Degree courses are approved and accredited by the Tertiary Education Quality and Standards Agency (TEQSA). On successful completion of a Bachelor Degree the student will be awarded the relevant award by Kent in line with the Australian Qualifications Framework (AQF).

4.2 Course Structure

Please refer to the Kent Website kent.edu.au/courses for current information on courses delivered at Kent – information below may be updated from time to time.

4.2.1 Bachelor of Accounting

Kent's Bachelor of Accounting and Bachelor of Business (Accounting) offer studies in the core areas of business and accounting. Students have the opportunity to gain further knowledge and understanding of accounting principles and applications, as well as develop practical accounting competencies.

In Sydney and Melbourne the Bachelor of Accounting degree is fully accredited and recognised by both the CPA Australia and the Institute of Chartered Accountants Australia and New Zealand. Depending on the units studied and any advanced standing granted in your course of study, you may be eligible for membership of CPA Australia and the Institute of Chartered Accountants in Australia upon completion of the Bachelor of Accounting or Bachelor of Business (Accounting).

Bachelor of Accounting course consists of twenty four (24) units each worth of six (6) credit points to be completed over three (3) years full time (144 credit points in total). Students are expected to study twenty (20) CPA/CAANZ required core units and four (4) electives.

4.2.2 Bachelor of Business

Students are expected to study core units, specialisation units and elective units as follows:

For Bachelors of Business (Management Specialization/Marketing Specialization)
- 11 Core Units
- 6 Specialization Units
- 6 Electives

For Bachelors of Business (Marketing and Management Double Specialization)
- 11 Core Units
- 12 Specialization units (6 from each specialization)
- No Electives

For Bachelors of Business (Accounting Specialization)
- 11 Core Units
- 10 Specialization units
- 2 Electives

For Bachelors of Business (Information Systems Specialization)
- 11 Core Units
- 9 Specialization units
- 3 Electives

4.2.3 Bachelor of Information Technology

Kent's Bachelor of Information Technology is excellent for students who would like to broaden their Information Technology career prospects. It appeals to aspiring professionals, as the knowledge gained and skills developed and practiced are in individual and small team learning environments, equipping graduates for roles such as analyst programmer, web developer, database administrator, business analyst, systems analyst, and software and apps programmer in a business environment.

The Bachelor of Information Technology comprises 24 units, each worth six (6) credit points, completed over three (3) years of full-time study, totaling 144 credit points. Students are expected to complete 18 core units, including a capstone project unit, which carries double weight and is counted as two units, along with six (6) elective units.

For the Bachelor of Information Technology with a specialization in Cyber Security, students are expected to study 18 core units, including the double-weighted capstone project unit, along with six (6) specialized Cyber Security units.

4.3 Lectures and Tutorials

Students are usually required to undertake four (4) units over a twelve (12) week period. Each unit consists of three (3) hours of class contact each week. The total time commitment students are expected to spend on each unit, over the twelve (12) teaching weeks, is one hundred and forty four (144) hours. Students should plan, on average, for nine (9) hours of self-directed study in addition to the three (3) hours of class contact each week.

Classes are conducted face to face by qualified lecturers. 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.

4.4 Assessment Tasks

The objectives of assessment tasks are to evaluate the student's knowledge and skills in a particular unit of study, 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.

Students should familiarise themselves with any specific unit requirements as listed in the relevant unit outlines.
The form of assessment for each unit will vary. Kent has adopted the following combination of assessment tasks:
- Case study
- Written assignments
- Oral presentations
- Projects
- Quiz
- In-class test
- Examinations

All assessments must be submitted online through Moodle, with the Student Delcaration duly signed.

Students should refer to the Assessment Policy & Procedures and the Examinations Policy & Procedures for full details. (Kent Website > MyKent Student Link > POLICY – Assessment Policy & Procedures and POLICY- Examinations Policy & Procedures - Student Login Required)

Further information on Examinations can be found in the Examination Rules Student Handout. (Kent Website > MyKent Student Link > DOC- Examination Rules Student Handout - Student

4.4.1 Assessments

Clear information about assessment tasks is available at the beginning of each trimester on Moodle.

4.4.2 Assessment Feedback

The lecturer will provide students with adequate written feedback about assessment tasks, excluding final examinations and in-class tests, within ten (10) business days of submission.

The feedback is designed to provide students with an opportunity to improve their performance in subsequent assessments. Students receive constructive feedback based on marking criteria.

4.4.3 Special Consideration

Kent has policies and procedures to assist students who are unable to submit an assignment by the due date, or sit an exam or in-class test on the day scheduled due to extenuating circumstances, such as:

- Illness, including psychological disorders
- Compassionate reasons, such as a death in the family.

Extensions to Assignment Deadlines

A student may request an assignment extension if they are unable to submit an assignment by the due date. Students must apply for an extension within three (3) business days of the due date by completing an Assignment Extension Form available in SharePoint that can be accessed via Moodle Dashboard. This form must be submitted in person or by email to the Higher Education Administrator, with supporting documentation, such as a medical certificate.

Late assessment submissions without an approved extension will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 5% per calendar day late of the total mark applicable for the assessment item. An assessment item will not be accepted without an approved extension or without approved extenuating circumstances more than ten (10) business days after the assessment due date. In such an instance the assignment will be awarded zero marks.

Deferred Assessments

A student who is unable to attend an in-class test or final examination due to medical or compassionate reasons should complete a Deferred Assessment Application Form available in Moodle. This form should be lodged within three (3) working days of the date of the assessment. This form must be submitted in person or by email to the Higher Education Administrator, with supporting documentation, such as a medical certificate.

The Higher Education Administrator will inform the student by email of the outcome of applications for extensions to assignment deadlines and deferred assessments, including details of new due dates, or deferred assessment dates.

Supplementary Assessment

Students who achieve an overall final mark of 45-49% will be automatically eligible to sit a Supplementary Assessment. The Higher Education Administrator will inform these students by email of the date, time and location of the supplementary assessment task within ten (10) business days of the grade release date. Eligible students will be given one opportunity to complete the supplementary assessment task on a date scheduled in the deferred / supplementary assessment period of the trimester. A student who successfully passes the Supplementary assessment will be awarded a Supplementary Pass (SP) for that unit.

4.5 Grades

4.5.1 Grade Release Dates

Final grades will be posted on the Student Information System (SIS) on the Grade Release Date specified in the Academic Calendar (Higher Education).

4.5.2 Grading System

Kent follows the following grading system for Bachelor Degrees:

- **High Distinction** (HD) (85 -100%)
- **Distinction** (D) (75 – 84%)
- **Credit** (C) (65 – 74%)
- **Pass** (P) (50- 64%)
- **Supplementary Pass** (SP) (Awarded after successful completion of a supplementary assessment task)
- **Conceded Pass** (CP) (Awarded at the discretion of the Academic Board in exceptional circumstances in a final unit of study within a course.)
- **Fail** (F) (1 – 49%)
- **Absent Fail** (AF) (0%) (No assessment tasks submitted)

4.5.3 Review of Grade

In the event a student believes that their final grade in a unit, issued at the end of a trimester, does not correctly reflect their performance against the criteria, students may choose to informally discuss their concern with the lecturer responsible for the unit. Where the informal approach is not appropriate, or the student wishes to take the matter further, the Review of Grade Policy and Procedure provides a process for a more formal application for a "Review of Grade". (Kent Website > MyKent Student Link > POLICY – Review of Grade Policy and Procedures - Student Login Required).

Students seeking review of individual items of assessment should, in the first instance, approach the Lecturer responsible for marking the assessment item.

This discussion is required to take place within two (2) working days of the date of assessment results being advised to the student or Release of Grade date as published on the Kent Academic Calendar for the Trimester. Where, after such discussion, the student believes an error persists or the result is not a fair reflection of the student's work, the student may apply for Review of Grade.

A student may apply for a Review of Grade provided the student has completed all the essential assessment requirements detailed in the Unit Outline issued at the commencement of the Trimester.

A student may apply for a Review of a Grade if they have reason to believe that:

- They were not provided with a Unit Outline as required
- The assessment requirements as specified in the Unit Outline were varied
- A candidate is of the view that a clerical error has occurred in the computation of the grade
- Due regard has not been paid to the evidence of serious misadventure, accident or extenuating circumstances

A Review of Grade Application Form must be completed and submitted to Academic Unit Administration within four (4) working days* of the Grade Release Date on the Kent Academic

4.6 Academic Misconduct

Academic misconduct means seeking to obtain or obtaining academic advantage for oneself or for others by dishonest or unfair means, this also includes plagiarism.

If a student's work is shown to include plagiarised work, or a student is caught cheating, using artificial intelligence tools, or other Academic Misconduct concerns, the matter will be reviewed in accordance with Kent's Academic Integrity Policy & Procedures and Artificial Intelligence Policy and Procedures (Kent Website > https://kent.edu.au/public-documents/ > POLICY – Academic Misconduct Policy & Procedures and Artificial Intelligence Policy and Procedures).

4.6.1 Plagiarism

Plagiarism is the presentation of the thoughts or works of another as one's own, such as copying or paraphrasing material from any source without due acknowledgment, falsely taking authorship of others work.
Examples:
a) self-plagiarism, that is, reusing one's work, whole or part, that has been submitted, marked and counted towards to the fulfilment of the requirement of another unit, or the present unit, or a previous offering of the present unit without the permission from the relevant Unit Coordinator's and due acknowledgement and reference;
b) the inclusion of one or more sentences from another person's work, or tables, graphs, images, designs, computer programs and any other data, ideas or work without the use of quotation marks and acknowledgement of the source;
c) the use of one or more sentences from the work of another person where a few words have been changed or where the order of copied phrases or sentences has been changed;
d) the use of one or more lines of computer program from the work of another person where the name of variables or functions or methods have been changed or where the order of the functions or methods has been changed;

Students will be made aware of what constitutes plagiarism and academic misconduct. This information will be available to them via:

- This Student Handbook
- Orientation presentations
- Unit outlines
- Moodle
- Lecturers at the beginning of each trimester
- Academic Learning Support workshops.
- The Academic Misconduct Policy & Procedures

(Kent Website > MyKent Student Link > POLICY – Academic Misconduct Policy & Procedures - Student Login Required).

4.6.2 Cheating

If a student has been determined by a lecturer or tutor to have cheated or colluded during an assessment as those terms are defined in the Academic Integrity Policy & Procedures and Artificial Intelligence Policy & Procedures, the matter will be reviewed in accordance with these policiese https://kent.edu.au/public-documents/.
Students caught cheating in final exams are removed immediately from the exam room, receive zero for the exam and reported for academic misconduct.

Examples include:
a) contract cheating where a student arranges, attempts to arrange, acquires or allows any form of paid or unpaid assessment to be undertaken fully or partially by another party and the student represents or represented the work as if it were their own;

b) completing an assessment for another person or engaging another person to assist in the completion of an assessment;
c) taking an examination or test for another person or engaging another person to take examination or test;
d) unauthorised collusion with another person or other persons in an examination or in the completion of other forms of assessment;
e) copying or attempting to copy from other students in an examination or other forms of assessment;
f) communicating with others during an examination;
g) bringing material or device into an examination or other forms of assessment other than the approved items specified for that assessment task;
h) tampering with examination materials;
i) leaving examination or test answer papers exposed to the view of other students;
j) providing forged or falsified medical or other documents to gain an academic advantage;
k) falsification of data, information or citations as part of an assessment;
l) taking actions to prevent other students from completing their assessment work;
m) making a false claim, e.g. the contribution to a group assignment, in relation to an assessment in order to obtain an unfair academic advantage;

4.7 Satisfactory Attendance

All students are expected to maintain 100% attendance and may be considered 'at risk' of not achieving satisfactory grades if their attendance falls below 80%.

Attendance is an important element of successful studies, and regular attendance at all classes, lectures and tutorials is expected. Students are advised that satisfactory attendance is essential to obtain a passing grade in all units in their course of study. It is in the best interests of all students to attend scheduled classes to acquire the knowledge and skills delivered in their course of study.

4.8 Satisfactory Course Progress

The Academic Monitoring and Intervention (AMI) HEd Policy & Procedures (https://kent.edu.au/public-documents/) is the process Kent utilises to identify students who are at risk of not achieving satisfactory course progress. The purpose of intervention for students at risk is to improve course progress rates for the individual and across Kent.

At the conclusion of each trimester, students will be assessed as being 'at risk' of demonstrating unsatisfactory course progress through the generation of reports when the student:

- has failed 50% or more of the units attempted in the trimester; or
- fails a unit with the result that the student is no longer able to complete his or her course within the current duration of their existing electronic Confirmation of Enrolment (eCoE).

Students may also be identified for early intervention by the following triggers:

- Poor academic history when transferring from another provider. This is identified during admission to Kent and recorded on the 'Offer of Admission' to notify that the student is required to attend an 'early intervention meeting' prior to enrolling in their first trimester of study at Kent;
- Low attendance and/or participation in class identified through referral from academic staff or through the generation of Kent's student attendance reports;
- Failure to submit or attend particular assessments during a trimester;
- If a student has personal circumstances that are impacting on his or her ability to study and this has been brought to the attention of Kent staff.

Please refer to Kent's Academic Monitoring and Intervention (HEd) Policy & Procedure for an explanation of the process that are followed to identify students who are not progressing academically so they can be offered appropriate support services to improve their performance(https://kent.edu.au/public-documents/).

4.9 Reporting to Immigration

It is mandatory that Kent notify the Australian Government Department of Home Affairs on the students electronic Confirmation of Enrolment (eCoE) as soon as practicable if an international student has unsatisfactory course progress, outstanding fees and/or student misconduct, and:

- the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or
- the complaints and appeals process is completed and the outcome is in support of Kent.

This process may lead to cancellation of the student's visa.

4.10 Academic Calendars

The Academic Calendar is available on page 23 of this Handbook. Academic Calendars for future years are available from Kent's policies and forms site: kent.rtomanager.com.au. Only plan holidays during your designated break periods!

4.11 Graduation

Kent conducts a minimum of one Graduation Ceremony per year in Sydney and Melbourne. Once the results are finalised and ratified by Academic Board, the Kent Governing Board meets to endorse the conferring of Higher Education awards to students who have completed all course requirements. This process is in accordance with Kent's Graduation and Conferral of Award Policy and Procedures (Kent Website > www.kent.edu.au/public-documents/ > POLICY – Graduation and Conferral of Awards Policy & Procedures – Student Login Required)

Students who are deemed eligible to graduate will receive a confirmation notification from the Student Services Unit. This confirmation will include instructions on how to apply for a Completion Letter and Official Transcript.

Official documentation:

- The **Official Transcript** lists all units a student has attempted and the grades awarded. If a student has received course credit (exemptions) these will be included.
- The **Completion Letter** confirms a student has completed all course requirements and is eligible to receive the award. In relevant courses, any specialisations completed by the student will also be included and the duration of study, including actual commencement and completion dates.
- The **Testamur** (Certificate) is issued to graduands at the yearly Graduation Ceremony. If a graduand is unable to attend the ceremony they can request for the Testamur to be posted or collected, which will only be availble on or after the Graduation Ceremony.
- The **Australian Higher Education Graduation Statement** (AHEGS) is the Australian equivalent of the European Diploma Supplement. It is a document which describes a higher education qualification including descriptions of the nature, level, context and status of the studies undertaken as well as information about the education system to which the qualification belongs. Like the Testamur, this is issued during or after the Graduation Ceremony.

5.0 Kent Code of Practice

5.1 Kent Code of Ethics

Kent will at all times act with integrity in dealings with all students and members of the community.

Kent 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 complies with:

- Tertiary Education Quality and Standards Agency (TEQSA)
- The Australian Quality Framework (AQF)
- Higher Education Standards Framework (Threshold Standards) 2021
- Australian Skills Quality Authority (ASQA)
- The Standards for Registered Training Organisations 2015
- The Education Services for Overseas Students Act 2000 (ESOS Act.) and the National Code of
- Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). The provision of education to international students is regulated by the Australian Government Department of Home Affairs through the Education Services for Overseas Students (ESOS) legislative framework. Australian Government Department of Home Affairs has made available a brief overview of the ESOS Framework, including the rights and responsibilities of international students. The ESOS Framework factsheet can be found here- kent.edu.au/esos-framework.
- Australian Government Department of Home Affairs under the Migration Act 1958, which is responsible for issuing student visas to allow entry to Australia to study
- Commonwealth/State legislation and regulatory requirements.

Kent will ensure:

a) The provision of adequate facilities in which to conduct courses and training programs
b) The employment of qualified teaching and administrative staff
c) Compliance with an acceptable refund policy
d) Compliance with current Workplace Health & Safety and duty of care requirements
e) The maintenance of adequate records and security of all current and archival records
f) Student access to their records upon request
g) Notification to students of any intention to relocate premises, no later than three weeks before relocation is to occur.
h) Kent undertakes to provide quality education and training and to uphold the highest ethical standards.
i) Kent undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics.
j) Kent will refrain from associating with any enterprise which could be regarded as acting in breach of this code

5.1.1 Management Practices

Kent will at all times ensure that the learning environment is structured to facilitate the best possible learning situations for both students and teaching staff. Sufficient resources will be provided to ensure effective teaching and to facilitate the learning process for students.

All courses are delivered by qualified academics who are 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.

5.1.2 Marketing of Kent Courses

Kent guarantees to market its courses within the provisions of the Australian Consumer Law, the NSW Fair Trading Act (1987), the Fair Trading Act 2012 (Vic), the ESOS Act and the National Code 2018. 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 will be made and no comparisons will be drawn with other providers or courses.

5.1.3 Provision of Student Information

Students will be provided with accurate, relevant and up-to-date information prior to commencement of their courses. This information will include details about Kent's 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 Kent. Students will be provided with additional information as and when required.

5.1.4 Educational Standards

Kent'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. Kent is committed to the success of students and maintains an environment conducive to learning. Kent has the capacity to deliver its courses, provide students with adequate facilities and use appropriate teaching and learning methods and materials.

Accountability
We acknowledge and accept responsibility individually and as an institution for our actions, decisions and policies

Teamwork
We work cooperatively, provide support to each other while all the time respecting one another's viewpoints and experience

Fairness & Integrity
We strive for fairness and adhere to the highest ethical standards. We treat Kent students, employees and other stakeholders with honesty and consistency

Diversity
We seek, nurture and respect cultural diversity among staff and students

Supportive
We are committed to providing a quality and consistent supportive environment for staff and students alike

Engaged
We believe that genuine learning requires active engagement by students and educators

Rigorous
We are committed to delivering quality teaching and learning that requires high standards of students, educators and professional staff

5.1.5 Kent Graduate Attributes

Kent defines Graduate Attributes as the guiding principles underpinning teaching at Kent to encourage and develop students to take responsibility to build their own personal development, knowledge and abilities throughout the course of their studies. Graduate Attributes are detailed in all Kent Course unit outlines and are individually designated in each unit for specific desired learning outcomes for that unit.

Kent Graduates are:

- Critical thinkers able to solve complex problems logically and analytically in the context of their discipline.
- Able to recognise their responsibility to society and to apply ethical perspectives to informed decision making.
- Globally and culturally aware when operating in the global business community.
- Able to utilise information and communication and other relevant technologies effectively.
- Able to work collaboratively across and within cultural boundaries.
- Able to work independently and be self-directed learners.
- Able to apply their discipline specific knowledge and skills to local, national and international contexts.

5.1.6 Access and Equity

Kent is committed to the principles and processes described in the Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992 and Victorian Equal Opportunity Act 2010. (Kent Website > MyKent Student Link > POLICY– Access and Equity Policy & Procedures – Student Login Required)

6.0 Student Rights & Responsibilities

Student life at Kent should be a rewarding, supportive and positive experience centred on engagement on academic and vocational areas of learning and training. This Student Charter (Sections 6.1-6.6 of this document) aims to foster Kent values and encourage active engagement between Kent and the student body within the contexts of professional practice, learning and teaching.

As such, the Charter defines the partnership that exists between students, the staff who teach them and the broader Kent community. This Charter outlines what it means to be a student member of the Kent community and student responsibilities and expectations.

Intellectual Freedom

Kent is committed to the principles of intellectual freedom, including critical and open inquiry, and the free expression of ideas and opinion without fear or favour. As members of a community of scholars, Kent students are encouraged to develop a capacity for critical judgment and sustained and independent search for truth. Freedom to learn depends upon appropriate opportunities and conditions in the classroom and in the larger community.

Kent students have the right to freedom of speech and they should be encouraged to examine and discuss all questions of interest to them, and express opinions publicly as well as privately. Kent is proud to support its students to contribute to community debate in a positive and respectful manner. Kent has an established framework for academic governance, which ensures that courses and units are developed and approved in accordance with academic standards, best practice and the Higher Education Standards Framework (Threshold Standards) 2021.

6.1 Equal Opportunity, Discrimination and Harassment

Kent is committed to providing a learning environment that values diversity, offers equality of opportunity to all students and staff, and is free from harassment and discrimination. Kent recognises that harassment and discrimination may have the effect of creating an intimidating, hostile and offensive study and work environment and is therefore committed to ensuring its absence from Kent campuses.
Kent students can expect that:

- They are not treated unfairly because of their sex, gender identity, marital status, status as a parent (or carer), sexual orientation, race, disability, age, physical features, religious belief or activity, political belief or activity
- They are not harassed (made to feel intimidated, offended or humiliated) because of any of the above
- They are not subjected to sexual harassment
- They receive appropriate flexibility e.g. because of a disability, or for family or cultural responsibilities
- Concerns regarding discriminatory treatment or harassment are dealt with promptly, fairly and impartially.

Students are also expected to abide by the access and Equity Policy and Procedures (https://kent.edu.au/public-documents/) to make sure that their own behaviour does not result in other students or staff feeling intimidated, humiliated or offended. All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. As per the Non-Academic Misconduct Policy and Procedures (https://kent.edu.au/public-documents/) disciplinary action may be taken against students who are found to have harassed other students or staff. Kent expects all students to uphold this policy. Breaches of the policy will be considered to be 'misconduct' or 'serious misconduct' which may result in expulsion for students.

Harassment

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

Victimisation

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

Sexual Misconduct- Zero Tolerance Policy

Kent enforces a **Zero Tolerance Policy** towards sexual misconduct and actively encourages a 'support first' approach.

Students should contact the Student Engagement and Welleing Co-ordinators on their respective campus in the first instance- who are the first responders trained to guide students through Kent processes and to refer to relevant support services.

Sexual Misconduct Prevention and Response Policy & Procedures (https://kent.edu.au/public-documents/).

Bullying

Examples of bullying may include:

- Using a position of strength to coerce others
- Behaviour that intimidates, degrades or humiliates
- Forms of punishment or 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.

6.2 Kent's Obligations to Students

Kent acknowledges the following obligations and recognises that students have the right to:

- expect Kent to provide education and training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all Kent's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for learning, training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the course of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- learn from fully qualified, competent and diligent lecturers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that Kent will be ethical and open in its dealings, its communications and its advertising,
- expect that Kent will observe its duty of care to them,
- efficient handling of administrative matters and the processing of fees, concessions, refunds, and
- privacy and confidentiality, and secure storage of student records in accordance with Kent's policies, to the extent permitted by law.

6.3 Students' Responsbilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake,
- providing accurate information about themselves at the time of enrolment, and advising Kent of any changes to their address or phone numbers within 7 days,
- paying all fees and charges associated with their course and providing their own course requirements where notified,
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them,
- regular and punctual attendance,
- producing their own work,
- ensuring their enrolment is considered full time when on a student visa,
- the security of their personal possessions while on Kent premises,
- promptly reporting all incidents of harassment or injury to Student Services Unit Staff,
- respecting Kent property and observing policy guidelines and instructions for the use of equipment, and
- seeking clarification of their rights and responsibilities when in doubt.

Furthermore, students are expected to:

- login and check their student email account every two days at a minimum,
- access their online records through Moodle and SIS regularly,
- attend their scheduled classes regularly and punctually,
- carry their Student ID cards at all times and produce them when requested,
- refrain from the use of devices which may disrupt classes. e.g. mobile phones,
- comply with reasonable direction from Kent authorised representatives,
- conduct themselves in a safe and healthy manner

Theft

As the premises of Kent are open to the public, students are advised not to leave their valuables unsupervised. Kent cannot be held responsible for anything which may be stolen from its premises.

Security at Kent

Students are reminded that the facilities and services at Kent are for Kent students and staff. These facilities and services are to enhance the learning environment for students. To ensure this occurs, your co-operation is sought.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. Clothing or apparel which may be considered offensive to others such as featuring explicit language or culturally insensitive or intimidating/traumatic imagery or print is strictly prohibited. Students will be asked to remove the offensive item immediately or leave the premises.

Behaviour on Campus

Students are expected to reflect the ideals and code of behaviour of Kent in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in a professional manner to enable the effective management of Kent.

Kent strives to achieve the following "basic principles" of interpersonal behaviour to:

- be focused on the situation, issue or behaviour, not on the person,
- assist in maintaining the self-confidence and self-esteem of others,
- maintain constructive relationships with all staff and fellow students,
- take the initiative to assist in making things better, and
- always lead by example.

6.4 Student Discipline

Kent will make all attempts to provide its training and services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure academic integrity is upheld and the safety and well-being of all students and staff. Staff will enact the following policies if required. Academic Integrity Policy and Procedures and Non-Academic Misconduct Policy and Procedures (https://kent.edu.au/public-documents/) and Complaints and Appeals Policy and Procedures (https://kent.edu.au/public-documents/)

Examples of when disciplinary action may be required to be taken include when a student:

- is caught cheating, plagiarising material, breaching copyright laws or providing false or misleading information.
- brings onto, or consumes on, Kent premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on the premises any alcohol,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource belonging to Kent or any training venue hired by Kent,
- assaults (physically or verbally) any person or persons on Kent's premises or any training venue hired by Kent
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on Kent's premises.

6.5 Critical Incidents

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

Examples of critical incidents include, but are not limited to:

- Serious injury, illness, or death of a student or staff member
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incidence of violence
- Natural disaster e.g. earthquake, flood, tsunami – refer to the Emergency Evacuation Policy and Procedure
- Fire, bomb-threat, explosion, gas or chemical hazard – refer to the Emergency Evacuation Policy and Procedure
- Social issues e.g. sexual assault, drug use, alcohol abuse.

To know what to do in the event of a critical incident, refer to the Kent Critical Incident Policy & Procedure (https://kent.edu.au/public-documents/)

6.6 Workplace Health and Safety

Kent is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

As a student you have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.(https://kent.edu.au/public-documents/) > POLICY- Workplace Health and Safety Policy & Procedure.

6.6.1 Hazard Report

If a student identifies something on the campus which could cause injury or damage to someone, they should advise a Kent staff member without delay. A Hazard or Incident Report will be completed and the incident will be investigated ((https://kent.edu.au/public-documents/) > FORM – Hazard or Incident Report Form). Refer to the Hazards and Incidents Policy & Procedures ((https://kent.edu.au/public-documents/) > POLICY– Hazards and Incidents Policy & Procedures).

We Help You Achieve More

7.0 Emergency, Legal and Welfare Services

Police/Ambulance/Fire Brigade

Triple zero (000) Triple Zero calls are free.
* Is someone seriously injured or in need of urgent medical help?
* Is your life or property being threatened?
* Have you just witnessed a serious accident or crime?
* If you answered YES call Triple Zero (000).

Translating Interpreting Services (TIS) National (24 hours)

A free telephone and on-site interpreting service for people who do not speak English and for people supporting them.

131 450 | www.tisnational.gov.au

Lifeline (24 hours)
Telephone support for people thinking about suicide or experiencing a personal crisis.

13 11 44 | www.lifeline.org.au

Drug and Alcohol Information Service (24 hours)
Providing education, information, referral, crisis counselling and support about illegal drugs such as heroin, ice and cannabis, as well as legal drugs such as alcohol.

VICTORIA – DirectLine (24 hours)
1800 888 236 | www.directline.org.au

NSW - Alcohol & Drug Information Service (ADIS) (24 hours)
1800 422 599 | www.yourroom.com.au

Legal Aid Helpline
Provides free information about your legal problem and contact details for services that might be able to assist you.

NSW - LawAccess NSW (Weekdays, 9am - 5pm)
1300 888 529 | www.lawaccess.nsw.gov.au

VICTORIA – Legal Aid Victoria (Weekdays, 8.45am - 5.15pm)
1300 792 387. | www.legalaid.vic.gov.au

Victims of Crime
Provides free information and support to help you manage the effects of crime and guide you through the legal process.

VICTORIA - Victims of Crime (7 days, 8am - 11pm)
Call 1800 819 817 Text 0427 767 891 | www.victimsofcrime.vic.gov.au

NSW - Victims Services 8am (Weekdays, 8am to 6pm)
1800 633 063 | www.victimsservices.justice.nsw.gov.au

1800RESPECT (24 hours)
A safe and confidential counselling service supporting people dealing with sexual assault, abuse, or domestic and family violence.

1800RESPECT (1800 737 732) | www.1800respect.org.au

Mental Health Services (24 hours)

NSW Mental Health Line - 1800 011 511

VIC Mental Health Advice Line - 1300 60 60 24

SANE Australia (Weekdays, 9am-5pm).

Provides information about mental illness, treatments and where to go for support and help.
1800 18 7263 | www.sane.org

MensLine Australia (24 hours)
A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

1300 78 99 78 | www.mensline.org.au

Women's Helplines
Support, information and referrals for women on a range of issues including on family relationships, legal issues, domestic/family violence and emotional well-being.

VICTORIA – WIRE Women's Support Line (Weekdays, 9am-5pm)
1300 134 130 | www.wire.org.au
NSW – Rape Crisis Centre (24 hours)

1800 424 017 | www.nswrapecrisis.com.au

Pregnancy Support Helpline (24 hours)
Provides counselling, information and support for concerns or questions associated with an unexpected or difficult pregnancy, as well as support following a termination or pregnancy loss.

1300 737 732 |www.pregnancycounselling.com.au

QLife (7days, 3pm-12am)
QLife is a counselling and referral service for Lesbian, Gay, Bisexual, Trans-gender and Intersex (LGBTI) people.

1800 184 527 | www.qlife.org.au

Blue Knot Foundation (7 days, 9am-5pm)
Telephone counselling for adult survivors of childhood trauma, their friends and family who support them.

1300 657 380 | www.blueknot.org.au

Housing/ Homelessness Support
NSW Link2home - 1800 152 152 (24/7)

VIC Crisis Accommodation Info Line - 1800 627 727 (10am to midnight 7 days)

Doctors and Health Services
Search for a range of health services in your local area.

www.healthdirect.gov.au/australian-health-services

Kent offers Student Health and Wellbeing Services via app, with aim to provide students with easy, on-demand access to health and wellbeing support anytime, anywhere, ensuring continuous care and assistance throughout their academic journey. For more information visit:

https://kent.edu.au/student-support/

8.0 Academic Calendar

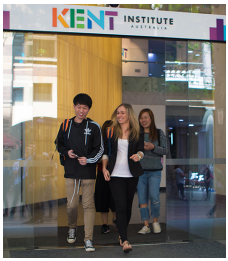
Students should familiarise themselves with the relevant Academic Calendar for their course so that they are aware of official study break periods and public holidays (which can vary by state) in each year.

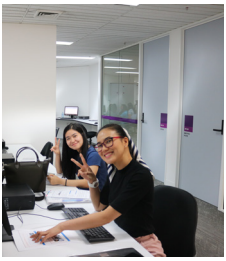
All of Kent's Academic Calendars are published in the Student Information Systems (SIS), which is accessible from the My Kent student account. (https://kent.edu.au/public-documents/) > DOC – Academic Calendar VET)

Academic Calendars for the current and following year are also published on the main Kent website: kent.edu.au/important-dates

SCAN HERE FOR THE LATEST DATES::

kent.edu.au/important-dates





WHAT
WILL YOU
ACHIEVE?

KENT INSTITUTE AUSTRALIA

KENT INSTITUTE AUSTRALIA PTY LTD

SYDNEY
10 Barrack Street,
Sydney, NSW 2000 Australia
Phone: +61 2 9093 5151

MELBOURNE
350 Queen Street,
Melbourne, VIC 3000 Australia
Phone: +61 3 8353 0800

kent.edu.au

info@kent.edu.au

CRICOS Code: 00161E
RTO Code: 90458
TEQSA Provider No.: PRV12051

Information provided is considered to be true and correct at the time of publication.

Student Handbook (HE)
V9 - 27 February 2025

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