

Royal Brisbane International College Hong Kong



Student Handbook 2016

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This Student Handbook for Royal Brisbane International College (Hong Kong) Campus
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IAL Deliver on behalf of RBIT/RBIC Australia National Organisational No.30807

Welcome from RBIC

On behalf of all the staff members at Royal Brisbane International College (Hong Kong) and I would like to take this opportunity to extend my warmest welcome to you.

RBIT/RBIC is a nationally accredited Registered Training Organisation (RTO) founded in 2002; it provides training services and issues nationally recognised qualifications in Australia and worldwide. We have strong links with industry and focus on Business and Management programs, including: Business Administration, Management, Hospitality and Tourism Management, Project and Event Management along with Logistics and Transportation Management. RBIT/RBIC's management team have more than two decades industrial training experience in various trade and industries.



RBIT/RBIC deliver Nationally Accredited Courses from Certificate II to Advanced Diploma as well as Graduate Certificate and Graduate Diploma level programs. RBIT/RBIC also adopts the Action Learning Mode for our skill and knowledge rationale in our training; this pedagogical change aims to meet the industries and community's needs. All our programs have been designed to equip our students ready for the digital technology era and become globally successful entrepreneurs of the future. IAL RBIC-HK delivers the Advanced Diploma of Hospitality Management and the Diploma of Business on behalf of RBIT.

This Student Handbook have been compiled to assist and support you prior to your arrival, during your stay in Brisbane and your study programs with RBIC-HK. It will provide the information of what you can expect from us and vice-versa. All of the RBIC staffs will be happy to assist you with any questions you may have. This Handbook also incorporates our quality training and assessment policies and procedures; it complies with legislation and regulation compliances. All RBIC-HK students are invited to provide feedback on any aspect of our services at any time. All feedback received will be used in RBIC Quality Assurance and continuous improvement.

RBIC was awarded the 2008 Queensland China Trade Ambassador Award; additionally, one of RBIC graduates was awarded a Brisbane Student Ambassador award in 2009. Furthermore, in 2011 and 2015 RBIC-HK developed a partnership with Government and Semi-government together for the Asia Pacific Cities Summit (APCS) Ambassadors volunteer training programs that helped to uphold the APCS 2011 and 2015 success. We hope you have a fulfilling learning environment and global cultural experience during your study at RBIC. We recognize that training requires a team effort and we look forward to joining your learning journey and wish you every success in your future endeavors!

A handwritten signature in black ink, appearing to read 'Richard Wong'.

Dr. Richard Wong
Principal
Royal Brisbane International College

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Section 1 – Introduction

1 – RBIC-Hong Kong Student Handbook

Royal Brisbane International College (RBIC) Student Handbook is designed to provide students with detailed information on student study policy and procedures.

This handbook provides a guide to study within RBIC in Hong Kong and have been made to make the information as accurate as possible, students should check with the college that the information is accurate or latest version when planning their training.

NOTE: Prospective student are strongly advised to search the college’s online program data at <http://www.in-learning.edu.hk/en/> or www.rbic.qld.edu.au for the most up-to-date list of training program

This handbook includes descriptions of courses that may later be altered or include courses that may not be offered due to unforeseen circumstances, such as insufficient enrolments or changes in training personnel. The fact that detail of a training programs are continue update according the Australian Compliance standards and Industrial currency; the detail of a training program included in the handbook can in no way be taken as creating an obligation on the part of the college to train it in any given year or in the manner described. The College reserves the right to discontinue or vary teach courses at any time without notice.

Information about course fees, articulation and credit transfer, recognition of prior learning, admission and enrolment procedures, examinations, and services available to students can be accessed on the RBIC Website www.rbic.qld.edu.au or RBIC-HK (IAL) <http://www.in-learning.edu.hk/en/> website or by contacting the RBIC-HK Help Desk directly.

2 – RBIC-Hong Kong Campus Location

Education Provider Main Contact Details

Royal Brisbane International College (Hong Kong)

Phone (+852) 2577 5123

Fax (+852) 2576 3807

5/F, Yue Hwa International Building,
1 Kowloon Park Drive, Tsim Sha Tsui,
Kowloon, Hong Kong

Email info@rbic.qld.edu.au or info@in-learning.edu.hk

Web <http://www.rbic.qld.edu.au> or <http://www.in-learning.edu.hk/zh-hant/>

Course Coordinator and Student 24 Hour Emergency Contact

Phone (+852) 2577 5123

Fax (+852) 2576 3807

Mr. Kevin Chong
RBIC Hong Kong Principal

PH: +61 7 3010 3881

Mobile: 0417738383

FAX: +61 7 3010 3883

Email: kevin@in-learning.edu.hk

3 – The Emergency Action

In the event of an emergency during class you must follow the EVACUATION PLAN

Immediately after the activation of the alarm or notification of an emergency situation, the RBIC-HK staff will take control of the building. The RBIC-HK staff will need to appraise the situation to the best of his/her ability and take whatever action seems to be most appropriate in the circumstances; follow the below listed Critical Incident Policy and Procedures -

Everyone else is to prepare for evacuation but not leave their work area.

If an evacuation is ordered, the **WHOOP WHOOP WHOOP** tone will sound and everyone should do the following.

- a) **WALK** smartly to the nearest safe external **EXIT**, **do not RUN**.
- b) In the event of a general evacuation where a staff member is in another area, he or she is to evacuate with people in that area. People should **NOT** attempt to return to their own area/section.

Evacuation will be by means of the nearest safe EXIT door to the outside of the building.

Everyone should proceed immediately to the base of the stairs leading to outside of building.

- c) When evacuating the building, people must not stop to retrieve dropped articles.
- d) When evacuating the building in the case of a fire, people must close all doors behind them as they leave.
- e) When evacuating the building in the case of a bomb threat, people must leave all doors open

DO NOT PANIC
DO NOT RUN
DO NOT USE LIFT
DO NOT RE-ENTER THE BUILDING FOR ANY REASON
UNTIL THE RBIC-HK STAFFS SAYS IT IS SAFE TO DO SO.



Section 2 – Your Lifelong Learning Partner

4 – The RBIC and RBIC (HK)

Royal Brisbane International College (RBIC) is a young and dynamic Nationally Accredited Private Registered Training Organization (RTO), with campuses and training centres located Brisbane and Hong Kong. We offer a the Advanced Diploma of Hospitality Management and Diploma of Business in Hong Kong and IAL RBIC-HK delivers these programs on our behalf.



RBIC has a multicultural environment so we are sensitive to your needs as an international student. At Royal Brisbane, International College Hong Kong campus, you will be studying with students from around the world and making lifelong friends.

All RBIC courses are fully accredited and nationally recognised. Our programs are taken from nationally endorsed training packages. RBIC-HK offers Australian Qualifications Framework from a range of areas including, Business and Hospitality. Furthermore, we have provided the English Language support programs to support the students' needs which have been designed to support students through their learning journey.

RBIC-HK has several articulation agreements with leading universities in Australia and USA which gives graduates many options if looking at further education. RBIC-HK's Hospitality programs are uniquely designed to lead students through a Advanced Diploma and upgrade their work skills. Smaller classes and a personalised touch make RBIC-HK outstanding in its ability to create a supportive educational environment. It is important to us that each student enjoys their time here and achieves their maximum academic potential.



Our Responsibilities

In Australia, RTOs are monitored by the Australian Skills Quality Authority (ASQA). ASQA monitors the quality of training provided by RTOs whether in Australia or overseas to ensure that the training they provide meets the Australian quality standards as contained in the Standards for Registered Training Organisations 2015.

RBIC-Hong Kong can be monitored at any time both in Australia and overseas by ASQA and RBIC is responsible for ensuring that the training you receive with us or through our partner organisation IAL, is compliant with these Standards and that the certification we issue ensures you have met all the requirements of the training and assessment.

If you successfully complete all the requirements of the course in which you are enrolled, we will issue you within 30 days (subject to all fees having been paid) the relevant qualification level from the Australian Qualifications Framework. If you successfully complete one or more units we will issue you within 30 days (subject to all fees having been paid) a statement of attainment showing the units completed.

5 - Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

In Australia, education and training is a shared responsibility of all Commonwealth, State and Territory governments. Education, training and employment ministers collectively own and are responsible for the AQF.

The education, training and employment ministers approved the revisions to the AQF and re-confirmed that it is Australia's national qualifications policy and its importance in underpinning confidence in Australia's education and training system. The objectives of the AQF are to provide a contemporary and flexible framework that:

- accommodates the diversity of purposes of Australian education and training now and into the future
- contributes to national economic performance by supporting contemporary, relevant and nationally consistent qualification outcomes which build confidence in qualifications
- supports the development and maintenance of pathways which provide access to qualifications and assist people to move easily and readily between different education and training sectors and between those sectors and the labour market
- supports individuals' lifelong learning goals by providing the basis for individuals to progress through education and training and gain recognition for their prior learning and experiences
- underpins national regulatory and quality assurance arrangements for education and training
- supports and enhances the national and international mobility of graduates and workers through increased recognition of the value and comparability of Australian qualifications
- enables the alignment of the AQF with international qualifications frameworks

The AQF provides the standards for Australian qualifications. It is an integrated policy that comprises:

- The learning outcomes for each AQF level and qualification type
 - The specifications for the application of the AQF in the accreditation and development of qualifications
 - The policy requirements for issuing AQF qualifications
 - The policy requirements for qualification linkages and student pathways
 - The policy requirements for the registers of:
 - organisations authorised to accredit AQF qualifications
 - organisations authorised to issue AQF qualifications
 - AQF qualifications and qualification pathways
 - The policy requirements for the addition or removal of qualification types in the AQF, and
 - The definitions of the terminology used in the policy. The accreditation of AQF qualifications, the authorisation of organisations to issue them and the ongoing quality assurance of qualifications and issuing organisations is legislated within Australian jurisdictions.

More AQF information and reference also listed on the website <http://www.aqf.edu.au/>

6 – The Enrolment Checklist

Enrolment Checklist for RBIC-HK Students

Student must complete this Enrolment Checklist to record your enrolment progress, this Enrolment Checklist Form Checklist must be completed, signed and submitted to the RBIC-HK program coordinator and archive in Student Portfolio RBIC-SMS

Step	Action	Completed
Prior to enrolment <i>step 1</i>	Understand the Australian Qualifications Framework (AQF)	<input type="checkbox"/> Yes
	Received RBIC-HK Study Program Information	<input type="checkbox"/> Yes
	SIT60316 Advanced Diploma of Hospitality Management	<input type="checkbox"/> Yes I am able to choose the best suits for my needs
	BSB50215 Diploma of Business	<input type="checkbox"/>
	Understand RBIC-HK supports individual learners need:	<input type="checkbox"/> Yes
	Language, Literacy and Numeracy (LLN) support	<input type="checkbox"/> Yes I am able to request the support I needed during my study
	provide access to that support throughout training additional tutorials, and/or	<input type="checkbox"/>
	Understand Recognition of Prior Learning (RPL)	<input type="checkbox"/>
	RBIC-HK Provide Credit for prior Studies	<input type="checkbox"/> Yes I can apply RPL Application Interview
	RBIC-HK advise the student's training or assessment that their achievements will not appear on their authenticated VET transcript	<input type="checkbox"/> Yes I need to provide suitable evidence if I have successfully completed a unit or module at any Institute
RBIC-HK provide the information of RBIC and IAL third party arrangements and its delivery of training and/or assessment	<input type="checkbox"/> Yes I understand IAL delivery RBIC program in Hong Kong	
Start enrolment <i>step 2</i>	Fill the Application Form	<input type="checkbox"/> Yes
	Received the Letter of Offer	<input type="checkbox"/> Yes
	Pay my course fees	<input type="checkbox"/> Yes
	Received your Confirmation of Enrolment	<input type="checkbox"/> Yes
	Welcome Letter	<input type="checkbox"/> Yes <input type="text"/>
Attend the Orientation day <i>step 3</i>	Know your course requirements	<input type="checkbox"/> Yes
	Understand the Policy and Procedures	<input type="checkbox"/> Yes
	Attend my course information session or review online materials	<input type="checkbox"/> Yes <input type="text"/>
MUST DO & Update on Or enrolment day <i>step 4</i>	Update your contact details	<input type="checkbox"/> Yes
	Receive Student Hand Book	<input type="checkbox"/> Yes
	Apply ID Card	<input type="checkbox"/> Yes
	Apply IT Access account	<input type="checkbox"/> Yes
	Drivers Licence	<input type="checkbox"/> Yes
	Birth Certificate	<input type="checkbox"/> Yes
	Previous study documents	<input type="checkbox"/> Yes <input type="text"/>
Collect ID Card IT Account Access <i>step 5</i>	Confirmation of your register details	<input type="checkbox"/> Yes
	Collect ID Card	<input type="checkbox"/> Yes
	Access to IT account	<input type="checkbox"/> Yes
	Check payment records	<input type="checkbox"/> Yes <input type="text"/>
Additional enrolment tasks <i>step 6</i>	Complete any additional enrolment tasks	<input type="checkbox"/> Yes
	Check my timetable	<input type="checkbox"/> Yes
	Check my learning resources	<input type="checkbox"/> Yes <input type="text"/>
<input type="text"/> RBIC-HK(IAL) Staff Name		<input type="text"/> RBIC-HK Student Name
<input type="text"/> RBIC-HK(IAL) Staff Sign		<input type="text"/> RBIC-HK Student Student Sign

7– RBIC-HK Study Information

APPLICATION INFORMATION

After your initial enquiry RBIC-HK will send you an application pack with information about the course, a Student Handbook, brochure, our website information and forms. If you are then interested in enrolling fill out and return the forms to us as soon as possible, so we can assess if you are eligible to undertake your chosen studies.

If you are eligible you will be sent a **Letter of Offer offering** you a place into the college and outlining the steps you will need to take to accept the offer. **You must sign and return your acceptance of offer along with or prior to, sending any payments.**

- All payments should be in Australian dollars.
- Please familiarise yourself with the RBIC Refunds Policy before making any payments

Note: You should not send us the tuition fees until you have met all of the pre-requisites.

Once we receive the correct documents we will forward you:

- An electronic Confirmation of Enrolment for Overseas Students (eCoE) which confirms acceptance into your course.

Note: eCoE's will not be issued unless all pre-requisites have been met, and tuition fees are paid.

Once you received your Confirmation of Enrolment (COE) you will need to prepare your orientation day

Some students may require visas. Contact our HELP desk for details. Email: info@rbic.qld.edu.au

- You must arrive before the course start date.

COLLEGE DRESS CODE

All students must dress appropriately while attending RBIC-Hong Kong's campuses and field trips. Smart casual wear is appropriate in most cases. At times in your course you may be asked to undertake role plays or simulated work environments, at these times you should attempt to dress accordingly,

EG: if you are participating in a simulated business meeting then appropriate business attire should be worn. If you are unsure, please check with your teacher. Clothing such as low cut tops, singlets or short skirts are not appropriate wear while attending RBIC class.

Section 3 – Policies and Procedures

Students must read and understand the following Policies and Procedures-

Students must be at least 18 years of age at the commencement of the course.

RBIC POLICY AND PROCEDURES FOR STUDENTS

Access and equity policy (POL12_08-7_16.2)

RBIC has recognised the importance of access and equity and is therefore committed to ensuring that staff and students can benefit themselves of employment, education and training regardless of gender, socioeconomic background, disability, ethnic origin, age or race.

RBIC holds fairness, integrity and responsibility as essential operation values. Catering for the differences may involve adapting the learning environment, training and assessment materials for learners. It is the spirit and goal of RBIC to ensure that all groups in society, irrespective of their age, gender, cultural and ethnic background, and socio-economic status have equal opportunity to become a member of its learning community.

- a) RBIC-HK will ensure that its Access and Equity policies are fully implemented and clearly understood by all members of the campus community.
- b) RBIC-HK is committed to a policy of equal opportunity for both employment and education.
- c) RBIC-HK affirms its continuing opposition to unfair discrimination in employment and education on the grounds of age, race, nationality, ethnic origin, qualifications or experience gained outside Australia, sex, pregnancy, marital or family status, political or religious affiliation, physical or intellectual impairment, sexual preference or social or economic circumstances. Such discrimination is inequitable and therefore unacceptable.

It is an objective of RBIC to:

- d) Continue to consolidate and enhance its positions within the context of equal employment opportunity;
- e) Continue to appoint the best available candidate to any vacant position in RBIC, but reserve the right to make no appointment if no candidate is deemed appropriate;
- f) Enhance the operation of the merit principle by eliminating any present unfair discrimination on the grounds listed above, in relation to:
 1. The recruitment, selection and advancement of staff
 2. Employment practices, conditions and benefits (taking into account the requirements of the relevant industrial awards)
 3. Daily routines and organisation of work
 4. Systematic practices which disadvantage by restricting information and access to resources;
 5. Promote equal employment opportunity as an integral part of good management practice.
- g) RBIC-HK regards as inappropriate the use of written or spoken language, which makes denigrating or irrelevant reference to an individual's race, or sex or any other characteristic listed in paragraph 2 above. Sexual harassment, is a form of sexual discrimination, is illegal and formally opposed by RBIC.
- h) RBIC-HK will continue its efforts to enhance physical access to campus facilities, for people with disabilities, as resources permit.
- i) RBIC-HK is aware that the ability to communicate effectively in English plays a major role in the work situation, and will endeavour to assist all staff and students who wish to do so to have the opportunity to improve their skills in this regard, insofar as resources will permit.

- j) RBIC-HK acknowledges that people who have experienced disadvantage in the wider social system may be affected still by the legacy of past injustice and continuing social inequities. RBIC affirms that particular account needs to be taken of their cultural and historical backgrounds when determining measures designed to promote equality of opportunity for these groups and to people of different national or ethnic origins, and so on.
- k) Thus it will ensure that members of such groups are consulted in the development of Equal Employment Opportunity policy and practice at RBIC. RBIC-HK will regularly review its practices in relation to the employment of part-time staff to ensure that there is no unfair discrimination, particularly with regard to conditions of service.

Admissions Policy (POL12_08-7_1.2)

RBIC-HK comply with NVR Standards for Registered Training Organisations (SRTOs) 2015 compliance standards 2.4 to comply with advertising and marketing standards, informing prospective learners, dealing with complaints and appeals and collecting fees and recordkeeping.

RBIC Standards of Procedures (SOP) for Admissions Policy is in accordance with the SRTOs 2015 Standard 4.1 - Marketing and Information Practices Policy, must enable informed choice for clients and learners by providing clear and information to all relevant consumer protection law that applies in any jurisdiction. RBIC is committed to providing an equitable admissions and enrolment process. While most students will gain admission through established pathways RBIC recognises the need to maintain a flexible approach the admissions to encourage students from a variety of backgrounds to apply. RBIC-HK does not guarantee that:

- i. a learner will successfully complete a training product on its scope of registration, or
 - ii. a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2, or
 - iii. a learner will obtain a particular employment outcome where this is outside the control of the RTO.
- a) As documented in our procedure, we have a process for reviewing and approving changes to our marketing material. All marketing material and policies will have clear version control.
 - b) Students who do not meet the entry requirements will not be enrolled All enrolments shall be confirmed in writing by RBIC-HK or an authorised representative. All student applications are to be checked again and approved by the Compliance Manager, Principal or Registrar.
 - c) Payment of tuition fees is outlined in the Letter of Offer. It is an applicant's (who has signed the application form) responsibility to read and understand the conditions of the RBIC refund policy. Tuition fees may be altered at any time with appropriate written notice.
 - d) The Letter of Offer **MUST BE SIGNED** before a Confirmation of Enrolment can be issued.
 - e) The student (who has signed the application form) agrees to authorise RBIC to call for medical treatment in circumstances where RBIC or its staff deem it necessary. RBIC will not be held liable for any expense, loss or damage for such medical intervention.

If students have any special needs concerning the delivery / assessment on the program, they will have the opportunity during the induction process to complete the appropriate form. It is a requirement that they keep RBIC informed about any illness that they may have that may adversely affect their studies at the college.

- a) If students require any special assistance for entry to RBIC courses they should address this issue prior to the commencement of studies.
- b) All enrolments shall be confirmed in writing by RBIC-HK or an authorised representative. All student applications are to be checked again and approved by the Compliance Manager, Principal or Registrar.
- c) Payment of tuition fees is outlined in the Letter of Offer/Written Agreement form. It is an applicant's (who has signed the application form) responsibility to read and understand the

conditions of the RBIC refund policy. Tuition fees may be altered at any time with appropriate written notice. (these police Applicable from 1 January 2017)

- d) The Letter of Offer/Written Agreement form **MUST BE SIGNED** before a Confirmation of Enrolment can be issued. (both c and d police applicable from 1 January 2017)

RBIC-HK students should maintain their own Overseas Students Health Cover whilst studying in Hong Kong and ensure that they still have adequate health care cover after course has finished. If students have any special needs concerning the delivery / assessment on the program, they will have the opportunity during the induction process to complete the appropriate form. It is a requirement that they keep RBIC informed about any illness that they may have that may adversely affect their studies at the college.

- e) If students require any special assistance for entry to RBIC courses they should address this issue prior to the commencement of studies.

English language Requirements

- f) Any student for which English is a second language must meet the IELTS (or equivalent) requirements for entry into their chosen course. IELTS equivalence may be judged through similar measures, such as TESOL, Educational Qualifications or work experience. The table below provides a guide to IELTS and the accepted English Test Score for the entry into RBIC-HK's programs:

Qualification level	IELTS Level	TOEFL (iBT)	PTE Academic	CAE
Diploma	5.5	46	42	47
Advanced Diploma	5.5	46	42	47

Admissions Procedure (PRO12_08-7_1.4)

The RBIC-HK Principal and/or Administrative Manager or delegate administrative compliance officer is/are responsible to review, update and request RBIC/RBIC Headquarters' Board of Director approve and sign off on any changes to the website or marketing material and ensure it is compliant as per Standard 4.1 of the Standards for Registered Training Organisations (RTOs) 2015 *All* documentation must include version controlled.

- Staff will receive notice of any changes required to electronic email signatures etc. from the RBIC-HK PAO/Marketing Manager. If you are unsure about any SRTO 2015 compliance related issues, check first with the Compliance Manager or RBIC-HK Principal.
- No unauthorised changes to marketing material is permitted as this could put our NVR registration at risk.
- Our NVR code and full legal entity will be clearly displayed at campuses/sites and on all written and marketing material for international students including electronic media that is used for the purpose of marketing/corresponding with international students. **PRIOR** to RBIC entering a new arrangement with another provider or third party notification must be provided to ASQA via ASQANet within 30 days of the written agreement being signed or coming into effect When an arrangement with another provider/ third party is cancelled the appropriate notification must be lodged with ASQANet within 30 days
- NO** member of staff/agent is to engage in the recruitment/poaching of students from other providers. Students enrolled from other providers will be asked why they seek a transfer to RBIC and how they found out about RBIC. Any inference of poaching will be fully investigated by the RBIC-HK Principal/Compliance Manager and appropriate action taken.
- No enrolment from students under 18 years.

Privacy Policy (POL12_08-7_17.2)

In complying with the Privacy Act, 1988, RBIC-HK compliance officers **MUST** meet the minimum standards for the collection, use and disclosure of personal information in the following manner: The DIICCSRTE (the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education) suggested privacy statement will be included on the student formal written agreement.

Personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition

1. Collection

RBIC-HK shall only collect personal information that is necessary to carry out legitimate activities. Information shall be collected in a legal and just method and shall not, where reasonably possible, be intrusive. If practical, personal information shall be collected from individuals. When collecting personal information, RBIC shall take reasonable steps to inform the person about:

- a) The identity of this organisation
- b) The purpose of collection
- c) Their rights to access Personal Information held by this organisation

2. Use and Disclosure

RBIC-HK shall only use or disclose information for the primary purpose (original reason for information being collected), for which it was collected. RBIC shall not use or disclose information for a secondary purpose (any other purpose than the primary purpose) unless the individual has consented to the use or disclosure.

RBIC-HK shall provide reasonable opportunity for an individual to opt-out of any activity that shall make use of their personal information.

3. Data Quality

RBIC-HK shall take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use and that any personal information collected is not misleading.

4. Data Storage and Security

RBIC-HK shall take all reasonable steps to ensure personal information is suitably and securely stored including ensuring that appropriate filing procedures are in place. RBIC shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

RBIC-HK shall also ensure personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure. Personal information shall be destroyed or de-identified when it is no longer needed for either the primary or approved secondary purpose.

5. Openness

RBIC shall make available, on request, our Privacy Policy. We shall also, on request and within reason, inform an individual of:

- d) The type of personal information we collect and hold
- e) The purpose for this information
- f) The method by which it is collected
- g) How it is used and disclosed.

6. Access

When requesting access to personal information, individuals shall:

- h) request to access their personal information formally in writing
- i) provide two (2) acceptable forms to prove their identity
- j) advise what format they require the information
- k) provide data storage, if necessary
- l) allow 14 working days for processing

When requesting access to personal information, individuals shall:

- m) request to access their personal information formally in writing
- n) provide two (2) acceptable forms to prove their identity
- o) advise what format they require the information
- p) provide data storage, if necessary
- q) allow 14 working days for processing

Formalisation of Enrolment Policy (CoE) (POL12_08-7_2.2)

(these policies Applicable from 1 January 2017)

RBIC-HK comply with NVR and ASQA standards implements the SRTO2015 Formulation of Enrolment according with Standard 3 of the National Code 2007. RBIC-HK will issue a Confirmation of Enrolment (CoE) when a student has accepted an offer of a place in a RBIC-HK study program. The CoE will only be issued if the student has met the entry requirements for the course applied for and has met their obligations as outlined in the policy below to RBIC for assessment before an offer of a place at the college can be made

- a) Incomplete application forms will not be accepted and will be returned to the applicant or their agent for completion. Applications will not be accepted if supporting documentation such as certified copies of transcripts of results, test scores and/or certified copies of completed qualifications are not included.
- b) Upon acceptance of the application RBIC-HK will provide the potential student with an Acceptance Kit which will include the student handbook with relevant study policies, procedures.
- c) Formalisation of Enrolment/Letter of Offer form and an invoice for the required tuition fees are to be sent to the potential student. Upon receipt of the signed Acceptance of Offer Declaration Form and a payment of one term of tuition fees, RBIC-HK will issue an CoE within a minimum of one week after receiving the signed 'Acceptance of Offer Declaration' and required study fees.
- d) All fees paid will be subject to the RBIC Fees and Refunds Policy (POL12_08-7_5.2) which will be supplied as part of the Application Pack and clear states in the Student Handbook.
- e) If a student wishes to withdraw their acceptance of a place at RBIC after an eCoE has been issued an Administration Fee shall be withheld as per the RBIC Fees and Refunds Policy (POL12_08-7_5.2)
- f) This process is subject to appeal through the College's Non-academic Complaints Policy (POL12_08-7_14.2) and Non-academic Complaints Procedures (PRO12_08-7_14.4)

Formalisation of Enrolment Procedure (PRO12_08-7_2.4)

All compliance officers MUST implement RBIC-HK Issue of Confirmation of Enrolment Procedure and SOPs according to the regulatory process --

Step 1

Ensure that the student has provided the required information, meets admission requirements and has deposited the appropriate fees (see Admissions Procedure). All the required information should be collated into a student file and a student number allocated. Contact the agent and student if more information is required.

NOTE: CoE's should not be issued until the student has supplied all the relevant documentation and paid the minimum deposit as per their Letter of Offer/Written Agreement.

Step 2

Log on to the PRISMS website <https://prisms.deewr.gov.au> and create the Electronic Confirmation of

Enrolment. Ensure that the student is enrolled into the latest version of the qualification with the correct start and end dates.

RBIC-HK PRINCIPAL or Registrar responsible to review date accuracy, approve and issue the eCoE after Marketing team's create the eCoE and save it in PRISMS

Step 3

Print the Confirmation of Enrolment and staple to the inside page of the students file.

Step 4

Send a letter to the student to congratulate them on their successful enrolment and confirming the qualification, orientation date, start date any outstanding fees and the due dates that they need to be paid by. (See Welcome Letter template).

Step 5

Enter the student details into JobReady, ensure all student information and data consistent with PRISMS records;

If eCOEs are updated / reissued at any stage of the enrolment the old eCOE should be marked as cancelled clearly and kept on the student file.

Fees and refund policy (POL12_08-7_5.2)

The RBIC-HK fees and refunds policy exists for the fair and equitable handling of student payments and requests for refund.

RBIC-HK defines a study period as a Semester (2 terms) of study. RBIC Census date is the date at which an enrolment and payment are considered to be final, after the census date NO enrolments into a course can be taken; all relate study fees MUST pay in full 2 weeks prior to the second semester.

Fee Payments

- 1.1. Fees cannot be accepted from potential students unless they have signed a Letter of Offer and Student Agreement with RBIC.
 - 1.2. Students must pay non refundable fees, which include the enrolment fee and course/teaching material fee in full and arrange either through RBIC-HK or independently, prior to a new Confirmation of Enrolment (CoE) being created.
 - 1.3. Initial payment:
 - International students, for all courses of a duration of more than
 - Domestic Students up to \$1,500 prepaid course fees, inclusive of training material fee and non-refundable fees must be made after the student signs the Letter of Offer and Student Agreement with RBIC-HK.
 - 1.4. RPL student's full payment of all fees must be made after the student enrolls
 - 1.5. Students will be required to pay the remaining tuition fees two weeks before second term commencement or according to your signed Letter of Offer and Student Agreement. The student 'Letter of offer & Student Agreement' will state all payments and due dates for each study period (semester).
 - 1.6. Payments must be paid directly into RBIC-HK trust account and can be in the form of cash, bank transfer, T/T or Credit card. T/T and credit card payments are available for payers transferring the money from overseas. Copy of the T/T document must be forwarded to help desk via email and payers wishing to pay via credit card from overseas must fill out the credit card payment form and email it to the help desk representative for processing. Email address: a-admin02@rbic.qld.edu.au
- RBIC-HK Trust Account details for direct payments**

Account Name: Royal Brisbane International College Trust Account
Account No.: 10961588
BSB: 064000
SWIFT CODE: CTBAAU2S
Commonwealth Bank Australia
240 Queen Street Brisbane QLD 4000 Australia

Student MUST include the student ID and Name in the payment record; a copy of the T/T document must

be forwarded to the accounts. Payers wishing to pay via credit card from overseas must fill out the credit card payment form and forward it to the marketing representative for processing.

- 1.7. All fees are held in a designated independent account until students commence study. Student fees will be placed into this account no later than 5 business days after receipt.
- 1.8. A late payment fee of AUD\$30 per week is payable on accounts which remain unpaid after the due date in Letter of Offer and Student Agreement.
- 1.9. The student 'Letter of Offer and Student Agreement' will state all payments and due dates for each study period (semester).
- 1.10. Students under financial difficulty should request a meeting with the Student Support Officer.
- 1.11. Tuition fees are not transferable to another Student.
- 1.12. RBIC-HK will not issue a certificate or statement of attainment until all Tuition Fees for the course are paid in full.
- 1.13. Additional fee(s) may be incurred **if the student changes their enrolment:**

Summary of fees/charge

Non-refundable fees	Amount
Enrolment/admission fees	\$275
CoE change/deferment	\$50 per course
Course cancellation fee	\$50 per course
Payment plan fee	\$300 per course
Late payment fee: on account that remain unpaid after due date in Letter of Offer and Student Agreement.	\$30 per week
Re-enrollment in failed units of competency after course ends – Diploma or Advance Diploma level	\$350 per unit
Re-enrollment in failed units of competency before the course ends	\$100 per unit
Re-print Student ID	\$15
Re-print Certificate, Statement of attainment	\$35
Printing &Coping (Black & White)	\$0.10 cent per page
Printing &Coping (Color)	\$0.20 cent per page
Refund to overseas account bank fee	\$30
Above fees subject to change ask help desk	

2. GENERAL REFUND CONDITIONS

- 2.1 All refunds reimbursed to students will incur a \$275 cancellation fee for each course cancelled which will be withheld from the refund amount.
- 2.2 No refund can be made for accommodation placement, non refundable fees, or airport pick-up fees.
- 2.3 If the course is fully booked or cancelled, a full refund of all fees will be made.
- 2.4 Refunds will only be paid to the enrolled student as per the application form. There will be no refunds to third parties.
- 2.5 No refunds will be given under any circumstances to students who do not abide by the conditions of their visa.
- 2.6 If one or more courses in a package offer are cancelled, a course price for the single course applies.

3. REFUND OF TUITION FEES

- 3.1 If your visa application has been denied, a refund of fees will be made less the non refundable fees plus International Money Transfer fee (where applicable) and 5% of course fees up to max \$500.
- 3.2 If the course is fully booked or cancelled, a full refund of all fees will be made.
- 3.3 Refunds will only be paid to the enrolled student as per the application form. There will be no refunds to third parties.
- 3.4 Refunds to overseas bank accounts will incur overseas transfer fees of \$30 at the student's expense.
- 3.5 Cancellation penalty and fee applies even if a course has not commenced. Cancellation penalties are as outlined in the table below:
- 3.6 If a student enrolls in a course which RBIC-HK is unable to offer, and notice of course cancellation is provided by RBIC-HK before course commencement, any fees paid will be fully refunded.
- 3.7 If a student enrolls in a course which RBIC cancels before a student has completed all the course requirements, any fees payable for the uncompleted portion of the course will be fully refunded. Alternatively, RBIC may arrange for another course or another provider, or part of the course, to be provided at RBIC expense. If the student agrees to accept this arrangement, RBIC is no longer liable to refund any tuition fees.
- 3.8 If there is a genuine reason for wishing to withdraw from the program at any time, careful consideration will be given to ensure that there is fair and reasonable treatment of both the student and the RBIC.
- 3.9 However, enrolment and CoE fees are non-refundable in any of aforementioned

4. INELIGIBILITY FOR FEE REFUND

Applications for fee refunds in the following circumstances will not normally be approved:

- 4.1 If false or misleading information or documents are provided prior to or at the time of enrolment.
- 4.2 No refund will be made if notice of withdrawal is given after course commencement.

5. APPLICATION FOR REFUNDS

5.1 Application for refund must be made by completing the relevant sections on the “Student General Request Form”, and submitted in person, via email or post to:

The Help Desk

Royal Brisbane Institute of Technology-Hong Kong

5/F, Yue Hwa International Building,

1 Kowloon Park Drive, Tsim Sha Tsui, Kowloon, Hong Kong

Email: a-admin02@rbic.qld.edu.au

- 5.2 Applications for refund must include the student’s name, details of the course, amounts that have been paid and preferred method of payment for the refund. Your application must include bank name and address and Swift code for International banks. Please note that the bank account name must match the student's name in order for the bank to process the transfer of funds. If any information is missing this will delay your refund, please make sure you provide correct information.
- 5.3 Once The Student General Request form has been received it will be forwarded to the accounts department to calculate your refund. Refund authorisation form will be forward to the student for signing.

6. PAYMENT OF REFUNDS

- 6.1 Refunds due to cancellation of studies will be processed and paid within 20 working days (4 weeks) from receipt of refund authorisation form signed by the student that they agree to the refund calculation.
- 6.2 Refunds will only be paid to the enrolled student as per the application form. There will be no refunds to third parties.
- 6.3 RBIC will seek to contact students who have not claimed a refund after 30 days of cessation at the student's last known contact address.

7. APPEALS

- 7.1 All refunds are subject to the Royal Brisbane International College/ Royal Brisbane Institute of Technology Complaints and Appeals Policy. Any appeals against the Refund Decision must be lodged in writing on the ‘Student General Request Form’ to the Registrar reg01@RBIC-HK.qld.edu.au within 20 working days of the disputed decision.

8. COURSE CANCELLATION BY PROVIDER DEFAULT

- 8.1 If the course does not start on the notified starting date students will be offered a full refund by RBIC or placed in an alternate course if acceptable to the student.
- 8.2 Refunds due to provider default will be paid within 14 working days.

NB: Nothing in the above policy removes the rights of the student to take further action under Australia’s Consumer Protection Laws or to pursue other legal remedies as necessary.

9.. PRIVACY AND PERSONAL INFORMATION

- 9.1 The Student acknowledges and agrees that RBIC-HK may share the Student's Personal Information with:
- 9.2 The Australian Government and designated authorities and, if relevant, the Australian Skills Quality Authority (ASQA),

The Student must inform RBIC-HK of any changes to their Personal Information in writing within 7 working days of such a change taking place.

9. STUDENT DEFAULT

- 9.1 The above Refund Procedures will also be applied in the event of a student ‘s default;
- 9.2 If the course starts on the Agreed Starting Day, but the student does not start the course on that day (and has not previously withdrawn);
- 9.3 The student withdraws from the course, either before or after the agreed starting day OR
- 9.4 RBIC-HK refuses to provide, or continue providing the course to the student because of the following events:
 - a. The student failed to pay an amount he or she was liable to pay to RBIC-HK, directly or indirectly, in order to undertake the course
 - b. If the balance of fees as outlined on your Letter of Offer and Student Agreement are not received on

the due date RBIC-HK reserves the right to suspend or cancel any and all associated CoE's immediately, resulting in a late payment fee and CoE reissue fee

c. The student breached a condition of his or her student visa; OR

d. Misbehaviour by the student.

9.5 Under the legislation, there are a number of circumstances where a student may be in default. In the situation where a student has breached their visa conditions or does not pay fees or in cases of student misbehaviour, a student default situation is triggered when the provider refuses to provide or continue providing the course to the student. However, in terms of the student default notification and reporting obligations under the ESOS Act, the student default is not confirmed until any internal or external complaints and appeals process is completed. Additionally, a provider cannot cancel a student's CoE without giving the student access to the complaints and appeals processes.

9.6 Once any complaints and appeals processes are complete and the student default is confirmed, the provider has

e. 5 business day to notify the Secretary and the TPS Director (via PRISMS) of the student default

f. 14 days to report cancellation of the student's enrolment to DIBP(via PRISMS) (i.e. a section 19 report)

g. 28 days to finalise the student default obligations as set out in the Letter of Offer and Student agreement with the student and

h. A further 7 days to report the outcome of the student default (via PRISMSM)

Recognition RPL and Course Credit Policy (POL12_08-7_6.2)

RBIC recognises AQF qualifications and Statements of Attainment issued by other accredited Registered Training Organisations (RTO) in accordance with the requirements of the Standards for Registered Training Organisation 2015 -

Note for Skills Recognition and RPL: Students should make an appointment to see the RBIC-HK PRINCIPAL or Director of Study or Registrar before completing an application for RPL or Cross Credit.

Definitions of RPL and Cross Credit

RPL (Recognition of Prior Learning) - The ability to recognise competency gained through previous work, study or life experience and apply it to their current study.

Credit - Credit is recognising the equivalence of studies previously undertaken and may include an analysis of equivalence completed with the relevant units

- a) Student **MUST** fill the Course Credit and RPL Application form and specific the unit or qualification they wish to apply for credit/RPL and attached the prior study or workforce skill or working experience evidence
- b) RBIC has RPL and Course Credit Policy and Procedures documented on the website for granting RPL and recording course credit.
- c) RPL and Course credit may reduce the length of a student's course.

Mutual Recognition and Credit

- a) RBIC recognises AQF qualifications issued by other accredited RTOs and other authorised issuing bodies (such as universities) and education providers; and also recognise the decisions of all States and Territories in registering RTOs and in accrediting a course where no relevant training package exists.

Mutual Recognition and Cross Credit

- b) RBIC will formally recognise qualifications that have been recognised by National Office of Overseas Skills Recognition of Australia. Students may apply for Credit Transfer where they have successfully completed identical units of study previously. Student must be able to show documentation, such as 'Statements of Attainment' to confirm the equivalency.

Recognition of Prior Learning (RPL)

- a) RBIC recognises that students may have gained a range of competencies, skills and knowledge from a variety of informal sources including, work experience, life experience and unaccredited studies.
- b) RBIC will only assess RPL applications once a student has been admitted to the program and the

appropriate RPL fees have been paid (\$500 per subject)

- c) RPL can only be granted for a complete unit of study – partial RPL is not applicable; RPL applications will be assessed by the RBIC-HK PRINCIPAL or delegate qualified TAE assessor in conjunction with content experts if appropriate.
- d) RBIC will provide the student with written confirmation of the RPL and or Credit assessment outcome on the RPL/Cross Credit form and or by email for acceptance by the student.

Complaints and Appeals

Academic Complaints and Appeals

If students are not satisfied with the outcome of the RPL process they may appeal within the 20 working day appeals period following the assessment outcome advice. See the Academic Complaints and Appeals Policy (POL12_8-07_13.2)

Assessment Policy (POL12_08-7_9.2)

RBIC comply with NVR and ASQA standards implements the SRTO2015 RBIC comply with standards implements the SRTO2015 Course Progress Policy and Procedures according to relevant Regulatory standards.

The Assessment Policy communicates the rules under which the college collects, assesses and provides feedback to students who are undertaking studies. All assessment items, tests & exams for each unit must be communicated to students at the commencement of the subject so that they are aware of the assessment requirements before commencing the subject. Students may appeal Assessment decisions if the policy is not being followed by staff.

Assessment design

- a) All assessments set by RBIC teaching staff will be designed to provide evidence of competency against prescribed elements of competency as described in the appropriate training package documentation
- b) Assessments will use a variety of methods to allow students to show competency including:
 - i. Written responses
 - ii. Short answer questions or Long answer questions
 - iii. Multiple choice questions
 - iv. Formal examinations
 - v. Observation
 - vi. Professional discussions
 - vii. Presentations
 - viii. Group activities
 - ix. Vocational Placement

Communication

- a) All assessments will be approved by RBIC RBIC-HK PRINCIPAL/Director of Studies (or a delegate) before being used in the delivery of a course.
- b) All assessment items will be communicated to students at the beginning of a course so they are aware of the assessment requirements of the entire course on commencement.
- c) Teaching staff will fully inform students of their responsibilities in regard to submitting assessments with the required documentation in the required timeframe.

Submission

- a) All assessments must submitted on or before the due date communicated by the teaching staff or a result of Not Yet Competent will be recorded; If an assessment is first submitted after the due and without an extension being approved this will be considered the second submission; Students may seek an extension to this due date if there are exceptional circumstances, such as illness, which may have prevented them from submitting the assessment on the due date
- b) All assessments must submitted using the approved coversheet with all the required fields filled out; Assessments submitted without the required cover sheet will not be accepted;

- Assessments must be submitted to the reception desk for processing
- c) Assessments may be submitted directly to teaching staff with the required cover sheet completed; Assessments will not be accepted if emailed or faxed to the college unless prior approval has been given
 - d) It is the students responsibility to ensure that the assessment submission meets the requirements of the Assessment Policy (POL12_08-7_9.2; It is the students responsibility to maintain a copy or backup of all assessments submitted to RBIC and ensure they receive a receipt (from the bottom of the cover sheet) for their assessment submission and
 - e) It is the student's responsibility to keep the assessment receipt until the final result has been given. Student may be asked to redo any assessment which can't be located for which no assessment receipt can be produced. All submission of documentary evidence required for Vocational Placement must be made according to the procedure.

Extensions

- a) Student may apply to the RBIC-HK PRINCIPAL/Director of Studies for an extension to the due date if they are unable to meet the submission deadline due to causes outside of their control
- b) Applicants must use the 'Application for Extension' form available at the Helpdesk. Applications can only be accepted before the due date of the assessment and must be supported by documentary evidence
- c) Extensions will only be granted on the following grounds:
 - 1. Medical condition
 - 2. Compassionate / compelling circumstances- Refer definition - Deferment, Cancellation & Suspension Procedure (PRO12_08-7_4.4)
 - 3. Religious observance
 - 4. Civic or community duties
- d) Work or recreational commitments are not considered grounds for an extension

Marking

- a) All assessments will be marked by a qualified teacher with expertise in the content area
- b) Results will be recorded and stored by RBIC using college approved methods
- c) Results will normally be made available to students within 2 weeks of submitting the assessment
- d) **RBIC will assess and record the results of every unit of competency as it is completed**

Resubmission

- a) If a student is found to be Not Yet Competent for an assessment they will have the opportunity to resubmit the work after receiving feedback from the teaching staff
- b) Resubmission must be made within 2 weeks of receiving the Not Yet Competent result
- c) Students may resubmit work no more than 3 times before being marked as Not Yet Competent for the unit and have to resit the unit to gain competency
- d) No assessments or resubmissions will be accepted more than six weeks after the completion of delivery of that course
- e) Students, who fail to submit all assessments before the end of the six week period, after course has been completed, will be marked as Not Yet Competent and have to resit the entire unit to achieve competency.

Appeals

- a) All RBIC assessment results may be appealed under the Colleges Academic Appeals Policy (POL12_08-7_13.2).
- b) Appeals must be made in writing no more than 20 working days from the time of the disputed action.

Academic Honesty Policy (POL12_08-7_10.2)

RBIC comply with NVR and ASQA standards implements the SRTO2015 staff work according to the National Code and ESOS Standard. As a provider of quality academic programs RBIC must ensure that all students that undertake studies act honestly in their academic dealings. This policy covers all major incidents of possible academic fraud including plagiarism, cheating and misrepresentation. This policy outlines the types of Academic Dishonesty that will be punished and relies on the Misconduct and Discipline Policy (POL12_08-76_1) as the instrument of discipline.

GENERAL

- a) All students are encouraged to act honestly in their academic practice and not engage in any dishonest academic activities
- b) Students that are found to have acted dishonestly will be dealt with under the colleges Misconduct and Discipline Policy (POL12_08-76-1)
- c) Students who are found to have been seriously dishonest or have continued dishonest activities after a warning may be expelled from the college
- d) All decisions made under this policy are subject to appeal under the colleges Academic Appeals Policy (POL12_08-74_1)

PLAGIARISM

Plagiarism is the presentation of someone else work as your own. It can take a number of forms and can be done intentionally or as a result of poor referencing. Plagiarism can include:

- a) Copying things directly from the Internet, book or other source without a reference
- b) Copying another students work and submitting it as your own
- c) Getting someone else to do work for you and submitting it as your own

It is taken for granted that assignments give evidence of background reading, intelligent criticism, keen observation and the development of a line of argument to support any particular stance adopted. It is also assumed that, unless explicitly stated otherwise, each assignment is totally the work of the individual submitting it and is produced specifically for the subject in question.

Plagiarism is considered Misconduct and will be dealt with under the College's Misconduct & Discipline Policy (POL12_08-7_11.2)

CHEATING

Cheating is the unauthorised use of support materials and/or copying of another students work while undertaking an exam, quiz or in class activity.

- a) If caught cheating a student will be immediately removed from the classroom.
- b) In serious cases of cheating or if a student has received an official warning for cheating in the past students will be expelled from the college
- c) If it is a first offence of minor impact you maybe asked to sit a supplementary exam or assessment activity
- d) Cheating is considered Misconduct and will be dealt with under the College's Misconduct & Discipline Policy (POL12_08-7_11.2)

APPEALS

All decisions made under this policy are subject to the Academic Appeals Procedure (PRO12_08-7_13.4)

Misconduct and Discipline Policy (POL12_08-7_11.2)

RBIC comply with NVR and ASQA standards implements the SRTO2015, staff work according to the National Code and ESOS Standard. The Misconduct and Discipline Policy is linked to many other RBIC policies as the instrument that is used to act on various types of unacceptable behaviour at the college.

It describes a range of activities and actions which are consider misconduct and outline the measures taken if students breach college rules. All rulings taken under the College's Misconduct and Discipline

Policy can be appealed under the college's Non-academic Appeals Policy (POL12_08-7_13.2). In most cases students will be formally warned and asked to cease the offending behaviour. Only if the behaviour persists or in the case of serious misconduct would a student be expelled.

Definition of Misconduct

A student is guilty of misconduct if the student -

- a) wilfully disrupts or obstructs any teaching or related activity, examination, official meeting, ceremony or other activity of RBIC; and fully obstructs, or attempts to obstruct or deter a RBIC member of the staff in the performance of their duties
- b) wilfully interferes with the freedom of movement within RBIC of any staff, students, clients, guests or visitors and wilfully interferes with the freedom of speech within RBIC of any staff or students or of any speakers with a legitimate invitation to speak
- c) wilfully, recklessly or negligently engages in conduct which results in or involves injury to any person or loss or destruction of, damage to or interference with any premises, facilities or property; enters a part of RBIC's premises to which entry is prohibited or to which entry is permitted only with authority
- d) unlawfully assaults, or attempts to assault, a person on RBIC's premises; wilfully damages or wrongfully deals with property of RBIC or property of a person within RBIC's premises; cheats, acts dishonestly or unfairly or assists another person to cheat or act dishonestly or unfairly, or attempts to do so, at or in connection with an examination, test, assignment or other means of academic assessment conducted by or on behalf of RBIC in an attempt to gain academic credit, plagiarises the work of another
- e) without lawful authority, obtains access to or alters or attempts to gain access to or to alter, a document or record, kept by RBIC, whether kept in hard copy, electronic or other form; without lawful authority, downloads software to a RBIC computer or other device
- f) knowingly makes a false representation with respect to a matter which relates to themselves as a student; without lawful authority, discloses to a person information relating to the student knows, or ought to reasonably know, to be confidential fails to comply with a reasonable direction given by a member of RBIC staff who has, prior to giving the direction, identified themselves to the student as a member of staff
- g) fails to disclose their name and address or to produce evidence of identity where required to do so by a RBIC staff member who is making, in the course of duty, an enquiry or investigation to which the identity of the student is relevant, or needs to know the student's identity for the purposes of a report to be made to a senior manager
- h) contravenes or fails to comply with a RBIC policy; fails to comply with or observe a requirement, suspension or exclusion imposed on the student under a RBIC policy; Failure to pay courses fees by the due date.
- i) If RBIC suspects that a student is not a bona fide student, RBIC may cancel the student's enrolment. A non bona fide student is defined as a student who demonstrates '*erratic course progress' (**consistent non satisfactory progress in non consecutive study periods/terms or continued absence from scheduled classes*) or 'fails to participate'.

Process

- a) Upon becoming aware of the student's failure to comply with RBIC regulations, a member of the RBIC staff will verbally advise the student of their failure to comply and any steps necessary to rectify the problem;
- b) If the misconduct is considered serious students may be expelled from RBIC immediately.
- c) Students are able to appeal their expulsion/cancellation of enrolment under RBIC's Non-academic Complaints Policy (POL12_08-7_13.2)
- d) If the student fails to comply with the mentioned regulation following intervention by the RBIC staff member, RBIC will issue the student with a warning letter to advise them of their continued

- non-compliance and the action to be taken;
- e) Students who have not paid course/tuition fees by the due date will not be able to attend classes until all fees are paid.
 - f) RBIC may suspend from the classes for a period determined by RBIC, which the student will be required to catch up on in their own time.
 - g) If after a suspension, the student still fails to comply with the mentioned regulation/policy, the suspension period will be extended which the student will be required to catch up on in their own time.
 - h) If after the 2nd suspension period the student still fails to comply with the mentioned regulation/policy, the student's eCOE will be cancelled.
 - i) Students are able to appeal any decision made under the Misconduct and Discipline Policy under RBIC's Non-academic Complaints Policy

There will be no refund of course fees when students are expelled/visa cancelled from the college under such circumstances. International students will also be subject to further action by DIBP, including potential cancellation of their student visa.

Academic Appeals Policy (POL12_08-7_13.2)

Royal Brisbane International College Hong Kong is committed to providing an inclusive and scholarly teaching and learning environment by taking all necessary actions to resolve compliance and appeals relating to the academic operation of RBIC-HK. In a fair and fair and timely manner

To demonstrate a clear commitment to the acknowledgement and proper handling of all complaints and subsequent appeals relating to the conduct of RBIC staff, a third party offering services on its behalf, or other students.

All RBIT/RBIC Staff, Stakeholders, Third Parties and Students

POLICY

RBIC believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student will present the complaint or appeal formally, in writing.

RBIT will manage all complaints and appeals fairly, equitably and efficiently as possible. RBIT will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, RBIT acknowledges the need for an appropriate external and independent mediation between the parties. The parties will be given the opportunity to formally present their case to the independent mediator.

Confidentiality will be maintained throughout the process of making and resolving complaints. RBIT seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the RBIT website and is available in the Student Handbook. The information will also contain contact details of any external authorities that they may approach if their complaint or appeal is something RBIT is unable to deal with.

Students should also note that:

Complaints or appeals must be made in writing no more than 10 working days after the alleged incident or the decision (including assessment decisions). Academic appeals may only be made against formal published decisions - not against informal marks or grades which have yet to be approved.

RBIT/RBIC will not accept appeals based on a claim by the student that they did not know or fully appreciate the assessment regulations and procedures, or that they were unaware of the appeals procedure, or their rights and responsibilities.

PROCESS

- a) The complainant/ appellant will be given the opportunity to present their case in writing and in person;
- b) The complaint/appeal will be acknowledged in writing within 5 days of receipt
- c) All matters arising shall be accurately documented and recorded.
- d) An independent person or panel shall be used to investigate/reassess the issue/assessment and a written statement of the outcomes will be issued within 20 days giving due reasons for decisions reached;
- e) The complainant/appellant will have the right to have a representative present during any negotiations with RBIT/RBIC or its appointed representatives;
- f) The complainant/ appellant will not be required to meet any costs associated with lodging a complaint/ appeal, provided the procedures contained herein are adhered to;
- g) The complainant /appellant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines.

RBIC will process all complaints and appeals fairly and without bias and staff will assist complainants/appellants to lodge a complaint/appeal and to understand the process.

All complaints and appeals will be processed in a timely manner.

In the event that the complainant/ appellant disagrees with the outcome they can proceed to the next stage of either appeal or further review (mediation)

- a) It is at this stage an external appeals process can be arranged for you through the Australian Council of Private Education and Training (ACPET) or Overseas Students Ombudsmen
Contact Details for ACPET:
Australian Council for Private Education and Training (ACPET)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Ph: 1800 657 644 Fax: 02 9264 4550
Email: acpet@acpet.edu.au
Contact Details for Overseas Students Ombudsmen
Overseas Students Ombudsmen
GPO Box 442
Canberra ACT 2601 Australia
Ph: 1300362 072 (from Australia) +61 2 6276 0111 (outside Australia)
Fax: 02 6276 0123 (Australia); +61 2 6276 0123 (outside Australia)
Email: overseas.students@ombudsman.gov.au
- b) If the matter remains unresolved after a round table discussion then ACPET or Overseas Students Ombudsmen will appoint an independent mediator within 14 working days of the round table discussion.
- c) ACPET or Overseas Students Ombudsmen plays no direct role in the actual mediation. It is then up to the mediator, the complainant and RBIC to resolve the grievance. While complaints and appeals processes are ongoing, your student enrolment will be maintained.
- d) If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, RBIC agrees to implement immediately any decision and/or corrective and/or preventative action required and advises you of the outcome and advises you of the outcome.

Non-Academic Complaints and Appeals Policy (POL12_08-7_14.2)

RBIC comply with NVR Standards for Registered Training Organisations (RTOs) 2015 compliance standards, RBIC SOP for Academic Complaints and Appeals Policy in according with the National Code and ESOS Standard 8. RBIC must maintain a process which allows for students who do not agree with a decision made by the College to appeal that decision. This appeals process must provide complainants with access to an external mediators who can independently assess the complaint and recommend and outcome.

- a) And complaints or appeals must be lodged in writing on the 'Student General Request Form' and

should be addressed to:

Non-academic compliant and appeals should be addressed to:

The Admin Officer

Royal Brisbane International College

PO BOX 12998 George St Post Shop

Brisbane, QLD 4003. Australia

Emailed: infor@rbic.qld.edu.au or lodged in person to the front desk

The Director

Royal Brisbane International College (Hong Kong) Campus

5/F, Yue Hwa International Building,

1 Kowloon Park Drive, Tsim Sha Tsui, Kowloon, Hong Kong

Email info@RBIC-HK.qld.edu.au or info@in-learning.edu.hk

or lodged in person to the front desk of RBIC-HK

- b) All Complaints and Appeals must be lodged within 20 working days of the disputed incident or decision
- c) In the event of a complaint being lodged with RBIC via written record, RBIC staff will draft an incident report based on your complaint.
- d) We will commence the process within 10 days of the complaint being logged.

Student Transfer Policy (POL12_08-7_12.2)

RBIC comply with NVR Standards for Registered Training Organisations (SRTOs) 2015 compliance standards, RBIC SOP for Academic Complaints and Appeals Policy in according with the National Code and ESOS Standard 8 and implements the SRTO2015 Transfer between registered providers in according with the National Code and ESOS Standard 7.

Under the National Code 2007 students are **unable to transfer to another provider in the first 6 months** unless RBIC provides a letter of release. This can only be applied if a student has signed an 'Acceptance of Offer Declaration' (as outlined in the Formulation of Enrolment Policy – POL12_08-7_2.2). The policy enables the decision maker to take into account a number of factors, including how the student is handling the course and individual circumstances of the student.

- a) Students will be informed of the student transfer policy (POL12_08-7_12.2) prior to enrolment and during the orientation process.
- b) RBIC will not knowingly enrol a student wishing to transfer from another registered provider course prior to completing six months of his or her principal course of study,

OR

Transfer their enrolment to another provider within the first six months of commencing an RBIC course except under the following limited circumstances:

- a) Where the original provider or course has ceased to be registered or has had a sanction imposed on its registration, or a direction by a government agency, or for academic or compassionate or compelling personal grounds considered reasonable by RBIC, it is found to be in the best interests of the student, or the original provider issues a Letter of Release.
- b) REFER definition of compassionate and compelling grounds - Deferment, Cancellation & Suspension Procedure (PRO12_08-7_4.4)
- c) Students must provide a Letter of Offer from the proposed new provider before a letter of release can be granted.
- d) If student satisfies the above criteria and the transfer is approved by Senior Management RBIC will provide a letter of release at no cost to the student within 10 working days.
- e) The letter of release must advise the student to contact DIBP and inform them of the change in providers as a new Student Visa may need to be issued
- f) APO/A.PAO/Registrar or Administration staff will notify DEEWR of the change to the

student's studies via PRISMS within 14 days of processing the request.

- g) A letter of release may not be granted if the student is assessed as having not made satisfactory progress and or attendance or if all course fees have not been paid for the **current study period** or transfer is considered detrimental to the student's best interests.
- h) A written outcome and reasons will be provided if a Letter of Release is refused.
- i) If a letter of release is refused the student may appeal the decision under the colleges Non-academics Complaints Policy (POL12_08-7_14.2)
- j) A full record of the application for transfer and resultant decisions must be kept on the student file
- k) There is no refund of fees if a student transfers to another provider after the course commences (see Fees & Refund Policy POL12_08-7_5.2) unless extenuating circumstances are proven.
- l) Students can transfer without restriction after he or she has completed six months of the principal course.

Graduation Policy (POL12_08-7_24.2)

RBIC comply with NVR and ASQA standards implements the SRTO2015 Certification, issuing and recognition of qualifications and statements of attainment according to the *Standards for RTO's 2015 Standard 3*.

BIC/RBIC-HK recognises the achievements of its students upon successful completion of their courses for which RBIC is accredited to offer as per *Users guide to the Standards for Registered Training Organisations 2015, Standard 3 Clause 3.3 Provide Secure Certification*.

This policy outlines the rules for students to receive their Graduation Certificates and Academic Reports and the procedures staff need to follow in the issuance of the Graduation Certificates and Academic Reports

The graduation is not an automated process; hence all students must apply to graduate.

Graduation Eligibility

- a) A student is eligible for graduation from the award in which they are enrolled in if
 1. all course requirements have been met in accordance with the Australian Qualifications Framework requirements;
 2. no financial debt is owed to the institute
 3. they have not already graduated from that award
- b) This applies to all students including those who have completed their courses earlier than the proposed end date.
- c) Where students have partially met the course requirements for graduation and with no outstanding financial debt owing to RBIC, students could apply for the Academic Report or Statement of Attainment.

Applying to Graduate

- a) It is expected all students must apply to graduate during the last session of their course of study
- b) The students must complete a request form and forward to the administration staff/helpdesk.
- c) The students may apply for deferment of their graduation until the Annual Graduation Ceremony takes place.

Annual Graduation Ceremony

- a) Each year RBIC would hold an Annual Gala Celebration which includes our Annual Graduation Ceremony
- b) Students eligible for graduation around the Annual Gala Celebration would be invited to attend the Graduation Ceremony.