Policy and Procedures Guide for Staff

including the
Progress Intervention Monitoring (PIM) Policy & Procedures

Prepared by: RBIT Board of Directors and SMT Team

Date: 27th August 2012
CONFIDENTIALITY

The information, ideas and concepts contained in this Staff Policy and Procedures Guide included the Progress intervention monitoring (PIM) Policy and Procedures are the property of Dynamic Management Group Pty. Ltd. T/A Royal Brisbane Institute of Technology/ Royal Brisbane International College (hereinafter referred to as “RBIT/RBIC”). RBIT/RBIC Staff PIM Guide aims to underpin RBIT/RBIC Staff Book outlines for best practice requires.

PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated as RBIT/RBIC Administrative Compliance Officers; Project Coordinators, Trainers and Supervisors are delegated as Academic Compliance Officers. All staff responsible to self professional development to meet ESOS Standard 14 staff competency needs; the information in this Staff PIM Guide is provided to all staff members for the purposes of advising them of the governing structure of RBIT/RBIC and also providing all staff members with comprehensive information needed to carry out your responsibilities and duties as staff members. It is important that all employees are fully informed of legislative and regulatory requirements that affect your duties and participation in vocational education and training; all staff are aware of your obligation and roles according NVR 20.2; you MUST read and understand the Staff PIM Guide. There are also important provisions relating to the confidentiality of the information provided.

The recipient accepting the information acknowledges and agrees that it is confidential and agrees not to disclose by any means what so ever any of the information to any person or entity or to use directly or indirectly any of the information for any purpose other than for the college and not for personal gain or for the interests of any other organisation

If the recipient breaches the confidentiality of this agreement, which causes RBIT/RBIC any loss or damage, then RBIT/RBIC shall take legal action against the recipient for such loss or damage as appropriate in the circumstances.

I ____________________________ agree to be bound by and abide by the Confidentiality Statement above to govern the RBIT/RBIC Quality Training and Assessment Service; I fully understand my role and responsibility according to NVR essential standard SNR 20.2 and ESOS National Code Standard 14. I will implement RBIT/RBIC Policy, Procedures and SOPs, comply with AQF, NVR, ESOS, National Code, ASQA and CRICOS Standard to maximise the best practice outcome.

Signed: ________________________ Witness: ________________________ Date: ______________

Royal Brisbane Institute of Technology/ Royal Brisbane International College
Staff Policy & Procedure Guide (PIM) 2012

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Introduction:

RBIT/RBIC policies and procedures have been designed to be compliant with the NVR, AQF, ESOS Act 2000 (amended 2012), the National Code, NVR, CRICOS and ASQA Standards as Registered Training Organisations. This Policy and Procedures PIM Guide is designed to provide all RBIT/RBIC staff with a clear guide of training and assessment service’s Policies, procedures and SOPs including the Progress Intervention Monitoring (PIM) Policy & Procedure; it also supports information on their implementation and application. In addition, it sets out the obligations and staff responsibilities to govern RBIT/RBIC training service for best practice.

The PAO/A.PAO, Marketing, Registrar and Account division’s staff are designed to be RBIT/RBIC Operational Administrative compliance officers and Trainer/Supervisor are designed Academic compliance officers according to ESOS Standard 14; responsible for govern RBIT/RBIC daily operations; implement the RBIT/RBIC Policy, Procedures and SOPs; work according to the Australian Regulatory standards; comply with the ESOS, CRICOS legislation and National Code Standards to achieve the best practice for quality training service.

The CEO and Directors will continue to update according to the Australian Legislation and Regulation reform; CEO and Board of Directors also responsible to govern the RBIT/RBIC corporate constitution and schedule regular Internal Audit Processes for quality assurance and continued improvement. The CEO also will continue to induct and coach all administrative and academic compliance officers to ensure all staff understand and continue to update Regulatory Structure framework, Principles and guidelines and Applications, to ensure all staff are aware of their role and responsibility and govern RBIT/RBIC operation according to ESOS and CRICOS standard of efficiency-accuracy and effectiveness. It’s a clear guide for the PAO/A.PAO to lead all administrative and academic staff to govern the RBIT/RBIC daily operation at all times and all staff must abide to execute RBIT/RBIC Policy, Procedures and SOPs according to the Australian Legislation and Regulation standards.

Each RBIT/RBIC policy and procedure has been allocated a number for easy recognition. The first letters (POL or PRO) indicate the type of document. Policy is shown by POL and Procedure is shown by PRO. The first 2 numbers (12) indicate the year the policy or procedure was introduced. The next number is the sequential policy number. The final number is the version number of the policy. The Progress Intervention and Course Monitoring Policy and Procedure have been designed to ensure RBIT/RBIC Administrative and Academic compliance officers monitor student’s academic progress and support intervention where the students are at risk level of unsatisfactory progress.

RBIT/RBIC is committed to upholding the Australia quality service agenda, to ensure effective and efficient corporate services. Continuous improvement at the college encourages all stakeholders to provide feedback and/or suggestions on the efficacy of its policies as well as potential changes to streamline operations and provide better service to the industry, society and clients.

All RBIT/RBIC Policies and Procedures are published on the College website as well as being available on the College network. All staff, trainers, students and stakeholders MUST continue to update RBIT/RBIC Policies and Procedures and SOPs currency for quality training and assessment service compliance. No unauthorised changes to marketing material as prescribed in Standard 1, 2 or 4 of the National Code can be made as this could put our CRICOS registration at risk. Any changes to RBIT/RBIC policies or procedures must be first detailed on a request form Staff Handbook (page 97) and approved by the Chief Compliance Officer PRIOR to implementation. This Staff PIM guide is a clear roadmap for all RBIT/RBIC administrative and academic compliance officers to understand role and responsibility; to implement RBIT/RBIC Policy, Procedures and SOPs and comply with regulatory requirement to achieve the best practice standards.

RBIT/Board of Directors

Board of Directors of
Dynamic Management Group Pty Ltd T/A
Royal Brisbane Institute of Technology and Royal Brisbane International College
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STUDENT MANAGEMENT POLICIES AND PROCEDURES

RBIT/RBIC Student Management Policies and Procedures outlines the principles and guidelines that underpin the AQF framework and NVR for all delegated operational compliance staff and officers to serve domestic and global CRICOS learners; that support the ESOS National Code Legislative framework implementation standards for all operational administrative staff understand the responsibilities, govern, execute the quality training and assessment service and achieve best practice standard.

1. Admission Policy & Procedures

1.1 Overview

The Admission Policy outlines the requirements that student must meet in order to be offered a place at RBIT/RBIC. It is important that all staff dealing directly with enquiries are aware of this policy so the correct advice can be given. Key criteria are provided for levels of English needed for entry into the different qualifications. Potential students should be encouraged to read this policy so they are aware of the requirements to gain admission to RBIT/RBIC. For all RBIT/RBIC staff, this policy should be used in conjunction with the Formalisation of Enrolment Policy (POL12_08-7_2.2).

1.2 Admissions Policy (POL12_08-7_1.2)

| Policy Statement | RBIT/RBIC is committed to providing an equitable admissions and enrolment process. While most students will gain admission through established pathways RBIT/RBIC recognises the need to maintain a flexible approach the admissions to encourage students from a variety of backgrounds to apply. RBIT/RBIC Admissions Policy complies with National Code Standard 1 & 2 in the process of assessing student qualifications, experience and English Proficiency, also refers to NVR Essential standards SNR 16, 17, 22, 24, ESOS National Code Part C-8, 9, 10.1-10.4 and Part D standards 3, 4, 7, 13 and ESOS Act Section 8, 9, 27-32, 107. |
| Purpose | To ensure all staff and students are fully aware of the obligations and rights. To ensure that marketing of RBIT/RBIC training services is professional, accurate and maintains the integrity and reputation of the industry; it also set this guides to ensure all RBIT/RBIC compliance officers clearly identify that in all the marketing material have accurate course information, grounds to defer, suspend or cancel, English language proficiency and information on living in Australia to the potential students. To ensure RBIT/RBIC has a fair and equitable admissions process which does not disadvantage any students who are seeking entry into formal training and education. RBIT/RBIC will also ensure our enrolment is always conducted in a professional, accurate and ethical manner. |
| Execution | The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC Student engagement before enrolment according to ESOS National Code Standard 1-Marketing and Information Practices Policy. RBIT/RBIC is committed to providing an equitable admissions and enrolment process. While most students will gain admission through established pathways RBIT/RBIC recognises the need to maintain a flexible approach the admissions to encourage students from a variety of backgrounds to apply. This policy also complies with National Code Standard 2 in the process of assessing student qualifications, experience and English Proficiency. |
a) RBIT/RBIC will not provide students with any false or misleading information or advice and as prescribed in National Code Standard 1 (1.2) being:
   i. no claims of association between providers
   ii. the employment outcomes associated with a course
   iii. automatic acceptance into another course
   iv. Possible migration outcomes or any other claims relating to the RBIT/RBIC, our course or outcomes associated with a course

b) 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.

c) RBIT/RBIC will not enrol students from another institution within 6 months of their principal course or courses taken before their principal course in a package of courses, unless the conditions contained in our 'name policy and procedure' NC Standard 7 and procedure are adhered to and there is no breach to Standard 7 of the National Code. Letters of Release, Student Offers received or provided will be kept on the student file for audit purposes including any refusals.

d) Before enrolling students wishing to transfer from another provider, RBIT/RBIC will check PRISMS records and take all reasonable steps to ascertain if a student is already enrolled with another provider. RBIT/RBIC is aware PRISMS in most cases will provide a warning for students already enrolled in another Institution.

e) RBIT/RBIC or its agents will not engage in the recruitment/poaching of students enrolled with other providers. Education Agents are monitored as per our 'name of policy and procedure' NC Standard 4.

RBIT/RBIC Marketing staff response to check all documented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.

a) All applications for admission to RBIT/RBIC will be assessed against criteria such as level of schooling, previous qualifications, level of English proficiency (as measured by IELTS, TOEFL or equivalent scale)

b) Students who do not meet the requirements will not be enrolled or if found later they do not meet the English Language requirements, a conditional eCoE will be issued based on the student completing an English test onshore.

c) All enrolments shall be confirmed in writing by RBIT/RBIC or an authorised representative. All student applications are to be checked again and approved by the Compliance Manager PAO/A.PAO/Director of Study or Registrar.

d) Payment of tuition fees is outlined in the Letter of Offer/Written Agreement form. It is the applicants (who has signed the application form) responsibility to read and understand the conditions of the RBIT/RBIC refund policy. Tuition fees may be altered at any time with appropriate written notice.

e) The Letter of Offer/Written Agreement form MUST BE SIGNED before a Confirmation of Enrolment can be issued.

f) The student (who has signed the application form) agrees to authorise RBIT/RBIC to call for medical treatment in circumstances where RBIT/RBIC or its staff deem it necessary. RBIT/RBIC will not be held liable for any expense, loss or damage for such medical intervention.

g) The student is required to maintain their health insurance whilst studying in Australia and ensure that they still have adequate health care cover after course has finished. The student may be liable for any expenses occurred that may result in treatment at any hospital or medical services provided. RBIT/RBIC does not accept any liability if a student does not have adequate health care cover.

h) The student is advised to contact their health care provider and arrange health care cover that would cover them outside of their course duration.
i) 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 RBIT/RBIC informed about any illness that they may have that may adversely affect their studies at the college.

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

k) If a student is here on a Centrelink funded course or here under mutual obligation they are required to meet all course requirements. In the case of non-attendance then their Job Network Member will be notified and a breach notice may occur. In the case of a first breach payments may be reduced and or cancelled. The student should contact the Job Network Member or Centrelink office for additional information relating to requirements for undertaking study. Centrelink can be contacted on 132850 to discuss mutual obligation requirements.

English Language Requirements

l) 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 RBIT’s programs:

<table>
<thead>
<tr>
<th>Qualification level</th>
<th>IELTS Level</th>
<th>TOEFL (iBT)</th>
<th>PTE Academic</th>
<th>CAE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate I</td>
<td>3.5</td>
<td>31</td>
<td>29</td>
<td>32</td>
</tr>
<tr>
<td>Certificate II</td>
<td>4</td>
<td>32</td>
<td>30</td>
<td>36</td>
</tr>
<tr>
<td>Certificate III</td>
<td>4.5</td>
<td>32</td>
<td>30</td>
<td>36</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>5</td>
<td>35</td>
<td>36</td>
<td>41</td>
</tr>
<tr>
<td>Diploma</td>
<td>5.5</td>
<td>46</td>
<td>42</td>
<td>47</td>
</tr>
<tr>
<td>Advanced Diploma</td>
<td>5.5</td>
<td>46</td>
<td>42</td>
<td>47</td>
</tr>
<tr>
<td>Voc. Graduate Certificate</td>
<td>5.5</td>
<td>46</td>
<td>42</td>
<td>47</td>
</tr>
<tr>
<td>Voc. Graduate Diploma</td>
<td>6</td>
<td>60</td>
<td>50</td>
<td>52</td>
</tr>
</tbody>
</table>

Census Date

ALL international students must be reported on PRISMS as not commencing within 14 days of the commencement date of the course.

ESOS Act 2000 Part 3 Div 1 (19) – providers MUST update student records on PRISMS within 14 days changes to a student’s enrolment including if a student starts or does not start on the specified date.

1.3 Notes on Application

Make sure that all potential students have been encouraged to read the Admissions Policy. Potential students need to be clear on the level of English required for the course they want to enrol in as well as other factors, such as healthcare, that need to be considered before applying for a place at RBIT/RBIC.

1.4 Admissions Procedure (PRO12_08-7.1.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>RBIT/RBIC Admissions Policy (POL12_08-7_1.2) and Formalisation of Enrolment Policy (eCoE) (POL12_08-7_2.2), fees and refunds policy (POL12_08-7_5.2), Mutual Recognition RPL and Course Credit Policy (POL12_08-7_6.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Admissions Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
</tbody>
</table>
Scope
Connections

RBIT/RBIC Admission Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below —

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>NVR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Standard 4</td>
<td>Section 8</td>
<td>Essential standard SNR 16</td>
</tr>
<tr>
<td></td>
<td>Standard 7</td>
<td>Section 9</td>
<td>Essential standard SNR 17</td>
</tr>
<tr>
<td></td>
<td>Part C</td>
<td>Section 107</td>
<td>Essential standard SNR 22</td>
</tr>
<tr>
<td>2</td>
<td>Standard 1 (1.2b.i)</td>
<td>Section 8</td>
<td>Essential standard SNR 24</td>
</tr>
<tr>
<td></td>
<td>Standard 3 (3.1 b.)</td>
<td>Section 27-32</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard 13</td>
<td>Section 107</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Part C: Section 8,9,10.1-10.4</td>
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</table>

Procedure

The PAO/A.PAO and/or Administrative Marketing Manager or delegate administrative compliance officer is/are responsible to review, update and request Board of Director approve and sign off on any changes to the website or marketing material and ensure it is CRICOS compliant as per Standard 1, 2 and 4 of the National Code and the ESOS Act as required. All documentation must include version control.

a) RBIT/RBIC will ensure the agents list on our website is kept up to date.
b) Staff will receive notice of any changes required to electronic email signatures etc from the PAO/Marketing Manager. If you are unsure about any CRICOS related issues, check first with the Compliance Manager or PAO/A.PAO.
c) No unauthorised changes to marketing material as prescribed in Standard 1, 2 or 4 of the National Code can be made as this could put our CRICOS registration at risk.
d) Our CRICOS 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. NO students from another provider can be enrolled unless Standard 7 of the National Code has been followed (refer RBIT/RBIC Transfer between registered Providers Policy and Procedure).
e) PRISMS must be checked thoroughly by the enrolling officer, to ensure any incoming students are not already enrolled with another provider. All concerns are to be reported immediately to the PAO/A.PAO. All evidence (including Letters of Release) are to be kept on student files.
f) The enrolling officer must be satisfied the student is not enrolled with another provider and ask relevant questions if there are any concerns. For example when the student completed their last course and a copy of the qualification.
g) PRIOR to RBIT/RBIC entering into a new arrangement with another provider CRICOS approval is to be sought via the appropriate form with the designated authority.
h) 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 RBIT/RBIC and how they found out about RBIT/RBIC. Any inference of poaching will be fully investigated by the PAO/A.PAO/Compliance Manager and appropriate action taken.

Any concerns about our Education Agents are to be dealt with as per our 'Education Agents' Policy and Procedure.

The RBIT/RBIC daily operational management team will also ensure implementation of the Policy and ensure Standard 2 of the National Code is adhered to at all times.

a) Staff will check all documented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.
b) RBIT/RBIC staff will assess each course application against the approved
course entry requirements including English Language requirements.
c) Students who do not meet the requirements will not be enrolled or if found later they do not meet the English Language requirements, a conditional COE will be issued based on the student completing an English test onshore.
d) All student applications are to be checked again and approved by the Compliance Manager.
e) All changes to student enrolments /courses MUST be provided in writing to students and a signed acceptance from the student is to be kept on their file.
f) Any staff concerns are to be directed to the PAO/A.PAO or SMT Manager.

Step 1
We receive an enquiry from a potential student – provide them with:

a) Information about the course
   1. Content
   2. Duration
   3. Cost
   4. Intake Dates
b) Information about entry requirements
   1. English Language levels
   2. Pre-requisites
c) Information about application process
   1. What to do next
   2. What information must be supplied to RBIT/RBIC
   3. If an international student ensure they receive a copy of the International Student Handbook

Step 2
Send out Student Application Kit (appropriate to the type of student eg International)
Included with information links to the college policies, Student Handbook/International Student Handbook

Step 3
Receive completed application

a) Make sure all required documentation is provided – Flow Chart to be completed and signed by each department during the process
b) Contact student/agent if documentation is incomplete - request to resend
c) If entry requirements are met and all documentation is supplied issue and send Letter of Offer/Formalisation of Enrolment & Invoice
d) Letter of Offer is to include:
   i. Start date of each course
   ii. Date & time of Orientation Session
   iii. Name and code of each course/qualification
   iv. Cost of each course
   v. Due date and amount for each payment for each study period
   vi. Study period durations
   vii. Information about Policies & International Student Handbook – links to website

Step 4
Receive signed Declaration of Acceptance of Offer and deposit of funds
a) If all required paperwork has been supplied, signed and fees paid - issue eCoE
b) If required paperwork is not supplied or fee not paid DO NOT issue eCoE
c) Required paperwork includes:
   1. Documentation for entry requirements
      i. IELTS results or equivalent
      ii. Previous qualifications
   2. All forms completed and signed
i. Declaration of Acceptance of Offer/Formalisation of Enrolment
   d) If fees are paid but no signed acceptance of offer the student/agent must be contacted to advise that the enrolment CANNOT be processed until the signed acceptance / agreement has been received.

Step 5
Send out congratulations letter informing them they have successfully enrolled and reminding them of key dates such as Orientation and Census Date as well as again providing links to the International Student Handbook & policies on the RBIT/RBIC website.

Step 6
Make up student file
Make up paper-based file – include returned paperwork etc.
   a) Include checklist into the front of the file
   b) Enter student into electronic system

Step 7
Confirm attendance at Orientation Session and have additional paperwork completed and filed Contact student if they haven’t attended Orientation – warn of implications (their COE will be cancelled as a non commencement in 14 days)

Step 8
After second Orientation check PRISMS report and commence students against PRISMS report of eCoE Issued to identify any students that have not commenced. Sort by visa status. Non commenced students MUST be reported on PRISMS within 14 days of not starting –
   a) Attempt to contact any student who have failed to commence that have been issued eCoEs
   b) Check class roles to ensure all new students have attended Orientation Sessions

Step 9
On the Census date (within 14 days) report all non-commencements on PRISMS.

2. Formalisation of Enrolment Policy & Procedures

2.1 Overview

The Confirmation of Enrolment is the main document required to enable a student to apply for and receive a Student Visa to study in Australia. As a result it is important that RBIT/RBIC only issues CoE’s to potential students that meet all the admission requirements (POL12_08-7.1.2) and have completed all the required paperwork.

If CoE’s are issued without the proper paperwork and checks RBIT/RBIC is open to a number of non-compliances under the ESOS Act. The issuing of CoE’s is often driven by Education Agents but it is the responsibility of RBIT/RBIC to ensure that the student is aware of all the college policies and other factors which will impact on the students ability to come to Australia to study.

2.2 Formalisation of Enrolment Policy (eCoE) (POL12_08-7.2.2)
Purpose
To ensure all staff and students are fully aware of the obligations and rights; RBIT/RBIC clearly set out policy and procedures to govern enrolment process, to ensure students meet the entry requirements for entry in their chosen area of study; ensure courses are available for delivery and tuition fees MUST pay according to TPS standards.

Execution
The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice.

Policy
RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC Formulisation of Enrolment according to Standard 3 of the National Code 2007. RBIT/RBIC will issue an electronic Confirmation of Enrolment (eCoE) when a student has accepted an offer of a place in a RBIT/RBIC study program. The eCoE will only be issued if the student has met the entry requirements for the course applied for and has meet 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 RBIT/RBIC 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, RBIT/RBIC will issue an electronic CoE within a minimum of 48 hours after receiving the signed ‘Acceptance of Offer Declaration’ and required study fees.

d) All fees paid will be subject to the RBIT/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 a $250 Administration Fee shall be withheld as per the RBIT 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 (POL12_08-7_14.4)

2.3 Notes on Application
Staff must ensure all paperwork is signed, completed and deposits paid before issuing a CoE or the college risks being non-compliant under the ESOS Act and National Code. As the issuing of CoE’s is often being driven by Education Agents it is important to reinforce with them the need to have all the paperwork in place and payments made before issuing the CoE. As a result the minimum time it will take to issue a CoE is 48 hours so that we have time to ensure that all the paperwork has been completed correctly, correct documentation received and payment made.

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

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Formalisation of Enrolment Policy (POL12_08-7_2.4), Admissions Policy (POL12_08-7_1.2), Admissions Procedure (PRO12_08-7_1.4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to</td>
</tr>
</tbody>
</table>
### Responsible

Implement Policy, Procedures and SOPs; to induct the Formalisation of Enrolment Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.

### Scope Connections

RBIT/RBIC Formalisation of Enrolment Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>NVR / Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNR 16,17,22,24</td>
<td>Refer to RBIT Staff PIM Guide Admission Procedures p.10</td>
<td>Regulation 3.01, 3.02, 3.03; 3.19 of other ESOS Regulation 2001</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Refer to RBIT Staff PIM Guide Admission Procedures p.10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Section 7 Regulation 3.01, 3.02, 3.03; 3.19 of other ESOS Regulation 2001</td>
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<td></td>
<td>Section 19</td>
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<td>Section 20</td>
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<td>Section 21</td>
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<tr>
<td></td>
<td>Section 14 (information Privacy Principles) of Privacy Act 988</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Section 27-32</td>
<td>Schedule 3 (National Privacy Principles) of Privacy Act 1988</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Section 75</td>
<td>Section 488A of the Migration Act 1958</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Standard 2.1f Section 19 Regulation 3.02 and 3.03 of ESOS Regulation 2001</td>
<td></td>
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<tr>
<td></td>
<td>Standard 5</td>
<td></td>
<td>The Migration Act 1958</td>
</tr>
<tr>
<td></td>
<td>Standard 8</td>
<td></td>
<td>Student visa condition 8202</td>
</tr>
</tbody>
</table>

### Procedure

All compliance officers MUST implement RBIT/RBIC 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:** eCoE’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.

*An eCoE CANNOT be issued for longer than the approved registered duration on PRISMS.* Ensure all fields in PRISMS are completed correctly.

PAO/A.PAO 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 / reissuied at any stage of the enrolment the old eCOE should be marked as cancelled clearly and kept on the student file.
3. Census Dates Policy & Procedures

3.1 Overview

Each intake have a nominated “Census Date” which is used to close off any new enrolments and provide a clear date from which to establish timelines for reporting of non-payment, non-commencement or misbehaviour of students, under NVR essential standard 23, ESOS Tuition Protection Service (TPS) framework. RBIT/RBIC Census Date Policy and Procedures also incorporate with Academic Appeals Policy and Procedures as well as Non-academic Appeals Policy and Procedures. To maintain sound academic and quality control principles RBIT/RBIC will not accept enrolments after the census date has passed unless compassionate or compelling circumstances can be proven.

3.2 Census Dates Policy (POL12_08-7_3.2)

| Policy Statement | The Census date for all courses falls on every two weeks before the commencement of second semester; on this date any student that have been issued an eCoE for that intake and has not paid the tuition on time, under section 47A and 47 C of the ESOS Act, if student failed to pay, does not start the course on that course commencement day (and has not previously withdrawn) or misbehaviour;
| Purpose | To ensure all staff and students are fully aware of the obligations and rights, the Census dates are used to determine the last day a student can enrol or change a course in a given study period. It is also used to determine current students to facilitate the payment progress, monitor study status and process for quality training service.
| Execution | The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice.
| Policy | RBIT/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.

Students who have been issued a Confirmation of Enrolment for a course who do NOT attends orientation or any classes on the census date will be reported as Student default under ESOS TPS standards.

a) ALL Students default international must be reported on PRISMS as not commencing within 14 days of the commencement date of the course. Or not pay tuition in full on the Census date.

b) ESOS Act 2000 Part 3 Div 1 (19) – providers MUST update student records on PRISMS within 14 days changes to a student’s enrolment including if a student starts or does not start on the specified date.

c) If a student is unable to commence classes prior to the designated census date they should inform the college as soon as possible in order to defer their studies until the next available intake.

d) Students who have been issued a Confirmation of Enrolment for a course who do not attend orientation or any classes prior to the census date will be considered as not commencing and the Confirmation of Enrolment cancelled unless compassionate or compelling circumstances are proven to have prevented the commencement of their studies.
3.3 Notes on Application

Students should be made aware of the implications of not attending the college or not paying in full of tuition fees before the census date as they may be reported as not commencing on PRISMS and reported as student default. Agents should also be aware of this to ensure that any travel etc. is timed to ensure that students MUST attend the Orientation session and understand and study role and responsibility.

3.4 Census Day Procedure (PRO12_08-7_3.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Census Day Policy (POL12_08-7-3.2); Formalisation of Enrolment Policy (POL12_08-7_2.4), Admissions Policy (POL12_08-710_1.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officers responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Census Day Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Census Day Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below —</td>
</tr>
<tr>
<td>Standard</td>
<td>National Code</td>
</tr>
<tr>
<td>3</td>
<td>Refer to RBIT Staff PIM Guide Admission Policy p.15</td>
</tr>
<tr>
<td>6</td>
<td>Standard 5</td>
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<td></td>
<td>Standard 7</td>
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<td>Standard 10</td>
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<td>Standard 11</td>
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<tr>
<td>13</td>
<td>Refer to RBIT Staff PIM Guide Deferment, suspension or cancellation Policy p. 15</td>
</tr>
</tbody>
</table>
According to section 47B of the ESOS Act, all RBIT/RBIC Marketing team, compliance officer and staff MUST enter into a Letter of Offer written agreement with each overseas student or intending overseas student that:

a) sets out the clear census date for enrolment and payment
b) refund requirements that apply if the student defaults; and
c) meets any requirements set out in the national code.

Under section 47B of the ESOS Act– Part 5, Division 2, Subdivision B of the ESOS Act; RBIT/RBIC Account compliance officer and staff MUST follow the below TPS standards steps outline to process in a case of a Student Default after census date:

**Step 1 – Student default occurs**

Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
b) the student withdraws from the course at the location (either before or after the agreed starting day); or

c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:

1. the student failed to pay an amount payable to the provider for the course;
2. the student breached a condition of his/her student visa;
3. misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A(3)).

**Note**: subsection 47A(2) - A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

**Step 2 – Notifying the Secretary and the TPS Director**

a) Under section 47C of the ESOS Act, PAO/A.PAO or Registrar must notify the Secretary and the TPS Director of the default within 5 business days of the default occurring.

b) The notice must be in writing and comply with requirements of section 47C.

**Step 3 – Provider obligation period**

a) If a student or intending student defaults PAO/A.PAO or Account MUST follow the RBIT/RBIC refund policy and procedures to provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.

b) PAO/A.PAO or Account MUST follow the RBIT/RBIC refund policy and procedures to pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in section 47D or 47E, depending on which section applies to the circumstances of the default situation.

**Step 4 – Notification of the outcome – discharge of obligations**

a) If you fail to discharge your obligations under sections 47D or 47E, it is an offence under section 47G of the ESOS Act and serious penalties apply.

b) Under section 47H of the ESOS Act, you have 7 days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of your obligations. This notice must comply with the requirements of section 47H.
4 Deferment, Non-payment, Suspension & Cancellation Policy and Procedures

4.1 Overview

The RBIT/RBIC Deferment, Cancellation and Suspension Policy comply with ESOS National Code Part D, Standards 13, it addresses cancellation of enrolment and requirements relating to notification through PRISMS should a student’s enrolment be deferred, suspended or cancelled. It covers student access to complaints’ and appeals’ mechanisms if a provider initiates a suspension or cancellation of enrolment against a student’s wishes. It also covers all students that wish to defer, cancel or transfer their enrolment or have had their enrolment suspended by the College.

Deferments can only be requested by students before the course commences. Suspension is used to when a student can no longer continue their studies for compassionate or compelling reasons (Illness, death in the family etc.) but wish to continue at a later date. All suspensions must be notified on PRISMS and can only be accepted for a maximum of 12 months. Students may cancel their enrolment at any time although this could affect their visa status.

Any cancellations will be activated in conjunction with the RBIT/RBIC Fees & Refunds Policy (POL12_08-7.5.2) and be notified on PRISMS immediately. Students who cancel are unable to enrol in another institution unless we provide a letter of release, {refer to the Student Transfer Policy (POL12_08-7.12.2)} for details. Students maybe suspended /cancelled from time to time as a result of misconduct and suspensions longer that 14 days or cancellations must be notified on PRISMS.

4.2 Deferment, Suspension or Cancellation Policy (POL12_08-7.4.2)

| Policy Statement | RBIT/RBIC maintains a Deferment, Suspension or Cancellation policy consistent with the ESOS Act 2000 (as amended in 2012) and National Code and provide for students who have to defer studies due to compassionate or compelling circumstances
| Purpose | To ensure all staff and students are fully aware of the obligations and rights RBIT/RBIC delegated administrative compliance officer, responsible to govern operation, implement Policy, Procedures and SOPs; induct the Deferment, Suspension or Cancellation Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document. |
| Execution | The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and complies with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice |
| Policy | RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC Deferment, Cancellation & Suspension of study during enrolment according to Standard 13 of the National Code 2007. The RBIT/RBIC Deferment, Cancellation and Suspension Policy covers all students who have commenced studies but are now looking to either cancel or transfer their enrolment. |
enrolment or have had their enrolment suspended by the College. Deferment is used to
when a student can no longer continue their studies for compassionate or compelling
reasons (Illness, death in the family etc.) but wish to continue at a later date.

All deferments must be notified on PRISMS and can only be accepted for a maximum
of 12 months. Students may cancel their enrolment at any time although this could
affect their visa status. Any cancellations will be auctioned in conjunction with the
RBIT/RBIC Fees & Refunds Policy (POL12_08-7_5.2) and be notified on PRISMS
immediately. Students who cancel are unable to enrol in another institution unless we
provide a letter of release, (refer to the Student Transfer Policy (POL12_08-7_12.2))
for details. Students maybe suspended from time to time as a result of misconduct and
suspensions longer that 14 days must be notified on PRISMS.

DEFERMENT

a) Deferment may be requested by a student by completing a written application
before the commencement of the course.
b) Students have the option to request a deferment of their studies on the ground
of compassionate and compelling circumstances as outlined in Standard 11.9
of the National Code 2007, which includes:
   1. serious illness or injury where a medical certificate states that the student
      was unable to attend classes
   2. bereavement of close family members such as parents or grandparents
   3. major political upheaval or natural disaster in the home country requiring
      emergency travel
   4. a traumatic experience which could include involvement in, or witnessing
      of, a serious accident or crime.
c) Students must inform the college to notify of their absence as soon as possible
under the circumstances.
d) Students must apply to the college in writing for deferment within 10 working
days of a verbal notification
e) Students that fail to inform the college of their proposed deferment may be
marked absent which could affect their Visa Status (see Attendance Policy
(POL POL12_08-7_8.2)
f) Students will be informed that deferment of enrolment may affect his or her
student visa.
g) The deferment of studies will be communicated the DIISRTE through
PRISMS within 14 days of the approval for deferment.

SUSPENSION

a) A student maybe suspended from the College if misconduct has been found
(See Misconduct & Discipline Policy (12_08-7_11.2)
b) A student may also request suspension of the enrolment after the course
commencement on the ground of compassionate and compelling
circumstances as outlined in Standard 11.9 of the National Code 2007, which
includes:
   1. serious illness or injury where a medical certificate states that the student
      was unable to attend classes
   2. bereavement of close family members such as parents or grandparents
   3. major political upheaval or natural disaster in the home country requiring
      emergency travel
   4. a traumatic experience which could include involvement in, or witnessing
      of, a serious accident or crime.
c) If a student is suspended for more than 28 days their eCoE may be cancelled
Suspensions may be appealed under the College’s Deferment, Cancellation
and Suspension Appeals Policy (POL12_08-74_4.4)

CANCELLATION
a) Students are permitted to transfer their enrolment to another provider within the first 6 months of study at RBIC/RBIT under certain limited circumstances including:

b) 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 and compelling personal grounds considered reasonable by RBIC/RBIT, or it is found to be in the best interests of the student,

c) A student may transfer to another provider if a letter of offer from the new provider is provided; there is no refund of fees for students transferring to other providers

d) A student may cancel their enrolment at anytime to return to their home country which will trigger the cancellation of their CoE. Cancellations will be communicated to DEEWR through notification on PRISMS within 14 days of receiving the cancellation request

e) No refund is given for a cancellation once a student has commenced studies unless there are compassionate grounds (See Fees & Refunds Policy – POL12_08-72_1)

f) Refer definition of compassionate and compelling circumstances - Deferment, Cancellation & Suspension Procedure (PRO12_08-7.4.4)

4.3 Notes on Application

All of the actions covered by this policy are reportable on PRISMS so staff must ensure that any change in student status is recorded on their file and reported on PRISMS. If students are requesting a deferment or cancellation staff must inform them of the possible impact it will have on their visa and recommend that they seek advice from an Immigration Agent or DIAC. If RBIT/RBIC is suspending a student then the appeal period must have concluded before we notify DIISTRE/DIAC on PRISMS.

4.4 Deferment, Suspension or Cancellation Procedure (PRO12_08-7.4.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Deferment, Suspension or Cancellation Policy (POL12-8-7-4.2); Non-Academic Complaints and Appeals Policy (POL12_08-7_14..2),</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division all staff are delegated Administrative compliance officers responsible to govern the RBIT/RBIC daily operation and must execute RBIT/RBIC Deferment, Suspension or Cancellation Policy, Procedures and SOPs according to relevant Regularly standards.</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Deferment, Suspension or Cancellation Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
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<td>Standard</td>
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<td>--------</td>
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<tr>
<td>SNR 16</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

**Procedure**

Students can defer prior to course commencement if agreed upon by RBIC/RBIT. Student can have their enrolment suspended due to the compelling and compassionate grounds. Student enrolments will be cancelled if you do not pay outstanding fees by the Census date as per your Written Agreement. This would result in Student Default and visa being cancelled.

RBIC/RBIT defines compassionate and compelling as but not limited to:

a) Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing.

b) These could include, but are not limited to:
1. serious illness or injury, where a medical certificate states that the student was unable to attend classes
2. bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
3. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
4. a traumatic experience which could include:
   i. involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
   c) Where the registered provider was unable to offer a pre-requisite unit; or
   Inability to begin studying on the course commencement date due to delay in receiving a student visa.

DEFERMENT

Step 1
To defer/suspend their studies students must complete a ‘Student General Request’ form and check the ‘Apply for Leave’ box and provide an explanation of why they wish to defer their studies.

Step 2
A meeting must be organised with the PAO/A.PAO/Director of Studies to discuss the reasons for suspension the need to discuss it with an immigration agent if successful to determine its impact on their Visa

Step 3
If deferment is approved then the student must be reported as ‘Suspended’ on PRISMS with 14 days of the approval being accepted. This is indicated on the form and placed on the student file. This will be communicated in writing to the student.

Step 4
If the request is denied then the details are recorded on the form and put on the student file. The student’s right to appeal the decision is explained to the student. For the students on the temporary cessation of enrolment, relevant documents must be provided to support the reason for suspension. These might include but not limited to
   a) medical certificate states that the student was unable to attend classes
   b) bereavement documentation of close family members such as parents or grandparents

SUSPENSION - MISBEHAVIOUR

Step 1
Student can be suspended as a result of misconduct.
   a) For the students identified to have the issue of misconduct, the period of suspension will be determined by the Discipline Committee who heard the misconduct case.
   b) Students must be informed of the intention to suspend their studies in writing.
   c) This communication must also provide information on the Appeals & Complaints process if they wish to access it. This letter should also indicate RBIC’s intention to report the suspension on PRISMS after the appeal period has ceased. A copy of this letter must be included on the students file.

Step 2
If the student appeals the Suspensions on the ground of misconduct then the Appeals & Complaints Policy and Procedure applies. If the student does not appeal the suspension then they must be reported on PRISMS as suspended.

Step 3
Communication must be sent to the student at the conclusion of the suspension informing them of the need to continue with their studies and the dates and times of the next class they can attend.

**Step 4**
All documentation and communication must be filed with the students' information.

### CANCELLATION

**Step 1**
The student must complete a ‘Student General Request’ form and indicate that they wish to cancel their studies.

**Step 2**
The student must be told of the impact cancellation might have on their Visa and that we are required to report it on PRISMS as well as the application of the Fees & Refunds Policy to any fees that they might have paid. Indicate that they will need to fill out a ‘Student General Request’ form indicating the request for a refund.

**Step 3**
Report the student as ‘Cancelled’ on PRISMS within 14 days. All documented procedures for assessing, approving and recording a deferment of the Applications for deferment or suspension of enrolment; commencement of study or suspension of study also given one of the copy to students (hyper link to the website); also evidence of appropriate notification (through PRISMS) of changes to enrolment status and archive for review.

## 5 Fees and Refunds Policy & Procedures

### 5.1 Overview

This Refunds Policy and Procedure comply with standard 3 to ensure obligations and rights of both the RBIT/RBIC compliance officer and the student are clearly set out, including the course money payable and services the provider is obliged to supply. The fees and refunds policy is critical to the fair and equitable handling of student payments and requests for refund. This policy implements the Standard 3 and 7 of the National Code. The changes to the ESOS Act 2000 in 2012 - introduction of the Tuition Protection Service (TPS) have further strengthened the rules about receiving money from international students. The policy is included on the RBIT/RBIC Application Form, Acceptance of Offer Declaration as well as a comprehensive policy and procedures statement in the Student Handbook.

PAO/A.PAO MUST ensure all staff and students are fully aware of refunds the policy and procedures; all staff are compliance officers; the neglects to include refunds information is breaching the National code; if compliance default practice PAO/A.PAO MUST send the official MEMO with Breaches of Code of Conduct warning immediately and take review action; staff continue received two warnings demonstrate with not competency for employability; PAO/HR Director need to execute the termination of misconduct to comply with new Regulatory standards and govern organisation.

### 5.2 Fees and refunds policy (POL12_08-7_5.2)

| Policy Statement | All RBIT/RBIC Marketing Team, Account and administrative compliance officers responsible to comply with the NVR essential standards SNR16.7 and SNR22.2, ESOS National Code Standard 3 and 7; ESOS Act Section 7, 19, 20, 21, 27-32, 75 and Regulation 3.01, 3.02, 3.03 and 3.19 of the ESOS Regulations 2001; Section 14 (information privacy principles) of the Privacy Act 1988; Schedule 3 (National Privacy Principles) of the Privacy Act 1988 |
### Purpose
To ensure all staff and students are fully aware of the obligations and rights, all student MUST enter into a written agreement with RBIT/RBIC before (or at the same time as) accepting course money from the student; the written agreement MUST contain the refunds of course money information as specified in ESOS regulation 3.2

### Execution
The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and complies with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice

### Policy
RBIT/RBIC Marketing compliance officer and staff MUST enter into a written agreement with the student before (or at the same time as) accepting course money from the student. The written agreement must contain, as a minimum, the information specified in 3.1 and 3.2.

**RBIT defines a study period as a Semester (2 terms) of study. RBIT/RBIC Census date** is the 2 weeks of semester start date.

### FEE PAYMENTS
- **a)** Fees **cannot** be accepted from potential students unless they have signed a written agreement with RBIT/RBIC
- **b)** All fees for student tuition must be paid prior to course / study period commencement. Payments can be in the form of cash, bank transfer, T/T or EFTPOS. T/T and credit card payments are available for payers paying from overseas. 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.

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

- **c)** Students must pay the overseas student health cover and teaching material in full prior to commencement of the course.
- **d)** The first **study period**'s tuition fee prior to commencement of the course and the second payment is due 2 weeks prior to the next study period.
- **e)** All fees are held in a designated trust account until students commence study; Student fees will be placed into this account no longer than 5 business days after receipt.
- **f)** The student 'Letter of Offer/written agreement' will state all payments and due dates for **each study period (semester)**.
- **g)** Students under financial difficulty should request a meeting with the Student Support Officer.
- **h)** From 1 July 2012 student fees must be updated in Prisms monthly and Finance Officer to monitor.

### GENERAL REFUND CONDITIONS
- **a)** No refunds will be given to student who have not completed at least 6 months of their original course.
- **b)** All refund reimbursed to students will incur $250.00 administration fee which will be withheld from the refund amount.
- **c)** No refund can be made for accommodation placement, health care cover, or airport pick-up fees.
- **d)** If your visa application has been denied, a refund of fees will be made less the
administration fee of $250

e) If the course is fully booked or cancelled, a full refund of fees will be made without the application of an administration fee.
f) Refunds will only be paid to the enrolled student as per the application form. There will be no refunds to third parties.
g) No refunds will be given under any circumstances to students who do not abide by the conditions of their visa.

TUITION FEES

a) For a refund of tuition fees, you must give written notice of cancellation at least four weeks before your course start date. A bank charge and $250 administration fee will be withheld.
b) If notification of cancellation is given less than 4 weeks before your course start date, a cancellation fee equal to 25% of the full tuition, bank charge and a $250 administration fee will be withheld.
c) No refunds will be given after your studies have commenced.

PAYMENT OF REFUNDS

a) Refunds due to cancellation of studies will be processed and paid within 20 working days (4 weeks) of receipt of the claim.
b) Refunds will only be paid to the enrolled student as per the application form. There will be no refunds to third parties.
c) RBIT/RBIC will seek to contact students who have not claimed a refund after 30 days of cessation of students at the last known contact address.

APPLICATION FOR REFUNDS

a) Applications for refund must be on the application form, and submitted in person, via email or post to:
Email: info@RBIT.qld.edu.au

The Registrar
Royal Brisbane Institute of Technology
PO BOX 12998 George Street Post Shop
Brisbane QLD. 4003 Australia

b) 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.

APPEALS

a) All refunds are subject to the Royal Brisbane Institute of Technology / Royal Brisbane International College/ Appeals Policy. Appeals must be lodged in writing on the ‘Student General Request Form’ to the Registrar reg@rbit.qld.edu.au within 20 working days of the disputed decision.

PROVIDER DEFAULT -

a) If the provider fails to start providing the course to the student; or course does not start on the notified starting date students will be offered a full refund by RBIT/RBIC or placed in an alternate course if acceptable to the student. Refunds due to provider default will be paid within 14 days.
b) After the course starts but before it’s completed, it ceases to be provided to the student at the location and the student has not withdrawn from the course before the default day

c) In the unlikely event that RBIT/RBIC does not meet its obligations under provider default, students on an international student visas are protected under an Australian Commonwealth Government Tuition Service (TPS).
d) If TPS is implemented, students will be offered a place with an alternate provider. If this is not possible, a refund will be given for UNEXPENDED tuition fees already paid.
5.3 Notes on Application

When applying the Fees & Refunds Policy staff must be aware of the timelines and cut off dates for the different levels of refund. These must be applied consistently across all students. **It is imperative for the refund policy and procedure to be followed carefully for international students.**

For a student to claim a refund they must complete a ‘General Request Form for Refund’ (See Appendix 24.1). Students must also provide a reason for requesting a refund, which is important as it may affect the approval. This is especially the case when a student is requesting a refund based on compassionate grounds. The request must be entered into the ‘Refund Request’ spreadsheet which is located on the network in the ‘Student Folder’ on S Drive. Once an application has been approved by APO/A.PAO/Senior Management the refund amount must be calculated and information passed on to the Accounts Department for payment.

If an application for refund is not approved the student must be informed in writing that the refund has not been approved with the reasons and that they now have 20 working days to appeal the decision under the RBIT/RBIC Non-Academic Complaints Policy (POL12_08-73_1) if they are unhappy with the decision. If applying for a refund under compassionate or compelling circumstances you may request more information from students in order to inform the decision making process.

5.4 Fees & Refunds Procedure (PRO12_08-7_5.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>RBIT/RBIC Fees &amp; Refunds Policy (POL12_08-7_5.2), Admissions Policy (POL12_08-7_1.2), Non-academic Complaints Policy (POL12_08-7_14.2), Formalisation of enrolment Policy (POL12_08-7_2.2) and Deferment, Non-payment, Suspension and Cancellation (POL12-08-7_4.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Fees and Refunds Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scope Connections</th>
<th>RBIT/RBIC Fees and Refunds Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>National Code</td>
</tr>
<tr>
<td>SNR 22</td>
<td>Essential standard SNR 22.2(e)</td>
</tr>
<tr>
<td>3</td>
<td>Refer to RBIT Staff PIM Guide</td>
</tr>
<tr>
<td>7</td>
<td>Standard 5</td>
</tr>
<tr>
<td></td>
<td>Standard 8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedure</th>
<th><strong>Job Ready Student Management System &amp; MYOB</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>All Marketing members have their own login ID to Job Ready for student enrolments. They have to enter all students’ information accurately such as gender, DOB, address, phone number, email address and etc.</td>
</tr>
<tr>
<td>2.</td>
<td>Account department has to enter an accurate invoice into Job Ready with all the relevant details such as enrolment fee, teaching material, OSHC and etc.</td>
</tr>
<tr>
<td>3.</td>
<td>It is account department’s responsibility to make sure all the records are consistent, such as MYOB (invoice and payment), Job Ready (enrolment and student details) and PRISMS (CoE and prepaid course fee).</td>
</tr>
</tbody>
</table>
1. Account Report System

1.1 Daily Report

Internal income report should be finished at the beginning of the day – This has been saved under:

H:\2010_RBIT_5.0_AD Departmental SOP\DMG_AD_03.4ADM_Finance Department\5.2-Receive Payment Form\2011 Payment received

Respected daily income to be received – collecting previous outstanding fee

1.2 Weekly Report

Weekly financial report has to be submitted to RBIT BoD every Friday – This has been saved under:

H:\2010_RBIT_5.0_AD Departmental SOP\DMG_AD_03.4ADM_Finance Department\5.2-Receive Payment Form\2011 Weekly Financial Reports\2011 AD-MKT department KPI Monitoring – This has been saved under:

H:\2010_RBIT_5.0_AD Departmental SOP\DMG_AD_03.4ADM_Finance Department\2010_HRM_Scale\MKT weekly KPI

1.3 Monthly Report

PAYG report required from ATO

Generate report from MYOB monthly, and then submit the form to ATO once complete Bpay during the payrun.

Aging report – account receivable and payable

Account Receivable –

Follow up with student payment by making a payment plan. Examples under:

H:\2010_RBIT_4.2_TBS-PIR-ERD_Centre\ERD\RBIT_7. Accounting Department\April Yu\Payment plan

Account Payable –

All invoices will be paid during the payrun.

From 1 July 2012 student fees must be updated in Prisms monthly and Finance Officer to monitor

1.4 Quarterly Report

BAS/GST –

This is required by ATO quarterly; have to finish the bank reconciliation before complete the ATO form.

Superannuation requested by ATO –
This has to be submitting to ING Easy Transact quarterly. Please see ING Super folder located in the cabinet at the corner of AD101.

Income and outgoing report for RBIT BoD to review –

Daily income report has to be banded by quarter.

Fortnightly outgoing report located in the cabinet at the corner of AD101 – folder named Payment authorisation.

1.5 Yearly Report

Financial statement such as P & L, Balance Sheet and Trial balance has to sent to company accountant for RBIT yearly tax return purpose.
RBIT GENERAL REQUEST FORM FOR REFUND

The Refund procedures valid if program or courses cancelled by institute or if enrolment cancelled before program or course start; applicant MUST comply to RBIT/RBIC Refund policy -

a. 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.

b. Student required clear state the refund reason and circumstances in the Refund request application form along with the evidence of information.

c. Individual students enrolled and paid for fees and charges of course;

d. ONLY student who enrolled in RBIT/RBIC, any third Party or guarantor not qualify for a student’s fees and charges of the courses

Applications for refund must be on the application form, and submitted in person, via email or post to above Fees & Refunds Policy (POL12_08-7.5.2) indicated the compliance officer also provide with contact person and address.

COMPILE EVIDENCE FOR REFUND

The RBIT/RBIC Registrar or delegated compliance officer will compile the study information and evidence to discuss with the Marketing team. Administrative compliance officers need to arrange and call for Senior Management Team (SMT) Meeting to assess the Refunds request form, evidence and information within 3 working days. PAO/A.PAO and SMT will make the final decision for the refund.

The meeting resolution of SMT decision needs to be documented in writing and archive with evidence information into the Student Portfolio. One copy MUST be sent to student as a refund application record within 2 working days.

INTERNAL ADMINISTRATIVE REFUNDS PROCESS

The RBIT/RBIC Registrar or delegated compliance officer MUST pass the SMT meeting resolution to the Account division for Fees Refund Process. The Account Officer needs to process the Refund according to the SMT meeting resolution and schedule for the fortnightly payment process. National Code Standard 3.1 b. requires that the agreement must provide an itemized list of course money payable by the student. Section 7 of ESOS Act also states that course money means money a provider receives, directly or indirectly from:

COURSE FEES AND REPAYMENT

Standard 7 of the National Code does not affect the provider’s policies on payment of course fees or its refund policy. Under Standard 3 a provider is required to enter into a written agreement with the student which clearly sets out what the course fees are and the amounts that may, or may not, be repaid to the student.

OUTSTANDING FEES AND TRANSFER TO ANOTHER PROVIDER

How a student pays outstanding fees MUST be noted in the provider’s refund policy. If the student leaves owing fees the provider is entitled to pursue payment with the student. RBIT/RBIC PAO/A.PAO or Registrar or compliance officer should report the student’s cessation of studies in PRISMS. There is no capacity in PRISMS to include notes about the student’s non payment that will be visible by a subsequent provider.

6 Mutual Recognition RPL and Course Credit Policy & Procedure

6.1 Overview

This policy deals with RBIT/RBIC recognition of qualifications that students may have gained through study in other institutions. Any student who feels that they have achieved competency in a particular unit
through studies elsewhere can apply to have their skills and experience assessed as part of a Recognition of Prior Learning (RPL) or Course Credit process. If students have achieved competency in identical units (based on national unit code) offered through an accredited provider they will receive direct cross credit for those units. Applications for RPL and Cross Credit must be made by the student after enrolment prior to the course commencement, as gaining course credit may affect the duration of study and student visa.

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

<table>
<thead>
<tr>
<th><strong>Policy Statement</strong></th>
<th>RBIT/RBIC recognises AQF qualifications and Statements of Attainment issued by other accredited RTO in accordance with the requirements of the NVR RTO-Recognition of qualifications issued by other RTO’s; this policy also connects with essential standards SNR 15.5 and SNR23.2 Standards, ESOS National Code Standard 12 and connected with Standard 8 and ESOS Act Section 19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose</strong></td>
<td>This policy outlines grant RPL’s process or course credit, all staff and students are fully aware of the obligations and rights, all students MUST follow this policy to apply with comprehensive evidence document that RBIT/RBIC compliance officers will eligible to assist and process the application. PAO/A.PAO responsible to kept informed the RPL assessment outcome to the student; also give the students a copy of the course credit outcome for their records. If necessary, the duration of study is adjusted accordingly and students are advised of the affects.</td>
</tr>
<tr>
<td><strong>Execution</strong></td>
<td>The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and complies with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice</td>
</tr>
<tr>
<td><strong>Policy Definitions of RPL and Cross Credit</strong></td>
<td></td>
</tr>
</tbody>
</table>

**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.

**Cross credit** - The application of credit into a course based on the successful completion of an identical unit or units in another training program or RTO.

According to the ESOS standard 12; RBIT/RBIC RPL and Course Credit Policy key requirement as below -

a) Student MUST fill the Course Credit and RPL Application form and specific the unit or qualification wish to grant credit and attached the prior study or workforce skill or working experience evidence together

b) RBIT/RBIC has RPL and Course Credit Policy and Procedures documented in website for granting RPL and recording course credit.

c) RPL and Course credit may reduce the length of a student’s course. If this occurs before visa grant, PAO/A.PAO or delegate TAE qualified compliance officer will indicate the actual course duration and formalize the enrolment. If the course credit is granted after visa grant, the change in course duration is reported via Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act.

d) Students sign or accept a record of course credit granted; If the application for course credit which have been rejected, along with the reason for refusal.

**Mutual Recognition and Cross Credit**

a) RBIC/RBIT recognises AQF qualifications issued by other accredited RTOs and other accredited education providers in Australia; also recognise the decisions of all States and Territories in registering RTOs and in accrediting a course where no relevant training package exists.

b) RBIC/RBIT will formally recognise qualifications that have been recognised by National Office of Overseas Skills Recognition of Australia. Students may apply for Cross 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.

\( \text{c)} \) If Credit Transfer is granted to an international student prior to commencement (and issue of the eCoE), the eCoE must be issued with the reduced length of study time. If Credit Transfer is granted after issue of eCoE and/or commencement of student, a Course Variation must be issued (via PRISMS) advising of the reduced study time.

**Recognition of Prior Learning (RPL)**

\( \text{a)} \) RBIC/RBIT 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.

\( \text{b)} \) RBIC/RBIT 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).

\( \text{c)} \) RPL can only be granted for a complete unit of study – partial RPL is not applicable; RPL applications will be assessed by the PAO/A.PAO or delegate qualified TAE assessor in conjunction with content experts if appropriate.

\( \text{d)} \) RBIC/RBIT will provide the student with written confirmation of the RPL and or Cross Credit assessment outcome on the RPL/Cross Credit form and or by email for acceptance by the student. If RPL is granted after issue of eCoE and/or commencement of student, a Course Variation must be issued (via PRISMS) advising of the reduced study time.

**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)

### 6.3 Notes on Application

Students should be made aware of their ability to claim course credit or RPL under this policy, so that any credit can be applied before they start their studies. If they have questions about this they should be asked to contact the PAO/A.PAO/Director of Studies to discuss the matter. Documentation will need to be provided by students to support their application. This documentation could include official transcripts, notification of results, resumes, job descriptions, letters of reference and qualifications.

### 6.4 Mutual Recognition RPL and Course Credit Procedure (PRO12_08-7.6.4)

**Related Policies**

| RBIT/RBIC Mutual Recognition RPL & Course Credit Policy (POL12_08-711_1), Admission Policy (POL12_08-710_1) and Academic Complaints and Appeals Policy (POL12_8-07_13.2) |

**Staff Responsible**

| PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Mutual Recognition RPL & Course Credit Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document. |

**Scope Connections**

| RBIT/RBIC Mutual Recognition RRPL and Course Credit Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below – |

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>NVR</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNR 15</td>
<td></td>
<td></td>
<td>Essential Standard 15.5</td>
</tr>
<tr>
<td>12</td>
<td>Standard 8</td>
<td>Section 19</td>
<td></td>
</tr>
</tbody>
</table>

**Procedure**

| APPLYING FOR RPL |
Student must complete an Application for recognition of Prior Learning / Course Credit by indicating the unit of competency they wish to gain RPL for and attaching the evidence to support the application.

**Step 1 RPL Application and Induction**

Make sure all new students are aware of their ability to apply for RPL and/or cross credit based on previous studies or experience.

This can ideally be done as part of the Orientation processes or at the beginning of each teaching period when students are commencing a new class. International students must be informed that claiming RPL/Course Credit could shorten the length of their course which in turn would affect their visa.

Explain to students seeking RPL that they must produce documentary evidence to support their application. In the case of an RPL application they must produce evidence to show that they are competent as assessed against performance criteria described in the unit outline. Unit information can be found at [www.training.gov.au](http://www.training.gov.au).

RPL evidence can include (but not limited to): Job Descriptions, Resume, letters of recommendation, video footage, audio recordings, photos and written statements.

**Step 2 RPL Approval Process**

The application is sent to the PAO/A.PAO/Director of Studies for review assessment.

**NOTE:** The PAO/A.PAO/Director of Studies will have content and/or discipline expert review the application. If needed organise a meeting with the PAO/A.PAO/Director of Studies to discuss their RPL application and required evidence. PAO/A.PAO/Director of Studies MUST send official MEMO to inform every department of the RPL assessment outcome.

The PAO/A.PAO/Registrar responsible to inform the student in writing whether the RPL or Course Credit application has been refused, partially approved or fully approved. Information on appealing the decision will be communicated at the same time. The units gained through will be removed from the students study schedule by Registrar and the length and cost of the course adjusted accordingly. Check the new cost with Account Manager and Registrar.

**CROSS CREDIT**

Student that wish to gain Cross Credit they must provide certified copies of official statements of results and qualifications must show the units they are seeking credit for.

**Step 1 Application and Induction**

PAO/S.PAO responsible for International students must be informed that gaining credit will affect the length of their studies wish may, in turn, affect their visa conditions. If the course credit is identified before the issue of the COE a shorter duration COE will be issued. A variation via PRISMS will need to be issued if there is a change to the course duration after the COE has been issued.

**Step 2**

Marketing and Registrar Compliance Officer needs to ensure all copies of transcripts and qualifications are certified as genuine and put on the student file. PAO/A.PAO/Director of Studies MUST send official MEMO to inform every department of the Cross Credit decision.
department of the RPL assessment outcome.
7 Monitoring Course Progress & Intervention Policy & Procedures

7.1 Overview

RBIT/RBIC comply to NVR, AQF ESOS and ASQA standards, this policy is critical to the ongoing accreditation of RBIT/RBIC as it is directly linked to the PRISMS student reporting system; which students who are in breach of their visa conditions as a result of poor academic progress.

This policy is based on the DIAC-DEEWR Approved Course Progression Policy and outlines the criteria that are used to gauge the Action Learning progress of students; PAO/A.PAO, Registrar and delegated academic compliance officers MUST follow this policy for monitoring course progress and implement an intervention strategy to assist the student to complete the course within the registered course duration; as well as the intervention actions taken if students fail to progress within the designated timeframes. The issuing of warning letters and all communication with students under this policy should be documented and placed on the student Portfolio.

7.2 Monitoring Course Progress & Intervention Policy (POL12_08-7_7.2)

**Policy Statement**

RBIT/RBIC complies with NVR, AQF and ESOS National Code standards and implements the DEEWR-DIAC Course Progress Policy and Procedures according to Regulatory standards. All RBIT/RBIC administrative compliance officers MUST abide by the guidelines and policies to monitor students academic progression under the approved DEEWR/DIAC course progress policy as defined in the ESOS Act 2010 (amended 2012), NVR 2012 and the National Code Standard 10.

This policy also connects with NVR essential standard 16.4, 6.5and 16.6, ESOS National Code Standard 6, 8, 9, 11, ESOS Act Section 19, The Migration Act 1958 and Student visa conditions 8202

**Purpose**

To ensure all staff, trainers, supervisors and students are fully aware of RBIT/RBIC Course Progress & Intervention Policy, Procedures and SOPs; also ensure that students progress satisfactorily through their study programs and maintain RBIT/RBIC’s compliance with the ESOS Act and the National Code 2007

**Execution**

The PAO/A.PAO, Registrar, Trainers, supervisor are delegated RBIT/RBIC Academic Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, collaborate with administrative compliance officers, implement the RBIT/RBIC Policy, Procedures, SOPs and complies with the NVR, AQF, ASQA, ESOS, CRICOS and National Code Standards; also communicates with DEEWR-DIAC course progress standards and continues to monitor and report through PRISMS

**Policy**

RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC Course Progress Policy according to ESOS Standard This policy consists to the ongoing accreditation of RBIT/RBIC as it is directly linked to the reporting of students who are in breach of their visa conditions as a result of poor academic course progress.

RBIT develop the “Action Learning” pedagogic and link with industrial requirements to encourage student learning real work experience to upgrade skill and knowledge, also offer various Professional development workshops, Learning Log and ePortfolio intervention strategies work closed with trainers and supervisors to monitor learning and assessment progress and assist learner within the designated timeframes.

- **a)** Un satisfactory progress is defined as **not successfully completing or demonstrating competency in at least 50%** or more of the course requirements in a given study period (Semester).
- **b)** Semesters are used as the defined study period.
- **c)** Students are required to maintain satisfactory progress throughout their studies and record learning progress in the Student Study Plan and Learning Log; all the Learning Log record MUST signed by supervisor.
- **d)** RBIT/RBIC will monitor, assess and record the course progress of each student for the course they are enrolled in for each study period. RBIT/RBIC will also
monitor, assess and record the course progress of each student for the course they are enrolled in for each unit.

e) Any students identified by RBIC staff as not making satisfactory progress will be subject to the intervention strategy outlined in the table below.

f) If RBIT/RBIC identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, RBIT/RBIC will implement our intervention strategy as early as practicable.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Person Responsible</th>
<th>Possible actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>40% to 50% of units assessed as Not Yet Competent in a single term</td>
<td>Registrar compliance officer allocated Classroom Trainer</td>
<td>Discuss issues with students and make general recommendations to help with study outcomes</td>
</tr>
<tr>
<td>50% or more of units assessed as Not Yet Competent in a single term</td>
<td>Registrar/ compliance officer PAO/A.PAO Classroom Teacher</td>
<td>Serious written warning of consequences of poor academic progress as well as assessment of whether studying at the right level. Check if attendance levels have contributed to poor performance. Based on the consultation a formal action plan designed to support studies and assist student to gain competency will be documented and established</td>
</tr>
<tr>
<td>40% to 50% of units assessed as Not Yet Competent in 2 consecutive terms</td>
<td>Registrar compliance officer allocated Classroom Trainer</td>
<td>Discuss issues with students and make general recommendations to help with study outcomes. Warn student of consequences if they fall below 50% successful completion.</td>
</tr>
<tr>
<td>50% or more of units assessed as Not Yet Competent in 2 consecutive terms</td>
<td>Registrar/ compliance officer PAO/A.PAO Classroom Teacher</td>
<td>Discuss outcomes of intervention taken in previous period and why it didn’t work. Reassess appropriateness of the level of study being attempted. Serious warning of consequences if no improvement is shown. Establish and document revised action plan designed to improve study outcomes if student shows willingness to improve. Check if attendance levels have contributed to poor performance and as recorded in the student Assessment and Learning Diary. Inform student of intention to report to DIAC for poor academic progress in writing.</td>
</tr>
<tr>
<td>40% to 50% of units assessed as Not Yet Competent in 3 consecutive terms</td>
<td>Registrar compliance officer Classroom Trainer</td>
<td>Discuss issues with students and make general recommendations to help with study outcomes. Check if attendance levels have contributed to poor performance. Warn student of consequences if they fall below 50% successful completion.</td>
</tr>
</tbody>
</table>

g) During the intervention strategy students will be advised on the suitability of the course in which they are enrolled; advised of opportunities to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and advised that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

h) At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four weeks of the
following study period.

i) Strategies for improved academic performance may include:
   i. Extra resources to help support studies
   ii. Prescribed attendance at tutorial sessions for coaching
   iii. Assistance with time management and study techniques
   iv. Remedial English Language classes
   v. Revised assessment tasks and/or activities
   vi. Lift attendance rates if below 80%

j) Students will be advised that the unsatisfactory course progress in two consecutive study periods could lead to them being reported on PRISMS which may result in the cancellation of their Student Visa.

k) RBIC will issue a written notice of intention to report a student for unsatisfactory progress if the intervention process has failed.

l) Students will be able to access to the RBIC Academic Complaints and Appeals process (POL12_08-7_13.4).

m) Appeals can only be made on the following grounds:
   i. RBIT/RBIC’s failure to record or calculate a student’s marks accurately
   ii. compassionate or compelling circumstances
   iii. Refer definition of compassionate and compelling circumstances - Deferment, Cancellation & Suspension Procedure (PRO12_08-7_4.4)
   iv. RBIC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

n) Students will have 20 working days in which to lodge an appeal.

o) Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.

p) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the RBIT/RBIC does not report the student, and there is no requirement for intervention.

A student is identified as at risk of not making satisfactory course progress

RBIT/RBIC Course progress policy developed to govern the institute and ensure all compliance officers implement the intervention strategy where the student has failed or is deemed not yet competent in 40 per cent or more of the units attempted in any study period according the designed census date. If student was assessed as competent in less than 60 per cent of the units in his/her first semester, the college's intervention strategy MUST implement, record and archive the process. Students need to be informed that this is happening so that they can access their right of appeal under the Academic Appeals Policy (POL12_08_07_13.2).

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through RBIT/RBIC’s intervention strategy to ensure student continue improve the study progress and compliance does not report the student.

<table>
<thead>
<tr>
<th>7.3</th>
<th>Notes on Application</th>
</tr>
</thead>
</table>

According to ESOS National Code, monitoring course progress of students allows the provider to identify and offer support to those at risk of not progressing. Students who are not making satisfactory course progress are reported to the Secretary of DEEWR through PRISMS. All RBIT/RBIC compliance officers manage the Progress Monitoring Course policy must be fully communicated to students at every possible opportunity as it could directly affect their visa status if not complied with.
All formal discussions must be documented and maintained on student files for future reference as the decisions made may be subject to appeal. Students must be informed of the decisions made at each point in the process so they are aware of what stage it is at. Before reporting a student on PRISMS the student must be informed that we are intending to report them and of their right to appeal. After the 20 working days, if no appeal is lodged you can then report them on PRISMS.

### 7.4 Monitoring Course Progress & Intervention Procedure (PRO12_08-7_7.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Progress Monitoring and Intervention Policy (POL12_08-7_7.2); Deferment, Cancellation and Suspension Policy (POL12_08-7_4.2), Academic Appeals Policy (POL12_08_07_13.2), Attendance Policy (POL12_08-7_8.2),</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Staff Responsible</th>
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</thead>
<tbody>
<tr>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Monitoring Course Progress and Intervention Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scope Connections</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBIT/RBIC Monitoring Course Progress and Intervention Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>NVR</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNR 16</td>
<td></td>
<td></td>
<td>Essential standards</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Refer to RBIT Staff PIM Guide Issue of Confirmation of Enrolment Policy p. 18</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedure</th>
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</thead>
<tbody>
<tr>
<td>RBIT/RBIC adopted the Action Learning Pedagogic, courses are delivered face to face by Course Progress Monitoring and Intervention Process, all CRICOS students MUST attend class with a trainer /supervisor a minimum contact hours of 20 hours per week; to learn skill and knowledge competencies.</td>
</tr>
</tbody>
</table>

The Registrar will ensure students do not exceed the 25% of the total course by online/distance mode. In each compulsory study period students must complete at least one unit face to face. Details of online/distance modes will be kept on student file.

PAO/A.PAO and Registrar are delegated to respond to the daily operation and will ensure monitoring of PRISMS a minimum of monthly to ensure eCoEs are issued no longer than the approved duration as registered on CRICOS. All the Progress monitoring and Intervention Procedures management also refer to the attendance Policy and Procedures (POL12_08-7_8.2)

**Step 1**
Teaching staff must inform students at the beginning of each subject what the Assessment regime is and what units of competency must be successfully completed to pass the subject (see Monitoring Course Progress Policy: POL12_08-7_4.2), including the need to implement an intervention strategy if they fail to achieve competency in at least 50% of the subject.

At the completion of the 1st study period (Term) student results are determined and any student that has failed to gain competency in less than 50% of the units attempted are identified for intervention. Students who have successfully gained competency in 50% - 60% of units attempted also need to be identified so a discussion can be organised with their teacher. Formal warning letters are sent to students at risk of not reaching satisfactory Academic Progress.

**Step 2**
Students that have gained competency in less than 50% of the units offered in that term will need to meet with the PAO/A.PAO/Director of Studies and their teacher to discuss
possible actions they could take to improve their results. In this meeting the PAO/A.PAO/Director of Studies & teaching staff will assess the student’s ability to gain competency in the qualification and make recommendations if not.

These recommendations could include dropping to a lower level qualification, undertaking further English language studies, undertaking additional tutorial or remedial sessions to improve performance. Issues such as attendance will also be discussed in this meeting. The meetings will be booked by Administration staff in consultation with the PAO/A.PAO /Director of Studies.

Students that achieve competency in 50% to 60% of units must also participate in an intervention meeting with their teacher so they can be warned of the implications of dropping below the 50% mark. The meetings will be booked by Administration staff in consultation with their teacher.

As part of these meetings students will be informed of their right to appeal the decision under the College’s Academic Appeals Process (POL12_08-7_13.2). All the students that have gone through this process must be recorded and intervention strategies documented on their file for future reference. Possible intervention strategies may include:

a) Compulsory attendance at tutorial sessions  
b) Revised and/or additional assessment tasks  
c) Remedial English language classes (if students are having language difficulties)  
d) Additional classroom support and Review of level of study being attempted

**Step 3**
Continue to monitor results in the second study period to identify students who are not performing satisfactorily. Based on the same bands of results outlined above identify students in the 2 different categories and organise meetings to discuss course progress with the PAO/A.PAO and Registrar. The meetings will be booked by Administration staff in consultation with the PAO/A.PAO/Director of Studies & Academic staff.

**Step 4**
Students that have been identified as only achieving 50% or less successful completion of competencies in 2 consecutive study periods will be informed (in writing) of the college’s intention to report them on PRISMS and their ability to appeal the decision.

Students that have been identified as gaining competency in 50% to 60% of the units attempted in 2 consecutive study periods will need to discuss any issues they are having with their teacher who will inform them of the consequences if their performance drops any lower and make further suggestions to improve their academic performance.

**Step 5**
Administration staff must work in combination with academic staff to ensure that all students that do not meet the RBIC Course Progress requirements are reported on PRISMS after the 20 day appeal period has elapsed or if their appeal is unsuccessful.

### 8 Monitoring Attendance Policy & Procedures

#### 8.1 Overview

The RBIT/ RBIC Attendance Policy is designed to ensure that students are attending classes and tutorials regularly enough to successfully progress academically in their course. Attendance in class is critical to the student’s ability to progress successfully through the course. There is usually a direct correlation between the level of attendance and academic progress.
## 8.2 Monitoring Attendance Policy (POL12_08-7_8.2)

| Policy Statement | RBIT/RBIC is committed to playing a proactive role in ensuring students maintain adequate attendance to meet RBIT/RBIC academic requirements. This policy also incorporate with ESOS National Code  
National Code Standard 9 - Completion in Expected Duration,  
National Code Standard 10 Monitoring Course Progress  
National Code Standard 11 Monitoring Attendance  
National Code Standard 13 Deferment, Suspension or Cancellation of Study |
| Purpose | RBIT/RBIC all staff, trainers and students’ are aware of Monitoring Attendance for Monitoring Course study Progress and MUST induction at the orientation day. To monitor and maintain records of student attendance so timely intervention can be carried out if students fall under the required level of attendance |
| Execution | The PAO/A.PAO, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice |
| Policy | RBIT/RBIC developed the Action Learning Pedagogic, courses are delivered face to face by progress monitoring, all CRICOS students MUST meet trainer or supervisor at a minimum contact hours of 20 hours per week; to learn skills and knowledge competencies. Registrar will ensure students do not exceed the 25% of the total course by online learning mode. In each compulsory study period students must complete at least one unit face to face. Details of online learning modes will be kept on student file.  
   a) RBIT/RBIC will monitor every students enrolment load a minimum of once per study period (1 semester) to ensure students can complete the course in the approved duration as per the Confirmation of Enrolment (COE).  
   b) RBIT/RBIC will only extend the duration of a COE, under compassionate or compelling circumstances, when it is clear the student will not be able to complete by the end date of the COE; where intervention strategies have been implemented for students at risk of not completing satisfactory course progress.  
   c) an approved deferment or suspension of study, Students are encouraged to increase their workloads to 'catch up' on any missed units. Compassionate or compelling circumstances are defined by PAO/A.PAO decision.  
   d) Should students refuse to maintain an agreed/approved workload; the student will be counselled and warned of impending visa implications.  
   e) If there are compelling or compassionate reasons RBIT/RBIC may grant a student a less than 'full time' workload. This would be monitored as part of the student's intervention policy. RBIT/RBIC will consider issue a new COE should the student need to extend the duration of their course.  
   f) RBIT/RBIC does not allow students to deliberately under-enrol, if students represent a risk for RBIT/RBIC ’S compliance of Standard 9. This will result in a cancellation of the student’s enrolment as per 'Student Rules'. In this instance RBIT/RBIC would implement one of two options –  
   - cancel the student’s enrolment when the student refuses to enrol in an appropriate load; or  
   - document the student’s behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE.  
   Note: National Code Standard 9 must be adhered to at all times.  
   a) RBIT/RBIC It is a visa requirement that you full time study (20 hours per week) unless extenuating circumstances apply such as illness. If a student
misses a class, evidence, such as a doctor’s certificate must be supplied. Medical Certificates must state actual illness and its impact on your studies.

b) Class attendance is recorded by teaching staff. It is your responsibility to attend all classes at RBIT/RBIC. It is also the student’s responsibility to be in class on time. Attendance at tutorial sessions is recorded through sign in/out sheets. It is the student’s responsibility to accurately record their tutorial attendance.

c) Attendance results are calculated weekly and you will be informed of any irregularities that may arise due to non-attendance. You can ask at anytime your course progress report from RBIT/RBIC. This must be done in person.

d) It is in student best interest to record attendance at all times in a journal of study at RBIT/RBIC and document any time that you may have not attended class and certified photocopies any medical certificate given. It is a student visa requirement to attend full time studies.

8.3 Notes on Application

Monitoring attendance is critical to managing students at the college and is linked to the actions taken under the RBIT/RBIC Academic Progression and Intervention Policy (POL12_08-77_1). Roles must be taken for each class and the results recorded so analysis of attendance rates can be carried out. Student must be encouraged to attend all timetabled sessions.

8.4 Monitoring Attendance Procedure (PRO12_08-7.8.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Monitoring Progression &amp; Intervention Policy (POL12_08-7.8.2); Attendance Policy (POL12_08-79_1), Deferment, Cancellation and Suspension Policy (POL12_08-7.4.2), Academic Appeals Policy (POL12_08_07_13.2).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Monitoring Attendance Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
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<td>Scope Connections</td>
<td>RBIT/RBIC Monitoring Attendance Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below —</td>
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<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Standards 8</td>
<td>Section 19</td>
<td>The Migration Act 1958</td>
</tr>
<tr>
<td></td>
<td>Standard 10</td>
<td></td>
<td>Student visa condition 8202</td>
</tr>
<tr>
<td></td>
<td>Standard 13</td>
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</table>

Process

The Compliance Manager will monitor PRISMS a minimum of monthly to ensure CoEs are issued no longer than the approved duration as registered on CRICOS.

a) Currently all RBIT/RBIC courses are delivered face to face, any change to the course’s approved delivery mode, will be sought by the regulator before implementation.

b) RBIT/RBIC teaching staff will monitor every students enrolment load a minimum of once per study period/term (once per term) to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE) and add notes/records to the student file.

c) RBIT/RBIC will only extend the duration of a COE –

1. under compassionate or compelling circumstances, when it is clear the student will not be able to complete by the end date of the COE.
2. where intervention strategies have been implemented for students at risk of not completing satisfactory course progress
3. as approved deferment or suspension of study
4. Staff are to firstly encourage students to increase their workloads to ‘catch up’ on any missed units.

d) Where RBIT/RBIC decides to extend the duration of the student’s study due to any of the conditions above, RBIT/RBIC will report via PRISMS and/or issue a new CoE if required. PRISMS will indicate to the user if a new CoE is required. This reporting must be done within fourteen days of the determination that the student will need to change/extend the duration of their COE.

e) ‘Compassionate or compelling circumstances’ are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

1. serious illness or injury, where a medical certificate states that the student was unable to attend classes
2. bereavement of close family members such as parents or grandparents
3. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or a traumatic experience which could include:
4. involvement in, or witnessing of a serious accident; and
5. witnessing or being the victim of a serious crime.

f) and this has impacted on the student (these cases should be supported by police or psychologists’ reports) or where RBIT/RBIC was unable to offer a pre-requisite unit.

g) Any other circumstance would require evidence to be considered as compassionate or compelling.

1. A student CAN enrol in less than a ‘full-time’ load in any study period if: there are compassionate or compelling reasons for reducing the load
2. the reduced load is part of the provider’s intervention strategy
3. the student has studied, or plans to study, extra units in another study period
4. the student has only a few units left to complete and these do not constitute a full-time load
5. pre-requisite units are not available in that study period.

h) By studying less than what used to be considered a ‘full-time’ load, a student is at risk of not completing the course within the expected duration as specified on the student’s CoE. Therefore the student may need to catch up by studying subjects during a non-compulsory study period or by overloading in some compulsory study periods to compensate for those study periods in which the student was studying a reduced load.

i) A student who deliberately under-enrols may represent a risk for RBIT/RBIC’s compliance of Standard 9. (refer Student Rules) In this instance RBIT/RBIC would implement one of two options -

j) cancel the student’s enrolment when the student refuses to enrol in an appropriate load (as outlined in RBIT/RBIC’s Deferring Suspending or Cancelling Student's Enrolment Policy and procedure Std 13 and stated on the written agreement Std 2. or document the student’s behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE as outlined in RBIT/RBIC’s Deferring Suspending or Cancelling Student's Enrolment Policy Std 13.

k) RBIC will inform the student of its intention to cancel the student’s enrolment, and notify the student that he or she has 20 working days to access the provider’s internal complaints and appeals process. If the second option is
chosen, RBIT/RBIC must state clearly the reasons for not granting a further CoE to the student.

1) RBIT/RBIC management team must be able to demonstrate that it has monitored the student’s load and taken action to keep the student on track to finish within the duration of the eCOE.

Note: ESOS National Code Standard 9 Completion within exacted duration must be adhered to at all times.

Monitoring Attendance

Step 1
Each class group must have a roll list of all students who should be in attendance for that class. This roll must be provided to the teacher taking the class.

Step 2
The teacher must check student attendance against the roll to identify students that are absent. This should be done at the beginning of the class to encourage student to arrive on time. Students who arrive late should be indicted on the roll.

Step 3
The completed rolls must be handed to the administration and the data to be entered into the electronic system.

Attendance Reporting

Step 1
If a student is identified for intervention under the RBIT/RBIC Academic Progression Policy then their attendance record may be used as evidence of poor engagement with the college. The list of students who have been identified as having poor academic under the Academic Progression Policy will be provided to the administration staff member responsible for the attendance records so an attendance report can be produced.

Step 2
Students who are identified as having poor attendance will be contacted by RBIT/RBIC and informed of the need to improve attendance. If the students are also identified as having poor academic progress then improved attendance may be a criterion of any intervention strategy that has been put in place.

Step 3
Poor attendance and academic progress may identify a student as a ‘non genuine’ student. Refer to the Monitoring Progression & Intervention Policy (POL12_08-7_8.2), and Monitoring Progression & Intervention Procedure (PrO12_08-7_8.4).

9 Assessment Policy & Procedures

9.1 Overview

RBIT/RBIC Assessment Policy aligned with unit objectives and Action learning activities, it communicates the rules under which the college collects, assesses and provides feedback to students who are undertaking studies. RBIT/RBIC also allowed learner’s open book assessment. 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.
### 9.2 Assessment Policy (POL12_08-7_9.2)

| Policy Statement | The assessment of student learning is a central activity of RBIT/RBIC training practice; it has an important role in driving and shaping student learning. Student gain their feedback on their learning and by which the academic achievements are judged and certified. The Assessment police and rigorous of course are embodied within our assessment schemes and processes. This policy also complies with NVR essential standards 16 and ESOS National Code Standard 9, 10 and 11. |
| Purpose | To ensure that all students are aware of student obligation and rights, all students responsible for their own assessments; are processed efficiently so both students and academic trainers/supervisors is able to record and access results accurately and within prescribed timelines. |
| Execution | The PAO/A.PAO, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, AQF, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC 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 RBIT/RBIC PAO/A.PAO/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 be 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 be 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.

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 PAO/A.PAO/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) RBIT/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 or 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.

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### 9.3 Notes on Assessment Application

As this policy deals with assessment of students work it is critical that it is applied rigorously so it is fair to all students. Timelines for resubmission of assessment work must be managed by the teaching staff, which are responsible for the subjects being assessed.

All actions under this policy are subject to appeal under the Academic Appeals Policy (POL12_08-7_13.2) so it is important that all RBIT/RBIC staff clearly understand the policy and apply it fairly in all cases. End dates for all subjects must be clearly communicated so students are aware of the cut off date for submission of assessment items.

### 9.4 Assessment Procedure (PRO12_08-7_9.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Assessment Policy (POL12_08-714_1), Academic Appeal Policy (POL12_08-74_1), Appeals &amp; Complaint Procedure (PROC09_4_1); This Policy also complies with NVR Essential standard SNR 15, ESOS National Code Standard 9,10 and 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A PAO, Registrar and Trainers, Supervisors are delegated academic compliance officers, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Assessment Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document into the student Portfolio in soft and hard copy</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Assessment Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
<tr>
<td>Standard</td>
<td>National Code</td>
</tr>
<tr>
<td>----------</td>
<td>--------------</td>
</tr>
<tr>
<td>9</td>
<td>Refer to RBIT Staff PIM Guide</td>
</tr>
<tr>
<td>10</td>
<td>Refer to RBIT Staff PIM Guide</td>
</tr>
<tr>
<td>11</td>
<td>Refer to RBIT Staff PIM Guide</td>
</tr>
<tr>
<td>Procedure</td>
<td>RBIT/RBIC staff will assess and record the results of every unit of competency as it is completed</td>
</tr>
</tbody>
</table>
Step 1
The details of all assessment tasks for a given subject must be communicated to students at the commencement of the subject/unit. This includes information on assessment submission, due dates, marking and feedback.

Step 2
Teaching staff must remind students of assessment due dates as they approach and encourage students to submit work on the due date.

Step 3
On the due date assessments MUST be submitted to the teacher or to the Help Desk. Students who do not submit assessment on the due date will be marked as Not Yet Competent for that submission. Submissions must have a completed cover sheet and a signed assessment receipt which is returned to the student.

Step 4
Assessments must be marked and feedback provided to students within 2 weeks of submission. Any students that are assessed as Not Yet Competent must be given feedback on what needs correction and a new due date set (no more that 2 weeks from consultation).

Students that have not submitted assessment must be marked as Not Yet Competent and a new due date set. Students will have a maximum of 3 submissions (including the original submission) for each assessment. Students should also be reminded of their ability to appeal assessment results.

Step 5
Assessment results must be entered into the college database by the designated administration staff member. Assessment papers may be returned to students or destroyed once the results have been entered and the appeals period (4 weeks) has finished.

Step 6
No assessments can be accepted more than 6 weeks after the completion of the subject the assessment was set for.

10 Academic Honesty Policy & Procedures

10.1 Overview

As a provider of quality academic programs RBIT/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.

RBIT/RBIC Academic Honesty 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.

10.2 Academic Honesty Policy (POL12_08-7_10.2)

<table>
<thead>
<tr>
<th>Policy Statement</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBIT/RBIC is dedicated to ensuring that all students are honest in their academic dealings with the college and that all students are aware of the consequences of academic dishonesty. This policy also complies with National Code Standard 9,10,11 and 13</td>
<td>To ensure all staff and students are fully aware of the obligations and rights; this policy has been designed to ensure that all students are informed and fully understand the consequences of dishonest academic dealings and the process that will be used to determine and act on cases of academic dishonesty.</td>
</tr>
<tr>
<td>Execution</td>
<td>The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern the RBIT/RBIC daily operations; Compliance Officers MUST implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, AQF, ASQA, ESOS, CRICOS and National Code Standards to achieve the best practice.</td>
</tr>
<tr>
<td>---</td>
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</tr>
</tbody>
</table>
| Policy | **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)  

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### 10.3 Notes on Application

As the possible end result of actions taken under this policy may result in expulsion from the college it is critical that all decisions and actions are documented and placed on the student file. There is leeway within the policy for teaching staff to provide warnings etc. before any serious action is taken so staff MUST record any warnings against the Student Portfolio so they can be referenced in the future if further
action is needed. The rules around exams and test must be applied rigorously to ensure that all students are treated equally. Any breaches must be dealt with immediately to minimise the impact on others sitting the exam.

10.4 Academic Honesty Procedures (PRO12_08-7_10.4)

Policy Statement

RBIT/RBIC is dedicated to ensuring that all students are honest in their academic dealings with the college and that all students are aware of the consequences of academic dishonesty. RBIT/RBIC policy also complies with National Code Standard 13.

Staff Responsible

PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Academic Honesty Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.

Purpose

This policy has been designed to ensure that all students are fully aware of the consequences of honest and dishonest academic dealings in addition to the process that will be used to determine and act on cases of academic dishonesty.

This Procedure also incorporates with ESOS National Code Standards 13.2 allows provider may suspend enrolment operation if situation is required.

Scope Connections

RBIT/RBIC Academic Honesty Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Refer to RBIT Staff PIM Guide Completion within expected duration Policy p. 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Refer to RBIT Staff PIM Guide Monitoring course progress Policy p. 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Refer to RBIT Staff PIM Guide Monitoring Attendance Policy p. 37</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Refer to RBIT Staff PIM Guide Deferment, Suspension or cancellation Policy p.15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Procedure

INDUCTION

PAO / A.PAO and Registrar responsible for the Academic Honesty Policy, all student MUST be inducted and fully aware of the misbehaviour and ESOS standard 13 and its Academic Honesty Policy and Procedures.

IDENTIFY

PAO/A.PAO response to ensure all staff who become aware of suspicious of any academic honesty issues are to immediately document their findings.

NOTIFICATION

a) Students should be requested to attend a meeting with the class teacher and another member of staff to discuss the areas of concern.

b) Students should be provided with a copy of the RBIT/RBIC Misconduct and Discipline Policy and the Academic Honesty Policy and sign a record of receipt of these documents.

c) If the student does not attend the meeting they should be provided with a copy of the documents #3 and again requested to attend an urgent meeting.

d) Students are required to submit an explanation in writing to the teacher for review with the Registrar or Administrative officer

ACTION and RECORD

If students are found guilty of academic dishonesty the Misconduct Policy and Procedure will be implemented. PAO/A.PAO MUST execute according to the Policy and Procedures standards process and Archive evidence record into Student Portfolio.
11 Misconduct and Discipline Policy & Procedures

11.1 Overview

The Misconduct and Discipline Policy is linked to RBIT/RBIC all Student Management Policies and Procedures; This Policy also complies with ESOS National Code Standard 9,10 and 11 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.

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

<table>
<thead>
<tr>
<th>Policy Statement</th>
<th>Purpose</th>
<th>Execution</th>
<th>Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>This policy outlines the responsibilities of all RBIT/RBIC students in the way they conduct themselves at the RBIT/RBIC campus and surrounding area.; RBIT/RBIC complies with National Code Standard 13</td>
<td>To enable RBIT/RBIC to investigate and act on report of misconduct in a fair and equitable manner.</td>
<td>The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice</td>
<td>RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC, staff work according to the National Code and ESOS Standard. The Misconduct and Discipline Policy is linked to many other RBIT/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.</td>
</tr>
</tbody>
</table>

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/RBIT; and fully obstructs, or attempts to obstruct or deter a RBIC/RBIT member of the staff in the performance of their duties

b) wilfully interferes with the freedom of movement within RBIC/RBIT of any staff, students, clients, guests or visitors and wilfully interferes with the freedom of speech within RBIC/RBIT 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/RBIT’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/RBIT’s premises; willfully damages or wrongfully deals with property of RBIC/RBIT or property of a person within RBIC/RBIT’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/RBIT 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/RBIT, whether kept in hard copy, electronic or other form; without lawful authority, downloads software to a RBIC/RBIT 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/RBIT 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/RBIT 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/RBIT policy; fails to comply with or observe a requirement, suspension or exclusion imposed on the student under a RBIC/RBIT policy; Failure to pay courses fees by the due date.

i) If RBIC/RBIT suspects that a student is not a bona fide student, RBIC/RBIT 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 RBIT/RBIC regulations, a member of the RBIT/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 RBIT/RBIC immediately.

c) Students are able to appeal their expulsion/cancellation of enrolment under RBIC/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 RBIT/RBIC staff member, RBIT/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) RBIT/RBIC may suspend from the classes for a period determined by RBIT/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
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 RBIT/RBIC’s Non-academic Complaints Policy

j) 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 DIAC, including potential cancellation of their student visa.

11.3 Notes on Application

This policy should be used only if informal means of correcting poor behaviour have failed. Under this policy all warnings should be recorded in writing and attached to the student file for future reference.

In some instances offending behaviour maybe reported by other students so it is important that the privacy of those reports are maintained so students are not open to harassment from those they reported. Times, dates and accurate details of the misconduct must be recorded as all actions taken under this policy are open to appeal which may be taken to an external body.

11.4 Misconduct & Discipline Procedure (PRO12_08-7_11.4)

**Related Policies**
- Misconduct & Discipline Policy (POL12_08-7_11.2), Deferment, Suspension or Cancellation & Policy (POL12_08-7_4.2), Non-academic Appeals Policy (POL12_08-7_14.2), RBIT/RBIC Misconduct & Discipline Policy complies with National Code Standard 13

**Staff Responsible**
- PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Misconduct and Discipline Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.

**Scope Connections**
- RBIT/RBIC Misconduct and Discipline Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Refer to RBIT Staff PIM Guide</td>
<td>Deferment, Suspension or cancellation Policy p. 15</td>
<td></td>
</tr>
</tbody>
</table>

**Procedures**

**RECORDING MISCONDUCT**

**Step 1**
If a case of misconduct is identified by a RBIT/RBIC staff member then the offending person must be notified of the misconduct immediately and asked to stop the behaviour in question. The incident must be reported as soon as possible to the PAO/A.PAO/Director of Studies and/or Registrar for assessment.

**Step 2**
If the PAO/A.PAO/Director of Studies and/or Registrar deem the behaviour to be serious misconduct then the student will be suspended from the college immediately. They will be informed of this decision by the quickest means possible. This communication will be followed up with a written notification of the suspension outlining the steps the student can take to appeal the decision under the Non-academic Appeals Policy (POL12_08-14.2).

If the behaviour is deemed to be inappropriate but doesn’t demand serious action a letter of warning will be sent to the student by the Principal Administration Officer/PAO/A.PAO/Director of Studies and/or Registrar requesting that the offending behaviour stop and outlining the consequences if the behaviour continues. The ability of the student to appeal the decision will also be outlined in the letter. A copy of the letter will be kept on the students file. If the student continues to act inappropriately after the warning then action will be taken to expel them.
Step 3
If the information provided to the PAO/DoS and/or DGM is inconclusive then they may request a meeting with the offending party so that they have an opportunity to explain their actions. If third parties are involved they will also be interviewed before a decision is made. After consulting all parties a decision will be made by the PAO/DoS and/or DGM and communicated to the relevant parties. This decision is subject to appeal under the RBIC Non-academic Appeals Policy (POL12_08-14.2).

NOTE: If the student appeals the decision, then they can continue to attend classes until the appeals process has been finalised.

Step 4
If a student is suspended or expelled under the Misconduct Policy and the appeals process has been exhausted, then their status must be recorded on PRISMS immediately. All communication must be recorded and placed on the students file.

Refer below for ESOS Legislation timeframes –

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

- 5 business days to notify the Secretary and the TPS Director (via PRISMS) of the student default
- 14 days to report cancellation of the student’s enrolment to DIAC (via PRISMS) (i.e. a section 19 report)
- 28 days to finalise the student default obligations as set out in the written agreement with the student and
- a further 7 days to report the outcome of the student default (via PRISMS).

12 Student Transfer Policy & Procedures

12.1 Overview
Under the National Code 2007 students are unable to transfer to another provider in the first 6 months unless RBIT/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 Issue of CoE Policy – POL12_08-715_1).

Students must provide a letter of offer from the other provider before transfer can be actioned. Students may transfer to another provider within the first 6 months if directed by a government agency, if RBIT/RBIC can no longer offer the course they enrolled in, if it is deemed to be in the best interest of the student or on compassionate grounds.

12.2 Student Transfer Policy (POL12_08-7_12.2)

| Policy Statement | The ESOS requires that within the first six months of their principal program, students need to submit a request for transfer from their provider. However, the standard recognizes overseas students as consumers and supports them in exercising choice whilst acknowledging they are a group that may require support to transition to study in Australia. RBIT/RBIC Student Transfer policy comply with National code standard 7. |
| Purpose | To ensure all staff and students fully aware of the obligations and rights; to ensure the student transfer process meets the National Code and complies to RBIT/RBIC policies on Fees & Refunds (POL12_08-71_1) and the Admission Policy (POL12_08-710_1) |
| Execution | The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue |
to monitor and report through PRISMS to achieve best practice

| **Policy** | Under the National Code 2007 students are **unable to transfer to another provider in the first 6 months** unless RBIT/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) RBIT/RBIC will not knowingly enrol a student wishing to transfer from another registered providers 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 RBIT/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 RBIT/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 RBIT/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 DIAC 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.

---

12.3 Notes on Application

Students should be informed of this policy as soon as possible so there are aware of the commitment they are making by signing the ‘Student Transfer Application form and Students can appeal any decision under
the Non-academic Complaints Policy (POL12_08-7_14.2) so staff must make sure that this policy is explained fully and links made to the National Code which has informed it.

### 12.4 Student Transfer Procedure (PRO12_08-7_12.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>RBIT/RBIC Student Transfer Policy (POL12_08-7_12.2); also RBIT/RBIC complies with National Code Standard 7 in connection with National Code Standard 5 and Standard 8.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO and Registrar are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to induct the Student Transfer Policy in orientation day; comply and response to relevant Regulatory standards and archive evidence document..</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Student Transfer Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below – Refer to RBIT Staff PIM Guide Formalisation of Enrolment Policy p. 27</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedure</th>
<th>RBIT/RBIC Student Transfer Procedure aims to implement the Student Transfer Policy and National Code standard for course transfer within the first six months of commencing the principal course of study under the circumstances and it was recognised by the provider that the support service could not bridge the gap that would enable to make satisfactory course progress.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1 APPLICATION</strong></td>
<td>Overseas student General request form also includes the student transfer; all intend to transfer student must be submitted in writing or by the Request for Letter of Release – Overseas Form and provide detailed reasons for their transfer request. It is the responsibility of the student to attach supporting documents. <strong>Students requiring a transfer must complete the Student General Request form.</strong></td>
</tr>
<tr>
<td><strong>STEP 2 ASSESSMENT</strong></td>
<td>All applications for transfer must be assessed and approved by PAO/A.PAO, Registrar or delegated qualified Academic Compliance officer before a letter of release is issued. Administrative staff MUST work according to the National Code 2007 standards; the assessment of transfer request will take into consideration the individual circumstances of each student. A letter of release will be provided to student’s who request it AFTER they have completed the first six months of their principal program. For students who have NOT completed the first six months of their principal program a letter of release <strong>may be granted</strong> in the following circumstances where students have supplied sufficient evidence:</td>
</tr>
<tr>
<td>a)</td>
<td>If the student has justifiable claims that his/her reasonable expectations of the current course are not being met; The program of study is not consistent with the documented program requested on the student’s application</td>
</tr>
<tr>
<td>b)</td>
<td>The student can provide evidence that he/she was misled by the Institute or an education regarding the Institute or its course;</td>
</tr>
<tr>
<td>c)</td>
<td>An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student</td>
</tr>
<tr>
<td>d)</td>
<td>Death of an immediate family member (parents, siblings or grandparents)</td>
</tr>
<tr>
<td>e)</td>
<td>Any government sponsor of the student considers the transfer to be in the student’s best interest and has provided written support for that transfer</td>
</tr>
<tr>
<td>f)</td>
<td>Students provide a Letter of Offer from the proposed new provider</td>
</tr>
<tr>
<td><strong>STEP 3 APPROVAL</strong></td>
<td>If an application for transfer is approved a letter of release must be provided to the student using the Letter of release template within 10 working days. Students must be informed that their eCoE from RBIT will be cancelled and that they must have a new eCoE issued by their new provider. Once the letter of release has been issued then the</td>
</tr>
</tbody>
</table>
student’s eCoE must be cancelled on PRISMS. If the transfer is refused students must be provided with reasons in writing. Register MUST archive all the correspondence.

13 Academic Complaints and Appeals Policy & Procedures

13.1 Overview

The Academic Appeals Policy is designed to allow students to appeal results and other decisions made that are directly related to the academic outcomes of the studies undertaken. Teaching staff should regularly inform students of their ability to appeal assessment & exam results if they feel that a mistake has been made or they have been marked harshly.

This Policy ensures international student have a fair, inexpensive complaints and appeals process that includes access to an independent external body if necessary. RBIT/RBIC PAO/A.PAO or Registrar or delegated Administrative compliance officer MUST make prompt decisions as a student’s visa will restrict his or her length of stay in Australia.

As with a Non-academic Complaint students don’t have to accept the findings of the college and can appeal to an external organisation, which in this case is ACPET who will you now use? Any issues relating to operational decisions, enrolment decisions and fee disputes should be dealt with under the Non-academic Complaints Policy (POL12_08-7_14.2)

13.2 Academic Complaints and Appeals Policy (POL12_08-7_13.2)

| Purpose | To demonstrate a clear commitment to the acknowledgement and proper handling of all Academic grievances and subsequent appeals relating to the academic programs delivered by RBIT/RBIC |
| Execution | The PAO/A.PAO, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice |
| Policy | RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC Complaints and Appeals according to the National Code and ESOS Standard 8. RBIT/RBIC is committed to providing an inclusive and scholarly teaching and learning environment by taking all necessary actions to resolve complaints relating to the academic operations of RBIT/RBIC, in a fair and timely manner. |

Grounds for Lodging an Academic Grievance

There are only four grounds for lodging an academic grievance:

a) Performance in an assessment suffered through illness or other factors which the student was unable or, for valid reasons, unwilling, to disclose before the results were awarded. A grievance under such grounds will normally be dismissed unless an acceptable explanation is given for not presenting the extenuating circumstances in advance of the results having been awarded.

b) An assessment was not conducted in accordance with the approved RBIC/RBIT program guidelines.

c) There was a material administrative error in the conduct of an assessment or other academic decision. Some other material irregularity occurred in making an
Students should also note that:

a) Complaints or appeals must be made in writing no more that 10 working days after the alleged incident.

b) Academic grievances may only be made against formal published decisions - not against informal marks or grades which have yet to be approved.

c) RBIC/RBIT will not accept academic grievances 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 grievance procedure, or their rights and responsibilities.

Process

a) The complainant will be given the opportunity to present their case in writing and in person;

b) All matters arising shall be accurately documented and recorded. Records shall be maintained for a minimum period of five years and treated as confidential in accordance with RBIC/RBIT’s, Privacy Policy;

c) A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached;

d) The complainant will have the right to have a representative present during any negotiations with RBIC/RBIT or its appointed representatives;

e) The complainant will not be required to meet any costs associated with lodging a grievance, provided the procedures contained herein are adhered to;

f) The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines.

g) In the event that the complaint is assessed and a decision was made that the complainant disagrees with you can appeal the decision.

h) 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)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Fax: 02 6276 0123 (Australia); +61 2 6276 0123 (outside Australia)
Email: overseas.students@ombudsman.gov.au

i) 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.

j) ACPET or Overseas Students Ombudsmen plays no direct role in the actual mediation. It is then up to the mediator, the complainant and RBIC/RBIT to resolve the grievance. While complaints and appeals processes are ongoing, your student enrolment will be maintained.

k) If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, RBIC/RBIT 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.

13.3 Notes on Application

Students should be made aware of their right to appeal and have the process outlined to them whenever an academic result or decision is made that could adversely affect their studies. Appeals must be made in writing and outline the result that they feel is incorrect and the reason why it should be reconsidered.

This appeal must be made within 20 working days of the notification of results or the disputed action, as the case may be. Students must be kept informed of the progress of their appeal and notified as soon as possible once a decision is made. Students must also be informed of their right to take the appeal to an external body if they are aggrieved by the decision taken by the appeal panel at RBIT/RBIC. Students may have representation as part of the appeals process if required.

13.4 Academic Complaints and Appeals Procedure (PRO12_08-7_13.4)

| Related Policies | Academic Complaints and Appeals Policy (POL12_08-7_13.2); Non-academic Complaints and Appeals Policy (POL12_08-7_14.2), RBIT/RBIC Appeals and Complaints Procedures also complies with National Code Standard 8 |
| Staff Responsible | PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Academic Complaints and Appeals Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document. |
| Scope Connections | RBIT/RBIC Academic Complaints and Appeals Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below – |
| Standard | National Code | ESOS Act | NVR / Other |
| SNR 16 | | Essential standard SNR 16.7 |
| 8 | | Refer to RBIT Staff PIM Guide |
| | | Formalisation of Enrolment Policy p. 14 |
| Process | Any Complaints and Appeals all RBIT/RBIC Compliance officers MUST manage and liaison with constructive mutual resolution and addressed in efficiently and effectively |
| Step 1 | PAO/A.PAO/Director of Studies or delegated compliance officer responsible to receipt of a complaint or appeal (must be in writing) staff must record the date and confirm in writing to the appellant that the complaint/appeal has been received and that it will be commenced within 10 working days. |
| | The process will be completed within a reasonable timeframe which takes into consideration the length of a student’s visa and the student’s enrolment in future subjects and/or courses. |
| | A copy is to be made and the original appeal/complaint document put on the student file along with the confirmation that we received it. The copy of the appeal/complaint document is to be sent immediately to the PAO/A.PAO/Director of Studies or delegated compliance officer for actioning. |
| Step 2 | The PAO/A.PAO/Director of Studies or delegated compliance officer responsible to organise a meeting of the ‘Complaints & Appeals Committee’ which is made up of the Director of Studies, PAO/A.PAO, Registrar, CEO and relevant teaching staff. |
| | Once a time for the committee to meet has been established the student will be contacted to inform them of the date and ask if they wish to be represented at the meeting. The Committee may also request that a student present their case at the meeting. |
This committee will assess the complaint/appeal and formulate a response to the appellant. Minutes of the meeting must be kept as a record of the proceedings.

**Step 3**
PAO/A.PAO/Director of Studies or delegated compliance officer responsible to sent the Appellant with information on taking the appeal to an external body if dissatisfied with the result and the timeline for taking such action as well as any potential costs involved. All documentation and communication must be collated and stored on the student file.

**End of procedure if no further action is taken**

**Step 4**
If the student decides to take the appeal further than they must again put their grievance in writing and present it to the College Registrar. On receipt of this request the registrar will confirm in writing with the student that it has been received and send a copy of the request to the PAO/A.PAO. The original is to be put on the students file.

The PAO/A.PAO/PAO/A.PAO/Director of Studies will contact ACPET or Overseas Student Ombudsman to organise the roundtable meeting and determine any costs. Once this has been done the PAO/A.PAO/Director of Studies will contact the student in writing and confirm with them the time and costs involved in conducting the external appeal. This letter will seek confirmation from the student that they wish to continue with the process. (See the attached figure for RBIT/RBIC Appeals Process)

![RBIT - Resolving Grievance & Appeals Process](image)

**Step 5**
If the student indicates their desire to continue with the process the meeting time is confirmed and booked with ACPET or Overseas Student Ombudsman and the student informed (in writing) of the exact time and place. If the student indicates that they no
longer wish to pursue the appeal all communication and documentation will be put on the students file.

The RBIT/RBIC representatives at the ACPET or Overseas Student Ombudsman hearing must collate all previous communication and Appeals Committee minutes so as to present the case for the college. The outcome of the meeting will be communicated to all parties by the ACPET Convener along with details of what the student need to do next if they are dissatisfied with the outcome of the roundtable discussion. The outcome will be confirmed in writing with the student by RBIT/RBIC.

**Step 6**
If no more action is to be taken all communication, meeting minutes and ACPET or Overseas Student Ombudsman communication will be filed with the student’s records.

If the matter is to be taken further ACPET or Overseas Student Ombudsman will inform all parties of the cost and timelines for the process. RBIT/RBIC will accept any guidance from ACPET and will follow directions as provided.

PAO/A.PAO or delegated compliance officer responsible to follow any recommendations that come out of the mediation process and communicate its actions to the student in writing. All documentation and related paperwork MUST be placed on the student file achieved for future reference.

### 14 Non-academic Complaints Policy & Procedure

#### 14.1 Overview
RBIT/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. This policy is directly linked to Standard 8 of the National Code 2007.

Students must be informed of their rights under this policy whenever a critical decision is made that affects their studies, fees or status as a student. In order to lodge a complaint a student must put their grievance in writing detailing the action has taken and the reasons why they consider it incorrect. In most cases students are required to lodge the written complaint within 20 working days of the event that is the subject of the complaint. An email is considered to be communication in writing.

Students must be informed of the progress of the complaint and any decisions that have been made. After an initial decision has been made students may elect to take their complaint to an external mediator for resolution. This policy does not negate the students’ ability to pursue matters under the Fair Trading Act or similar instruments. **IT IS IMPERATIVE THIS POLICY AND PROCEDURE BE FOLLOWED CAREFULLY.**

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

| Policy Statement | RBIT/RBIC is committed to providing an inclusive and scholarly teaching and learning environment by taking all necessary actions to resolve complaints relating to the academic operations of RBIT/RBIC, in a fair and timely manner. This Policy complies also NVR essential standard SNR 16 and National Code Standard 8 |
| Purpose | To ensure all staff and students fully aware of the obligations and rights; to demonstrate a clear commitment to the acknowledgement, proper handling of all Academic grievances and subsequent appeals relating to the academic programs delivered by RBIT/RBIC |
| Execution | The PAO/A.PAO, Marketing and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; |
also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice

<table>
<thead>
<tr>
<th>Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC Complaints and Appeals according to the National Code and ESOS Standard 8. RBIT/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.</td>
</tr>
</tbody>
</table>

- a) And complaints or appeals must be lodged in writing on the ‘Student General Request Form’ and should be addressed to:
  
  The Registrar  
  Royal Brisbane Institute of Technology  
  PO BOX 12998 George St Post Shop  
  Brisbane, QLD 4003, Australia  
  Emailed: ad-mkt08@ribt.qld.edu.au or lodged in person to the front desk

- 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 RBIT/RBIC via written record, RBIT/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.

- e) When you lodge your complaint with RBIT/RBIC, an internal process will be conducted to resolve the issue and reach a mutually agreeable outcome.

- f) A statement of outcome will be issued to the complainant within 20 working days of the complaint being lodged.

- g) In the event that the complaint is assessed and a decision was made that the complainant disagrees with they can appeal the decision.

- h) 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 Student Ombudsmen for international students. Some charges may apply as above contract detail

- i) The complainant will have the right to have a representative present during any negotiations with RBIT/RBIC or its appointed representatives;

- j) If the matter remains unresolved after a round table discussion then external appeal bodies will appoint an independent mediator within fourteen working days of the round table discussion.

- k) The external appeal bodies play no direct role in the actual mediation. It is then up to the mediator, the complainant and RBIT/RBIC to resolve the grievance.

- l) While complaints and appeals processes are ongoing, your student enrolment will be maintained.

- m) If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, RBIT/RBIC agrees to implement immediately any decision and/or corrective and preventative action required and advises you of the outcome.

14.3 Notes on Application

This policy must be clearly outlined to students whenever a decision is made which may directly affect their studies. Students must be advised that they need to lodge any complaint in writing (An email is sufficient) and that they have 20 working days to do so. If a student lodges a complaint it must be
immediately referred to Senior Management so it can be acted on quickly. Progress and outcomes must be communicated to the complainant as soon as possible to minimise any misunderstanding.

### 14.4 Non-Academic Complaints and Appeals Procedure (PRO12_08-7_14.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Non-academic Complaints and Appeals Policy (POL12_08-7_14.2), Academic Complaints and Appeals Policy (POL12_08-7_13.2), Access &amp; Equity Procedures (PRO12_08-7_16.4); This policy also complies with NVR essential standard SNR 16 and National Code Standard 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Non-Academic Complaints and Appeals Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Non-Academic Complaints and Appeals Policy and Procedure implementation also connected to NVR, ESOS Act and National Code as below list –</td>
</tr>
<tr>
<td><strong>Standard</strong></td>
<td><strong>National Code</strong></td>
</tr>
<tr>
<td>SNR16</td>
<td>Refer to RBIT Staff PIM Guide</td>
</tr>
<tr>
<td>8</td>
<td>Refer to RBIT Staff PIM Guide</td>
</tr>
<tr>
<td>Procedures</td>
<td>Any Complaints and Appeals all RBIT/RBIC Compliance officers MUST manage and liaison with constructive mutual resolution and addressed in efficiently and effectively and follow below STEPs</td>
</tr>
</tbody>
</table>

**STEP 1**
On receipt of a complaint or appeal (must be in writing) staff must record the date and confirm in writing to the appellant that the complaint/appeal has been received and that we will commence the process within 10 days of the complaint being logged.

a) When you lodge your complaint with RBIT/RBIC, an internal process will be conducted to resolve the issue and reach a mutually agreeable outcome.

b) The process will be completed within a reasonable timeframe which takes into consideration the length of a student’s visa and the student’s enrolment in future subjects and/or courses.

c) A statement of outcome will be issued to the complainant within 20 working days of the complaint being lodged.

d) A copy is to be made and the original appeal/complaint document put on the student file along with the confirmation that we received it.

**STEP 2**
The copy of the appeal/complaint document is to be sent immediately to the PAO/A.PAO/Director of Studies for actioning. The PAO/A.PAO/Director of Studies will organise a meeting of the ‘Complaints & Appeals Committee’ which is made up of the Director of Studies, PAO/A.PAO, Registrar, CEO and relevant teaching staff.

**STEP 3**
Once a time for the committee to meet has been established the student will be contacted to inform them of the date and ask if they wish to be represented at the meeting. The Committee may also request that a student present their case at the meeting. This committee will assess the complaint/appeal and formulate a response to the appellant. Minutes of the meeting must be kept as a record of the proceedings.

**STEP 4**
The response is sent to the Appellant with information on taking the appeal to an external body if dissatisfied with the result and the timeline for taking such action as well as any potential costs involved. All documentation and communication must be
collated and stored on the student file.

**End of procedure if no further action is taken**

**STEP 4-1**

If the student decides to take the appeal further than they must again put their grievance in writing and present it to the College Registrar. On receipt of this request the registrar will confirm in writing with the student that it has been received and send a copy of the request to the Director of Studies. The original is to be put on the students file.

The PAO/A.PAO/Director of Studies will contact ACPET or Overseas Student Ombudsman to organise the roundtable meeting and determine any costs. Once this has been done the PAO/A.PAO/Director of Studies will contact the student in writing and confirm with them the time and costs involved in conducting the external appeal. This letter will seek confirmation from the student that they wish to continue with the process.

**STEP 4-2**

If the student indicates their desire to continue with the process the meeting time is confirmed and booked with ACPET or Overseas Student Ombudsman and the student informed (in writing) of the exact time and place. If the student indicates that they no longer wish to pursue the appeal all communication and documentation will be put on the students file.

The RBIT/RBIC representatives at the ACPET or Overseas Student Ombudsman hearing must collate all previous communication and Appeals Committee minutes so as to present the case for the college. The outcome of the meeting will be communicated to all parties by the ACPET Convener along with details of what the student need to do next if they are dissatisfied with the outcome of the roundtable discussion. The outcome will be confirmed in writing with the student by RBIT/RBIC.

**STEP 4-3**

If no more action is to be taken all communication, meeting minutes and ACPET or Overseas Student Ombudsman communication will be filed with the student’s records.

If the matter is to be taken further ACPET or Overseas Student Ombudsman will inform all parties of the cost and timelines for the process. RBIT/RBIC will accept any guidance from ACPET and will follow directions as provided.

RBIT/RBIC will follow any recommendations that come out of the mediation process and communicate its actions to the student in writing. All documentation and related paperwork will be placed on the student file for future reference.
15 Online Learning Policy & Procedures

15.1 Overview

RBIT/RBIC may at times include online units of study in qualifications. The following Online Learning policy and procedure provides guidelines for the use of online units in study programs.

Online units must only be used for 25% or less of the units in a single qualification for international students. Only courses that have been approved by ASQA for online delivery can be offered to international student.

15.2 Online Learning Policy (POL12_08-7_15.2)

| Policy Statement | RBIT/RBIC online Learning Policy aims to support Action learning, Work-based Training and uphold the environmental friendly. The courses deliver entirely by online or distance learning ONLY for the domestic learner’s request. It’s NOT for CRICOS international study. The CRICOS international student applies to study NO MORE than 25% of the total course online learning. CRICOS International student MUST have at least 75% for the face to face Action learning with Trainer or Supervisor. RBIT/RBIC Online Learning Policy complies with National Code Part C Section 9 and Part D Standard 9 |
| Purpose | To ensure all staff and students fully aware of the obligations and rights; PAO/A.PAO, Registrar, administrative and academic compliance officers responsible to induct the Online Learning Policy in the orientation day. All Administrative and Academic compliance officer MUST ensure inform all trainers, supervisor and students are fully aware of this Policy and applications. Online Learning Policy and Procedures also complies to Regulatory standards. |
| Execution | The PAO/A.PAO, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsibility to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | The National Code 2007 permits a maximum 25 per cent of the student’s total course by online learning. A student must study at least one subject in every compulsory study period that is not by online learning. a) Units that can be offered through online delivery will be identified by the PAO/A.PAO/Director of Studies and communicated to administration staff for student enrolments. b) Teaching staff will be allocated by the PAO/A.PAO/Director of Studies to oversee and assess online units. Students studying online units will still be covered by RBIT/RBIC policies and procedures. c) Student may access online content through the RBIT/RBIC college network or from any other computer with web access using the Username and Password supplied by RBIT/RBIC. d) Students accessing the online system must have a valid email address for communication. e) Although students will have access to online units for 12 months they must complete all assessment tasks within the timeframe allocated by the teacher coordinating the subject. f) Students will be excluded from the online system 6 weeks after the end date of the subject that the online unit sits in. All assessment submissions and resubmission should be completed within this timeframe. |
g) Results of assessment tasks and final unit outcomes for online study are all subject to appeal under the RBIT/RBIC Academic Complaints and Appeals Policy (POL12_08-74_1)

h) Students who have to cease their classroom studies at RBIT/RBIC to return home prior to completing the full course may be able to access the remaining unit online to complete their qualification. This can be undertaken from anywhere with internet access. An appropriate teacher will be allocated to each student who has taken this option. In this instance the student would no longer be on an international student visa.

NOTE

If the provider’s intervention strategy permits, student may be allowed to reduce their course load; In then scenario above, there was no need to notify DEEWR or extend the student’s CoE; Student caught up their subjects using online learning and was able to complete within the duration of their CoE. Student was able to study exclusively online subjects in a non-compulsory study period.

If the reduction in course load because of an intervention strategy had lead to an extension of study duration, RBIT/RBIC would be required to notify DEEWR of this situation via PRISMS and to create a new CoE

15.3 Notes on Application

Online course will be identified by the PAO/A.PAO, Registrar or delegated Academic compliance officers prior to the commencement of a qualification; so that the appropriate units can be grouped in the online learning system and students enrolled prior to commencement.

PAO/A.PAO and Registrar responsible to allocate the qualified Trainer/Supervisor to each online group, the assigned Trainer and Supervisor should monitor and assess the work being done and communicate results to the appropriate administration staff.

15.4 Online Learning Procedure (PRO12_08-7_15.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Online Study Policy (POL12_07_31), Quality Training &amp; Assessment Policy (POL12_08-7_18.1), Work-based Training Policy (POL12_08-7_21.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Online Learning Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
</tbody>
</table>
| Scope Connections | RBIT/RBIC Online Learning Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –
<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Refer to RBIT Staff PIM Guide Completion with expected duration Policy p. 18</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Procedure | **STEP 1 Administrative Management**

The units available for online study in each qualification will be identified by the PAO/A.PAO/Registrar and communicated to relevant administration compliance officer, technical and teaching staff; Registrar and Trainer responsible to inform student and induct the online log in process.
Prior to the commencement of any subject that contains online units the administration staff member will enrol students enrolled in the subject into the designated online unit. A designated administration staff member will be allocated to manage the allocation of online units. They will also be responsible for ensuring that suitable numbers of units are available for allocation. This can be monitored through the online system.

The Username (student number) & password will be sent to the students email address along with instructions on logging into the online site. A confirmation email will be requested to ensure that students have received the required information.

**STEP 2 Academic Management**
Teaching staff taking the subject that contains online units will ensure that all students enrolled in the subject have received the access information and have been able to access to online site. Any students identified who have not received the information or have had problems trying to access the online site will be reported to administration so corrective action can be taken.

Teachers allocated to online units will regularly monitor (at least once a week) student access to the online system and assess any work that has been completed by students. Feedback on work shall be provided and students assessed as Not Yet Competent will be given guidance on how to achieve competency within the required timeframes.

**STEP 3 Online Learning Outcome**
If students are identified who have not accessed the online system, or have accessed the online system but have not submitted any assessments, then the allocated teacher will discuss the issue with them to develop strategies designed to improve student performance.

Results from online study must be collated and given to administration staff to be recorded on the RBIT/RBIC TQM system.
OPERATIONAL MANAGEMENT POLICIES AND PROCEDURES

RBIT/RBIC developed a TQM Quality Assurance and continuous improvement integration mechanism, through Action Learning pedagogic approach, Work-based Training methodology; incorporate with JobReady systematic management system to govern the operations for best practice. All administrative and academic trainers, supervisors are delegated Compliance Officers; all compliance officers MUST implement RBIT/RBIC Policy, Procedures and SOPs; in addition to ensure management team’s efficiently, accuracy, effectively and integrity; to monitor training and assessment service comply with NVR, AQF, ESOS, CRICOS and National Code standards.

16  Access & Equity Policy & Procedures

16.1  Overview

RBIT/RBIC Access & Equity policy has links to the Anti-Discrimination Act and Equal Employment Opportunity legislation. Staff must not treat any students or fellow staff differently based on sex, race, age, sexual orientation, religion or any other factor that relates to the characteristics of an individual. As NVR registered training organisation adheres to principles of access and equity and maximises outcome for RBIT/RBIC clients needs; any breaches of this policy may be reported as misconduct and processed under the Misconduct and Discipline Policy (POL12_08_7_11.2).

16.2  Access & Equity Policy (POL12_08_7_16.2)

| Policy Statement | RBIT/RBIC has recognised the importance of access and equity and is therefore committed to ensuring that staff and students can avail themselves of employment, education and training regardless of gender, socioeconomic background, disability, ethnic origin, age or race. RBIT/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/RBIT 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. By providing accessible and equitable training programs, employment and services, RBIT/RBIC students and staff will be able to develop knowledge and skills to enhance life and work opportunities. RBIT/RBIC supports government policy initiatives and provides access opportunities whenever possible or alternatively seeks assistance for participants from the relevant agency or department. RBIT/RBIC Access & Equity Policy aims to comply with NVR the essential standards SNR 16 and ESOS National Code Standard 3. |
| Purpose | To ensure all students and staff have access to and can provide opportunities to all people regardless of their background, beliefs or physical appearance. |
| Execution | The PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | RBIT/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. RBIT/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/RBIT 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 their learning community. By providing accessible and equitable training programs, employment and services, RBIT/RBIC students and staff will be able to develop knowledge and skills to enhance life and work opportunities. RBIT/RBIC supports government policy initiatives and provides access opportunities whenever possible or alternatively seeks assistance for participants from the relevant agency or department. RBIT/RBIC Access & Equity Policy aims to comply with NVR the essential standards SNR 16 and ESOS National Code Standard 3. |
background, and socio-economic status have equal opportunity to become a member of its learning community.

a) RBIT/RBIC will ensure that its Access and Equity policies are fully implemented and clearly understood by all members of the campus community.

b) RBIT/RBIC is committed to a policy of equal opportunity for both employment and education.

c) RBIT/RBIC 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 RBIT/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 RBIT/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 or 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) RBIT/RBIC 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, as described in the Sex Discrimination Act 1984, is a form of sexual discrimination, is illegal and formally opposed by RBIT/RBIC.

h) RBIT/RBIC will continue its efforts to enhance physical access to campus facilities, for people with disabilities, as resources permit.

i) RBIT/RBIC 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 who wish to do so to have the opportunity to improve their skills in this regard, insofar as resources will permit.

j) RBIT/RBIC 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. RBIT/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, for example, in relation to Aboriginals and Torres Strait Islanders, 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 RBIT/RBIC. RBIT/RBIC 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.
16.3 Notes on Application

As noted above RBIT/RBIC has students and staff from a wide range of different backgrounds, cultures and experiences. As a result we must approach the application of this policy carefully as in some instances the person in breach of the policy may not be aware of the impact of their actions. In most cases it would be suggested that an informal warning may be all that is needed to rectify the behaviour. If the breach is considered serious, or there is repetition of the behaviour, than a student will be formally warned through written communication from Senior Management that demands that the offending behaviour is stopped. This communication will also outline the process of appeal under the colleges Non-academic Complaints Policy (POL12_08-73_14.2). In the most serious cases or if there has been continual repetition of the behaviour then the person in breach of the policy will be dealt with under the RBIT/RBIC Misconduct and Discipline Policy (POL12_08-7_11.2).

16.4 Access & Equity Procedures (PRO12_08-7_16.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>The Assess &amp; Equity Policy (POL12_08-7_16.2 ); Non-academic Complaints Policy (POL12_08-73_14.2), Misconduct and Discipline Policy (POL12_08-7_11.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Assess and Equity Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Access &amp; Equity Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
<tr>
<td></td>
<td><strong>Standard</strong></td>
</tr>
<tr>
<td></td>
<td>3</td>
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<td></td>
<td>13</td>
</tr>
<tr>
<td>Procedure</td>
<td>All staff and students MUST comply with NVR and ASQA Standards to abide by the Code of Conduct. All staff and students have an obligation not to discriminate against individuals on the basis of sex, marital status, pregnancy, age, race, ethnicity, disability or sexuality, and to maintain an environment free from harassment.</td>
</tr>
<tr>
<td></td>
<td>RBIT/RBIC Academic staff and trainers will ensure that all students are able to enjoy a study environment where they have equal opportunities to benefit from education and where discrimination and harassment are not tolerated. All students will be treated fairly. The Management team also take holistic consideration and support for students to network with industry and society’s needs and education practices, procedures, academic support and curriculum design for students can maximize the learning opportunities and have equal opportunities for success. RBIT/RBIC undertakes to continually improve access, support, retention, participation and successful outcomes for all students.</td>
</tr>
<tr>
<td></td>
<td>RBIT/RBIC Institutes Marketing Compliance officer responsible for Student Services, A.PAO and Administrative Officer responsible for the Liaison and Disability Liaison and they are available at all times and are able to offer additional services and referral arrangements, where necessary, to accommodate the needs of all students. See below figure illustrate the Access and Equity Procedures.</td>
</tr>
<tr>
<td></td>
<td>In cases where it is impracticable to resolve issues of unfair treatment in the manner described above RBIT/RBIC provides appeal/review procedures to support this policy, see RBIT Customer Grievance Process, Assessment Review and Appeals; PAO/A.PAO responsible to ensure all staff and SMT manager must ensure that complaints are treated promptly, confidentially and according to the principles of procedural fairness.</td>
</tr>
</tbody>
</table>
17 Privacy Policy & Procedures

17.1 Overview

As RBIT/RBIC collects and holds information, that is considered private, it maintains a strict Privacy Policy to protect student information. The information gathered is at times requested by government agencies for reporting purposes which RBIT/RBIC is obliged to provide. Student data is held in both hardcopy and digitally, as a result RBIT/RBIC will maintain robust data security and backup procedures to ensure that all data is only accessible by authorised persons.

17.2 Privacy Policy (POL12_08-7_17.2)

| Policy Statement | RBIT/RBIC/RBIT will provide information collected from applicants and students in order to meet our obligations under the ESOS Act and the National Code standard 3; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 (as amended in 2012), the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. |
| Purpose | To ensure all stakeholder fully aware of the privacy of applicants and students personal information; this also apply to all the partnership portfolio, agent portfolio, staff portfolio and operation management as well |
| Execution | The PAO/A.PAO, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | In complying with the Privacy Act, 1988, RBIT/RBIC compliance officers MUST meet the minimum standards for the collection, use and disclosure of personal information in the following manner: The DIISRTE suggested privacy statement will be included on the student formal written agreement. |

Below is an example of an appropriate notice to be displayed at the time of collection of personal information. Such a notice should be displayed prominently.

```
Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
```

1. Collection

RBIT/RBIC 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, RBIT/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
RBIT/RBIC shall only use or disclose information for the primary purpose (original reason for information being collected), for which it was collected. RBIT/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.

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

3. Data Quality
RBIT/RBIC 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
RBIT/RBIC shall take all reasonable steps to ensure personal information is suitably and securely stored including ensuring that appropriate filing procedures are in place. RBIT/RBIC shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times. RBIT/RBIC 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
RBIT/RBIC shall make available, on request, our Privacy Policy. We shall also, on request and within reason, inform an individual of:

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

6. Access and Correction
If requested, RBIT/RBIC shall give individuals access to and correction of their personal information held by this organisation. If requested, a copy shall also be provided. This information is provided on the condition that none of the following exceptions apply:

- In the case of personal information other than health information - providing access would pose a serious and imminent threat to the life or health of any individual; or
- In the case of health information - providing access would pose a serious threat to the life or health of any individual; or
- Providing access would have an unreasonable impact upon the privacy of other individuals; or
- The request for access is frivolous or vexatious; or
- The information relates to existing or anticipated legal proceedings between the organisation and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
- Providing access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- Providing access would be unlawful; or
- Denying access is required or authorised by or under law; or
- Providing access would be likely to prejudice an investigation of possible unlawful activity; or
- Providing access would be likely to prejudice the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law; or
- The enforcement of laws relating to the confiscation of the proceeds of crime; or
- The protection of the public revenue; or
n) the prevention, detection, investigation or remedying of seriously improper 
conduct or prescribed conduct; or
o) the preparation for, or conduct of, proceedings before any court or tribunal, or
p) implementation of its orders by, or on behalf of, an enforcement body; or
q) an enforcement body performing a lawful security function asks the organisation 
not to provide access to the information on the basis that providing access would 
be likely to cause damage to the security of Australia.

When requesting access to personal information, individuals shall:

a) request to access their personal information formally in writing
b) provide two (2) acceptable forms to prove their identity
c) advise what format they require the information
d) provide data storage, if necessary
e) allow 14 working days for processing

RBIT/RBIC will provide individuals access to any personal information held about them 
free of charge. RBIT/RBIC may choose to charge a fee to make a copy of personal 
information. Should a fee apply, it will not be excessive.

If an individual considers their personal information to be incorrect, incomplete, out of 
date or misleading, they can request that the information be amended. Where a record is 
found to be inaccurate, a correction will be made.

Where a student requests that a record be amended because it is inaccurate but the record 
is found to be accurate, the details of the request for amendment will be noted on the 
record.

7. Identifiers
RBIT/RBIC shall not assume, as its own identifier of a person, an identifier that has been 
assigned by:

a) A Government agency or agent
b) A contracted service provider for a Commonwealth Contract.

Please note: A person’s name or ABN number is not considered to be an identifier.

8. Transborder Data Flow
RBIT/RBIC shall only transfer personal information to a foreign company if:

a) The foreign recipient has similar compulsory privacy limitations;
b) We have obtained the individuals permission; or
c) It is necessary to conduct business which involves the individual

9. Sensitive and Health Information
RBIT/RBIC shall not collect personal information that is of a sensitive nature unless prior 
permission has been sought from the individual.

17.3 Notes on Application
RBIT/RBIC must ensure that it does not provide personal or private information to any third parties 
without explicit consent from the person the information refers to. Identity checks should be undertaken 
before any information is provided, especially over the phone.

RBIT/RBIC should only use student details for study related information and will not engage in the sale 
of student information to third parties. In most cases of government reporting any identifier will be 
removed to ensure that privacy of the individual is maintained.
## 17.4 Privacy Procedure (PRO12_08-7_17.4)

### Related Policies

| The Privacy Policy (POL12_08-7_17.2); Formalisation of Enrolment Policy (eCoE) (POL12_08-7_2.2), Misconduct and Discipline Policy (POL12_08-7_11.2) |

### Staff Responsible

| PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Privacy Policy in the orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document. |

### Scope Connections

| RBIT/RBIC Privacy Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below – |

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Refer to RBIT Staff PIM Guide</td>
<td></td>
<td>Formalisation of Enrolment Policy p. 15</td>
</tr>
</tbody>
</table>

### Procedure

| RBIT/RBIC/RBIT will provide information collected from applicants and students in order to meet our obligations under the ESOS Act and the National Code; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. |

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 (as amended in 2012), the Education Services for Overseas Students Regulations 2001 and the National Code of Practice 3, under the privacy Act 1988, information collected from individuals for one purpose may not be shared.

Information collected about students on this form and during their enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

PAO/A.APO will ensure RBIT/RBIC administrative compliance officers MUST implement the ESOS National Code Part D, Standard 3; all staff will ONLY provider private information to agencies as prescribed in our Privacy Policy.

a) If a RBIT/RBIC staff member is approached to give out private information it will only be done in accordance with the Privacy Policy.

b) Staff may request further evidence from the person requesting the information eg government department number a phone number to verify, email address etc. If there are any concerns NO information is to be given, without first checking with your supervisor.

c) Without permission from individuals students were made aware of the purposes of information will be used and if student agreed to provide information for these purposes.

d) If the staff member is in any way concerned the person requesting such information is not bona fide they must immediately consult with their supervisor BEFORE providing any information.

e) The supervisor may deem it appropriate to contact the person who the information is being sought about for their written permission to release details to another party.
## 18 Quality Assurance & Continuous Improvement Policy & Procedure

### 18.1 Quality Training & Assessment Policy (POL-12_08-7_18.1)

| Policy Statement | RBIT-QTM: QACI Integrated System - Quality Assurance and Continuous Improvement Policy and Procedures also incorporate the Quality Training and Assessment Procedure along with the Continuous improvement Policy and Procedure; this Policy also connect with the QACI Professional Development Plan and Professional Development Policy and Procedures to comply with NVR Essential standards SNR 15.1, 15.2, 15.3 and 15.4 |
| Purpose          | To ensure all staff, trainers and students fully aware of the obligations and rights; to ensure RBIT/RBIC staff to act on the quality delivery and assessment standards, identify the industrial gaps and implement the RBIT quality assurance and continue improvement Policy and Procedures and Professional Development Plan |
| Execution        | The PAO/A.PAO, Registrar and Account division’s staff are delegated by RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy RBIT/RBIC Quality Training and Assessment Policy | The Quality Assurance and Continued Improvement (QACI) Policy is committed to the development of a ‘Quality Training and Assessment Framework’ that is underpinned by the TQM integration for Australia Qualification Framework best practice. PAO/A.PAO, Marketing, Registrar and Accounts are delegated as Administrative Compliance officers. Trainers and Supervisors are delegated as Academic Compliance officers. All compliance officers are responsible for governing the quality training services efficiently, accurately and effectively with administration outcomes. The RBIT/RBIC Quality Framework improves training service and delivery service to students through effective management systems and a commitment to continuous improvement. All RBIT/RBIC compliance officers are committed to acting on opportunities for improvement identified service needs to ensure continuous improvement of its systems and practice. Training and assessment strategies MUST meet the requirements of the relevant training package (or accredited course) and be developed through effective consultation with industry. All the Training and Assessment MUST be archived in the RBIT/RBIC designed drive and JobReady. QA Guide: Training and Assessment Strategies documentation must be reviewed prior to the beginning of any training or assessment activities. All trainers’ Training and Assessment Plan and Section Plan MUST adopt RBIT/RBIC standards and send it to PAO /A.PAO one week prior the course start. PAO/A.PAO is responsible to give feedback on the Training and Assessment Plan within 2 working days. Training and Assessment: The process used by an RTO to facilitate learning; and the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of an accredited course. |
18.2 Quality Training & Assessment Procedure (PRO12_08-7_18.2)

| Related Policies | Quality Training and Assessment Policy (POL12_8-7_18.1), Continue Improvement Policies (POL_12_08-7_18.3), Professional Development Policy (POL_12-08-7_19.2) |
| Staff Responsible | PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Quality Training and Assessment Policy in the staff induction and student orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document. |
| Scope Connections | RBIT/RBIC Quality Training and Assessment Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below – |
| Standard | National Code | ESOS Act | NVR |
| SNR15 | Part B Government role & responsibility | | Part 3 Essential standard SNR 15.1-4 |
| | | | AQTF Standard 1, element 1.1 |
| Procedures | AQF definition Training as the process used by an RTO to facilitate learning. And Assessment are the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of an accredited course. |
| | RBIT is committed to developing and delivering educational programs that meet the needs of industry and learners and are compliant with training package requirements and other relevant regulations and legislation for training service. The quality indicators form part of NVR also required RTO to collect, use and report data annually on three quality indicators which are: |
| | a) learner engagement |
| | b) employer satisfaction |
| | c) competency completion |
| | The following procedures set out how RBIT/RBIC training and assessment strategies are developed in order to meet these objectives. |
| 1) Market identification | a) Before developing new programs an appropriate contact in the relevant industry is to be identified and engaged in the development process, in consultation with the RBIT Course Development Advisory Committee (CDAC). |
| | b) In consultation with industry market demand for new programs is to be ascertained and specific learner groups identified. |
| | c) A training and assessment strategy is to be developed for each distinct learner group. Multiple learner groups that have matching characteristics may be covered in a single training and assessment strategy but should still be clearly identified within it. |
| 2) Strategy development | a) Development and documentation of training and assessment strategies is to be conducted by utilising the Training and Assessment Strategy Template. |
| | b) The strategy is to be developed by the Program Manager or PAO/A.PAO/Director of Studies in consultation with the industry advisor. |
c) Elective units of competency are selected to meet the outcomes required by learners and industry

d) Pre-requisite requirements for the program and/or units of competency are clearly identified.

e) Delivery methods are selected that meet the needs of learners and industry.

f) Characteristics of the learner group are identified and documented.

g) Suitable resources to support training and assessment are identified to meet the requirements of the training package/units of competency and that are suitable to the delivery methods and learner characteristics.

h) A learning program is developed and documented identifying units/subject areas, how these will be delivered and assessed and the sequencing and timing of these activities.

i) Training staff are to be identified that have the relevant industry experience and competencies to deliver in each of the units/subject areas. This is to be verified by documentation of experience, qualifications, currency of competency (e.g. PD records) and a completed unit matrix.

j) If external technical experts are conducting training and/or assessment activities in partnership with RBIT staff, these should be identified and validated using the process above

3) Moderation

PAO/A.PAO responsible to set up monthly meeting for Moderation, Directors of study or/and industrial expert or/and external consultant are designed review team responsible to the process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Units/s of Competency.

4) Validation

PAO/A.PAO responsible to set up quarterly meeting for Validation, Directors of study or/and industrial expert or/and external consultant are designed review team responsible to a quality review process. It involves checking that the assessment tool
produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

a) The Training and Assessment strategy, together with relevant resources, should be validated in consultation with industry prior to delivery

b) Opportunities for continuing validation and moderation of program activities should be identified and documented.

5) Consultation

a) RBIT/RBIC Training and Assessment Strategy meeting schedule every 6 months or should be validated at least annually in consultation with industry

b) Review question should address the assessment process consistent with industry expectations as described in the training package assessment guidelines and unit of competency?

c) Do the selected assessment methods and tools reflect current industry standards and practices?

d) Is the industry comfortable about employing graduates who have demonstrated achievement through this assessment process?

e) Do you think that this assessment process will preserve or improve workplace performance standards in your industry?

The Quality Training and Assessment in QACI Integration Management

All trainers responsible for submit their Vocational Competency Matrix, Training and Assessment Plan and Presentation Power Point submit to the PAO and Registrar prior the quality delivery process. Registrar responsible for the Quality Training Monitoring Management reports and records incorporate with Student satisfaction survey and validation process result for the TQM effective outcome; the final result MUST report in the Staff weekly meeting.

PAO/PAO and Registrar responsible for the Trainer and Assessor’s PDP-PDR meeting and appraisal, all archive evidence document and data must ready prior to the Staff regular appraisal for effective review process.

<table>
<thead>
<tr>
<th>Relate Template</th>
<th>Training and Assessment Strategy Standard Template</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vocational Competency Matrix; Training and Assessment Plan</td>
</tr>
<tr>
<td></td>
<td>Validation Assessment Tool Box</td>
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<td>Validation Planning, Meeting, Schedule, Review, Checklist;</td>
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<td></td>
<td>Trainer Monitoring Matrix (TMM)</td>
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<td>QA Training and Assessment Satisfaction Survey;</td>
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<td>QACI Key KPI Matrix (KKM);</td>
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<td></td>
<td>QACI: PDP and PDR Integration Templates for professional development</td>
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<tr>
<td></td>
<td>RBIT-TQM Internal Audit SAIA Template;</td>
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<td></td>
<td>RBIT-TQM Post Audit Rectification Template</td>
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### Policies Statement

<table>
<thead>
<tr>
<th>Policies Statement</th>
<th>RBIT/RBIC Quality Assurance &amp; Continue Improvement Continue Improvement Policy POL-PRO12_08-7_18.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Hand Book version 16, HRM Policy (POL1007_08_1.3)</td>
<td>Updated by: A.PAO</td>
</tr>
<tr>
<td>Student Hand Book version 3.9, Quality Assessment Survey (POL12_08-718_1)</td>
<td>Date of Review: 07/08/2012</td>
</tr>
<tr>
<td>HRM Structure &amp; Role, Responsibilities and Duties (POL12_08-712_1),</td>
<td>Approved by: CEO /Director</td>
</tr>
<tr>
<td>Performance Management &amp; Termination Policy &amp; Procedure (PROC10_25_1)</td>
<td>Date of Approval: 08/08/2012</td>
</tr>
<tr>
<td>Misconduct and Discipline Policy (POL12_08-7_10.2)</td>
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### Purpose

To ensure all staff, trainers and students fully aware of the obligations and rights; This policy aims to provide a high quality service to all clients and stakeholders, especially staff members and learners or students. Continuous improvement is built into every level of RBIT/RBIC operations, to ensure all compliance officers provide a high quality service and ongoing process constantly resulting a effective outcome.

RBIT-TQM: QACI integrated systems and processes are designed to meet NVR, AQF Standards. To ensure that appropriate data is collected and analysed in order to provide benchmarks and continuous improvement metrics that support the institutes service quality assurance; in addition, to ensure that collection of quality data is carried out without bias or invasion of individual privacy.

### Execution

The PAO/A.PAO, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice.

### Policy

**RBIT-TQM QACI Integration Management Structure**

**For NVR Quality Assurance Standards**

The QACI Integrated Management Structure is an effective systematic process for QA management, it underpins RBIT-TQM System with three level components:

1. The innovative ACTION Process Improvement cycle aims to reinforce the staff QA implementation and efficiency, accuracy and effectiveness.

2. The QACI Integrated KKM with Stakeholder’s Survey feedback and Competency Assessment aims for the Skill plus Knowledge (SpK) Training to meet the customer quality service needs and corporate with industrial demands. The KKM records the staff KPIs and consistent with divisions and organisational quality service outcome status.

3. The RBIT-TQM: QACI Effective Management System aims for identify the organisational KPI status, monitor the QA improvement needs and address the PDP for QACI gaps and boost the greater competitive advance.

All RBIT/RBIC staff responsible for QA monitor and CI process; to determine their effectiveness and make rapid changes if needed. PAO, Registrar and Administrative QA daily Management Team also need to include staff/trainer default warning and continuous improvement systems on the operation calendar.

**The QACI Integrated Management Structure contain with five elements:**

1. AC Staff responsible to employ the VTP Integrated System to record trainer’s Knowledge and Skills competencies Portfolio and Supervisor review on the TMM with KPI outcome to ensure the quality service.
2. The innovative ACTION improvement process is the core of RBIT-TQM: QACI Effective Management System, it empowers ACTION improvement process to alert the continued improvement needs to prevent the NC process and govern the operational QA best practice.

3. The AD Staff responsible to employ the ESA Integrated Self-assessment System to record its D-W-M-Q-Y work tasks, evidence and Supervisor review on the EAE with KPI outcome.

4. The QACI Organisational Key KPIs Management Matrix (KKM) contains the whole organisational individual KPIs results outcome, the KKM summarise the assessment records included: AD quality training service expectation survey with staff’s employability and sustainability; The AC Training and Assessment Satisfaction Survey with Training and Assessment Strategy and Vocational Competency update as well as observe presentation results.

5. In the QACI Effective Management System will identify the staff competency gaps of quality Training and Assessment needs instantly; the PAO and SMT Management Team responsible for monitor the staff continue PD improvement needs. To implement the PDP and PDR to bridge the competency gaps; to execute the QA continued improvement or radical improvement to sustain the success operation.
18.4 Continue Improvement Procedure (PRO12_08-7_18.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Continue Improvement Policies (POL_12_08-7_18.2), Quality Training &amp; Assessment Policy (POL-12_08-7_18.1), Professional Development Policy (POL_12-08-7_19.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Continue improvement Policy in the staff induction day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document…</td>
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<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Professional Development Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
<tr>
<td>Standard</td>
<td>National Code</td>
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<tr>
<td>SNR15.1</td>
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<tr>
<td>SNR15.4</td>
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<tr>
<td>Procedures</td>
<td>RBIT-TQM: Quality Assurance Continue Improvement (QACI) integrated staff self-audit, Internal Audit, Pre-Audit and the External Audit improvement process. The Internal or external regular Audit focus on the QA process, Continue Improvement approach and Qualitative and Quantitative methods to measure and analyse the Training and Assessment performance. RBIT double loop training approaches with Action learning pedagogic in CI process to ensure staff continue the PDP-PDR professional development for industrial currency to govern the RBIT/RBIC quality service.</td>
</tr>
<tr>
<td>RBIT-TQM_QACI Integrated Management Process</td>
<td>QACI Systematic Continuous improvement is an essential factor of the RBIT TQM integrated system; the QACI Integrated Management Structure designed for total solution of HRM intrinsic and chronic issues of poor QA monitoring. It aims to improve organisational performance in an efficient, accurate and effective manner to achieve regulatory standards for greater competitive advantage.</td>
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<tr>
<td>QA Monitor</td>
<td>All RBIT Staff responsible for its ESA integrated reports and VTP integrated portfolio in a D-W-M-Q-Y regular basis; the PAO and SMT management team will supervise with the EAE and TMM KPI review. The CEO and Board of Directors will exploit the Y-Q-M-W-D execution to assess operational needs and depends on the level of re-engineering needs to increase frequency QACI review schedules; to ensure all staff complies with the regulator’s best practice standards.</td>
</tr>
<tr>
<td>Inclusive Double Loop Training</td>
<td>The CEO and Board of Directors ongoing coach for organisational QACI needs, the ongoing QA for corporate PDP Training to brace the RBIT-TQM: QACI Effective Management System to comply with regulatory best practice standards.</td>
</tr>
<tr>
<td>The RBIT-TQM: QACI also included the Industrial Seminar and Workshop for ongoing corporate PDP to ensure training and assessment QA meet industrial demands. However, the RBIT/RBIT individual staff or trainers responsible for the individual Self Continue Professional Development. PAO and SMT responsible for</td>
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</table>
the PDP and PDR monitor and review Industrial Currency as well.

**The Quality Assurance Survey Tool**
Students will be provided with approved survey instruments at identified points during their orientation, the expectation data can be collected about different aspects of their studies and the processes used to support their studies. The Marketing Team responsible for the stakeholder’s survey and summarise the evaluation outcome and archive into H drive SAP-Marketing Survey Section.

**ACTION Process Improvement Cycle**

The ACTION Improvement Process is a continuous improvement cycle, the heart of RBIT-TQM: QACI Integrated Management Structure that ACTION is based on has six interrelated phases of objectives; the Assessment, Clarification, Target, Implementation, Observation, New Order; it cope with regular internal review routine and double loop training and assessing approaches; together it forms RBIT Effective ACTION Process Improvement cycle to ensure the quality service.

The ACTION Process Improvement Cycle activates while any QA process been identified and request for improvement or NC compliance occur. ACTION Process Improvement Cycle emphasis the regular review routine also integrated the D-W-M-Q-Y monitor outcome, it coalesces with the Y-Q-M-W-D inspection schedules aims to detect the disorder phenomena or NC process. The double loop training and assessing assist to improve the QACI efficiency and effectiveness.
Below figure indicates the most important critical success factor for the RBIT: TQM-QACI Integration - focus on the ACTION execution time and efficiency of improvement process for effective outcome. All ACTION improvement process MUST also archive in the RBIT – IS/IT System located H Drive TQM: QACI section SAP folder.

**STEP 1 – Assessment – Internal & External Audit – Investigation**

RBIT Operational Assessment integrated staff daily-weekly-monthly-quarterly-yearly together. It provides information from a QA service perspective that identifies real issues through *internal or external regular Audit* for future QA focus and provides a benchmark for tracking the CI process in the issues that have been identified.

**STEP 2 – Clarification – Measurement - Verification**

Internal operation QA processes managed by the quality control monitor cycle, it aims for learning, analysis, action, monitoring and growth. The successes factors depend on the ongoing regular *Qualitative and Quantitative measurement* to evaluate performance for continue improvement clarification and verification of quality service outcome.

**STEP 3 – Target Teamwork – Double Loop Training Process - Rectifications**

The QACI systematic evaluation of data to inform change or transformation relies on the fundamental characteristic of continuous improvement by all practitioners’ focus work on the Target teamwork.

RBIT CEO and Directors adopt the *Double loop Training and Assessing* approach to continue coach management team for organisational quality service and achieve the rectification outcome. To ensure the team work focus on the objective rectification needs for its QACI – the systematic ongoing reflect learning and coaching are the most effective QA continue improvement.

**STEP 4 – Implementation - Change – Rectification Execution**

The objective 4 focuses on adapting quickly for change. The Auditor highlights the need for operational practitioners to develop an enhanced understanding of QACI.
and the importance of evaluation of data, within a specific time and skills; the operational team need to undertake SWOT/PERT evaluations to adapt quickly to changing the rectification needs and demonstrate the continued improvement and reflect upon the working process.

**STEP 5 – Observation – Consistency - Quality Control**

The observation objective focus on the rectifications continues execution, auditors in exercising their regular Quality Improvement cycle to encourage and promote the quality delivery and assessment review of evidence for authentic and monitor the continuous improvement action.

The major challenges within organisations is seeking to resolve the intrinsic and chronic issues of poor QA monitoring and successfully implement CI have been identified; RBIT systematic ongoing reflect learning and coaching aim to ensure team understand the QA role and concept, then innovate effective strategy for creative problem solving, radical change attributes and operational skills for the success implementation of Quality control.

**STEP 6 – New order - Notification – Moderation Accuracy**

QACI systematic ongoing learning addresses the organisational continued improvement needs according to new regulatory standards, consistent with organisational new change Policy, Procedures and SOPs for its best practice. The RBIT – ESA innovative integrated reflective learning system also provides staff with the time, motivation and capability to combine both skills and knowledge industrial practice needs.

The EAE daily KPI review also integrates the staff work efficiency, accuracy and effectiveness, it consistent with the Legislation, Regulation standards, organisational Policy, Procedures, SOP and QA continued improvement action also reflect the individual accuracy and organisational KPI.

All survey instruments will be approved by the RBIT/RBIC Board and use Survey Monkey electronic surveying techniques (or Hard copy Questionnaire Surveying with excel data analysing) including the collection and analyse of both quantitative and qualitative data. To archive the stakeholders feedback into Survey Monkey System and another copy into H drives TQM- Marketing division SAP.

**RBIT-TQM: QACI Effective Evaluation Management System**

QACI Systematic Management process underpins RBIT TQM Integration to improvement QA process effectively. PAO/A.PAO responsible to lead the SMT team to implement this system. QACI Effective Evaluation Management System collect all the assessments and surveys data from EAE, TMM and KKM monitor progress, it indicates the individual KPIs and organisational KPIs provides the QA process improvement needs.

The QACI Evaluation Management System allows PAO, SMT and Management team to identify the CI strategies for continue improvement status or radical improvement needs in the ACTION Process Improvement Cycle.

The QACI system has combined the SWOT/PERT/KPI techniques, Kaizen theory for going continue improvement. It detects employer’s working process accuracy to ensure monitoring the quality training and assessment process; the QACI system identify the NC process in early immature stage, therefore management team could focus on the NC addresses the effective problem solving instead of cure symptoms later.

The RBIT-TQM: QACI emphasise the modification MUST rectify within an agreed timeframe; this organisational KPI review also to strengthen the TQM Quality
Assurance System for effective management outcome to comply with NVR Standards.

As below figure illustrate The RBIT-TQM: QACI Effective Evaluation Management System with ACTION Process Improvement Cycle for corporate QACI monitor process analysis activities. To cope with industrial consultation for PDP development, the QACI complete the TQM Quality management system.

![RBIT-TQM: QACI Effective Evaluation Management System](image)

Figure 2.1.3 – RBIT-TQM: QACI Effective Evaluation Management System

<table>
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<th>Templates &amp; Figures</th>
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<td>10. RBIT TQM: HRM Incident Report</td>
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# 19 Professional Development Policy & Procedure

## 19.1 Overview

RBIT Professional Development Policy is committed to providing a supportive and rewarding environment for employees to actively pursue their professional and career development as an integral element of their employment with the institute. The RBIT acknowledges that continuing professional development contributes to personal job satisfaction, workplace productivity, reward and recognition. RBIT also encourage all staff action learning with the continued development of skills, capabilities, leadership, teamwork, collaborative practice and professionalism of its workforce needs.

## 19.2 Professional Development Policy (POL_12-08-7_19.2)

| Policy Statement | RBIT/RBIC is committed to continuous improvement and quality assurance and will be conducted by regular self-audit, Internal Audit, Pre-Audit and the External Audit. The Internal or external regular Audit focus on the QA process, the Qualitative and Quantitative tools and methods to measure and analyse the individual staff KPI. Adopt the double loop training approaches to sustain the RBIT-TQM: Quality Assurance Continue Improvement (QACI) Integrated quality assurance management to govern the RBIT/RBIC quality service. |
| Purpose | RBIT/RBIC encouraged staff to development the necessary skills, knowledge, attitudes, behaviours and capabilities for RBIT to meet its requirement and increase greater competitive advantage to sustain in the future sophistic world |
| Execution | The PAO/A.PAO, Registrar and Account division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | RBIT-TQM: QACI Integrated PDP-PDR Management For NVR Quality Assurance Standards The TQM Integrated PD Management is an effective systematic process for PDP with three levels of VET Skill Professional development: |
| | a) Formal learning refers to learning that takes place through a structured program of instruction which is generally recognised by the attainment of a formal qualification or award (e.g. a certificate, diploma or degree). |
| | b) Non-formal learning refers to learning that takes place through a program of instruction but does not usually lead to the attainment of a formal qualification or award (e.g. in-house PDP conducted in the workplace). |
| | c) Informal learning refers to learning that results from daily work related, social, family, hobby or leisure activities (e.g. the acquisition of interpersonal skills developed through the experience of working as a sales representative). |
| | Each level category also lends itself to different outcomes measures, levels of risk and ease of undertaking. For example, measuring outcomes under the first category is simple – by unit and/or qualification completion/attainment. In comparison, non-formal learning is likely to be moderately easy to measure in terms of outcomes while informal learning is likely to prove harder to measure in terms of outcomes. Differences between categories will also apply to risk (in terms of achievement) and ease of undertaking. Such differences are useful for determining those forms of vocational skills professional development that are best suited to circumstance and preferred outcomes. |
The QACI PDP-PDR contain with five Principle for best practice:

**Principle 1** – Taking a holistic approach to build cross function capability

**Principle 2** – Focusing on measurable outcomes with KPI assessment

**Principle 3** – Providing flexibility and variety for effective completion

**Principle 4** – Recognising informal learning with work base delivery and assessment

**Principle 5** – Empowering individual two way mentoring

**PDP-PDR QA Monitor**

All RBIT-HRM responsible for its ESA integrated reports compile and feedback; the Registrar Officer responsible for the VTP integrated portfolio management and review in a D-W-M-Q-Y regular basis; the PAO and Registrar Managing Team must ongoing to supervise with the EAE and TMM KPI review and feedback with report for the monitor outcome and specific the PDP-PDR needs.

The CEO and Board of Directors will exploit the Y-Q-M-W-D execution to assess operational needs and depends on the level of AD or AC re-engineering needs to **increase frequency audit** and Assessment, observe the quality delivery review schedules; to iron the PDP-PDR QA Monitor and ensure all staff/trainer complies with the regulator’s best practice standards.

**Inclusive Double Loop Training**

The CEO and Directors ongoing coach for organisational QACI standard needs, the ongoing QA for corporate PDP Training aims to brace the RBIT-TQM: QACI Effective Management System to comply with regulatory best practice standards.

The RBIT-TQM: QACI also included the Industrial Seminar and Workshop for ongoing corporate PDP-PDR to ensure training and assessment of QA meet industrial and communities demands.

According to the QATF standards, RBIT/RBIT individual staff or trainers responsible for their individual Self Continue Professional Development. PAO, Registrar Officer and SMT responsible for the PDP and PDR appraisal monitor and review Industrial Currency as well.

**The Quality Assurance of PDP and PDR appraisal**

The Students survey and customer feedback is the most important QA service outcome for trainers, The QA Survey data provides a continued improvement requirement for the PDP and PDR; The Marketing Team is responsible for the stakeholder’s survey and collaborate with PAO, HRM and Registrar for the PDP and PDR appraisal meeting and record the progress.

### 19.3 Notes of Application

All staff who are directly involved with agents or deal with students who have been referred by agents should be vigilant for signs that the agents have acted inappropriately. Agent Satisfaction Surveys must be conducted with each intake and poor performing agents identified for possible intervention or termination. As agents operate as representatives of RBIT/RBIC it is critical that they follow RBIT/RBIC Policy and operate in an ethical manner.
19.4 Professional Development Procedure (PRO_12-08-7_19.4)

**Related Policies**
Professional Development Policy (POL_12-08-7_19.2), RBIT Staff Hand Book version 16, HRM Policy (POL12_08_1.3), Student Hand Book version 5.3, Quality Training & Assessment Policy (POL-12_08-7_18.1), HRM Structure & Role, Responsibilities and Duties (POL12_08-712_1), Performance Management & Termination Policy & Procedure (PROC10_25_1)

**Staff Responsible**
PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures & SOPs; to induct the Professional Development Policy in the staff induction & student orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.

**Scope Connections**
RBIT/RBIC Professional Development Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>NVR / Other</th>
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<tbody>
<tr>
<td>SNR 20</td>
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<td>SNR 20.2</td>
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<td>12</td>
<td>Standard 8</td>
<td>Section 19</td>
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<td>14</td>
<td>Part C</td>
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**Procedures**
RBIT-TQM_QACI Integrated Management Structure

QACI Systematic Continuous improvement is an essential factor of the RBIT TQM integrated system; the QACI Integrated Management Structure designed for total solution of HRM intrinsic and chronic issues of poor QA monitoring. It aims to improve organisational performance in an efficient, accurate and effective manner to achieve regulatory standards for greater competitive advantage.

All RBIT/RBIC staff MUST follow the QACI Integrated Management Structure, the below figure illustrates and emphasise the important components and elements. QACI structure integration in conjunction with the double loop training through the QA monitor Audit process; to strengthen the QACI Integration in continue lifelong learning – the PDP and PDR for best practice requirements.
RBIT-TQM: Professional Development LEAD Learning Process

The LEAD Process is part of Post QACI improve process, the hub of RBIT-TQM: PDP-PDR Management; that LEAD is based on has four interrelated phases of objectives; the Leading Industrial currency, Engaging and Commencing learning, Attainment of SpK completion outcome and Defined the Specific Profession; it cope with regular internal review routine and double loop training and assessing approaches; together it forms RBIT Effective LEAD Process PDP-PDR cycle to ensure the currency of training and assessing service.

The outcomes of the assessment should be formally recorded as Assess competency and knowledge and identify gaps, Set learning goals, Define and commence the process for meeting the learning goals, Record progress; Measure the learning outcomes, Share experiences and Review Process. The three level of PDP Training Action -

- Formal learning refers to learning that takes place through a structured program of instruction which is generally recognised by the attainment of a formal qualification or award (eg a certificate, diploma or degree).
- Non-formal learning refers to learning that takes place through a program of instruction but does not usually lead to the attainment of a formal qualification or award (eg in-house professional development programs conducted in the workplace).
- Informal learning refers to learning that results from daily work related, social, family, hobby or leisure activities (eg the acquisition of interpersonal skills developed through the experience of working as a sales representative).

The Professional Development LEAD Cycle activates for QACI improvement. LEAD Process Professional Development Cycle, it emphasis the regular review routine The QACI – LEAD Learning process efficiency and effectiveness. Above figure indicates the PDP and PDR Learning Progress; it focus on the LEAD execution time and efficiency to learn within agreed timeframe for effective LEAD outcome. Register responsible for the LEAD process and all LEAD Learning process MUST also archive in the RBIT – IS/IT System located H Drive TQM: PDP-PDR section SAP folder.

**STEP 1 – Learn for Industrial currency**

During the PDP-PDR first appraisal meeting, it’s important to plan to took advantage of an intact industrial base, it will support the PD and improve the professional skills and knowledge needs; it’s essential to oversee from the lifelong learning prospective for the continue upgrade Industrial currency.
STEP 2 – Engage to commence the PDP Process

Engage in the action of PDP Process through self-awareness, conversational learning, self-reflection and development planning; the most important is make it happen and commence immediately -

a) To select appropriate underpinning pedagogic framework.
b) To select and code the core statements written
c) To apply positive attributes to the VET experience
d) To apply the pedagogic frameworks for detailed self-analysis
e) To implement the Monitor Matrix Template to record the activities

STEP 3 – Attainment of SpK outcome

RBIT/RBIC Standards PDP-PDR: The PAO and Registrar Managing Officer approved and developed assessment of learning outcomes PDP-PDR template that objectively measures staff/trainer/assessor attainment of industry-recognized skills upon their completion within the agreed timeframe or schedules.

Summative the PD learning and assessments that qualify as NVR approved programs will meet the following criteria:

a) Developed collaboratively learning from Australia VET institutes or equivalent RTOs by offering the relevant program (Staff/Trainer allow to enrol the RBIT/RBIC program for PDP) OR
b) Develop the activities based on industry standards and reviewed by industry and locally communities implemented.
c) Exit learning outcomes are valid – derived from and linked to valid industry and/or academic standards and Summative assessments measure one or more exit learning outcomes (program outcomes and/or core abilities) with third party certified OR
d) Summative assessment is based on one or more consistent rubrics (attain guides) with clearly stated criteria and rating scale OR assessment is based on criterion-referenced question/answer test that requires students to generate responses or make decisions at the application and critical thinking levels.

STEP 4 – Defined the Specific Profession

Staff complete their learning and formally certified by a professional body of belonging to a specific profession, Skills or Knowledge by virtue of having completed a required course of studies and/or practices. And whose competence can be measured comply with the Best Practice of NVR standards.

All the meeting process and resolutions outcome must record and archive in the H drive AC division SAP for PDP and PDR.

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20 Quality Survey Policy & Procedures

20.1 Overview

In order to monitor and drive continuous improvement at RBIT/RBIC we continually monitor and assess the satisfaction of students and other stakeholders to ensure that RBIT/RBIC is meeting their needs. Before commencement we assess the student’s expectations and satisfaction of RBIT/RBIC compliance officer’s service; as well as their satisfaction with the education agents that assisted RBIT/RBI able to continue improve our quality training service effectively. (see Quality Survey forms in the appendix)
20.2 Quality Survey Policy (POL12_08-7_20.2)

| Policy Statement | RBIT/RBIC is committed to continuous improvement and quality assurance and will use a number of survey instruments to gather data from stakeholders that can be used in this process. All data collected as part of this process will be dealt with in conjunction with the Colleges Privacy Policy; AVETMISS report must complete and submit on time to meet ESOS, CRICOS guidelines and RBIT/RBIC college policies standards. Marketing Administrative compliance officer MUST conduct the first satisfaction quality survey on the staff induction or student orientation day, compile and complete the report on the same day. The second quality survey MUST conduct and complete on the last day of staff appraisal or student course end date. |
| Purpose | To ensure collection of quality data is carried out without bias or invasion of individual privacy. This policy will also ensure that appropriate data is collected and analysed in order to provide benchmarks and continuous improvement metrics that support the colleges quality assurance measures |
| Execution | The PAO/A.PAO, Marketing and Registrar division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Quality Survey Policy, Procedures, SOPs and comply with the NVR, AQF ASQA, ESOS, CRICOS and National Code Standards; compile AVETMISS report and communicate with DEEWR and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | Students will be provided with approved survey instruments at identified points during their enrolment so data can be collected about different aspects of their studies and the processes used to support their studies |
a) The areas of RBIT/RBIC and stakeholders operations that will be evaluated include:
b) Education Agent Satisfaction
c) Student expectations
d) Course quality (individual subject and overall)
e) Destination outcomes
f) Employer satisfaction
g) All survey instruments will be approved by the RBIT/RBIC Board and use recognised surveying techniques including the collection of both quantitative and qualitative data. |

Education Agent Satisfaction Survey
a) This survey will be conducted as part of the Orientation Process
b) It will be distributed to students on arrival and collected as part of the administrative process
c) Results will be compiled and analysed over time and used to provide feedback to individual agents and their organisations as part of continual improvement processes
d) Any breach of an Agents Agreement that is identified through this process will be dealt with immediately
e) Benchmarks established form this process will be used to identify high and low performing agents

Student Expectation Survey
a) This survey will be conducted as part of the Orientation Process
b) It will be distributed to students on arrival and collected as part of the administrative process
c) The results will used to inform the RBIT/RBIC marketing and student support services to help overcome any difference in student expectations and the reality of their studies at RBIT/RBIC/RBIT.
d) Data will be compiled over time to create a picture of what students are looking for when starting their studies so the College can provide better service and support.

**Course Quality Survey**

a) Student will be surveyed at the conclusion of each unit of study using an approved Course Quality Questionnaire
b) The survey will be distributed and collected by administration staff while the Teacher/Instruction is out of the room
c) Results will be compiled and analysed so feedback can be given to the teaching staff
d) Results will also be analysed over time to help track continuous improvement outcomes
e) Teaching staff will be consulted with regard to the results and any necessary remedial action taken.
f) Students will be asked to undertake similar surveying when they have completed their qualification to gain data on the entire study period

**Destination Survey**

a) The destination Survey will be conducted 6 months after a student has graduated from a RBIT/RBIC qualification
b) The survey will be distributed either via post or through an online system to all students that have graduated in the previous 6 to 12 months
c) The data collected will be compiled and analysed over time to assist in the tracking of graduate outcomes

**Employer Satisfaction Survey**

a) Employers who have employed students under vocational placement arrangements will be surveyed to gauge the quality of the student skill sets and return on investment to the employers organisation
b) This data will be compiled and analysed across time to provide benchmark and metrics that can be used to inform the RBIT/RBIC continuous improvement processes

**Privacy**

- No identifiers will be collected with survey results and data will be handled in reference to the RBIT/RBIC Privacy Policy (POL12_08-713_1)

### 20.3 Notes on Application

In order to maintain accreditation under NVR/ASQA and inform the continuous improvement culture of the organisation RBIT/RBIC must regularly collect data from students and stakeholders to feedback into the system. These surveys start with the Agent Satisfaction Survey and Course Expectation surveys which are conducted as part of the orientation process.

The assessment continues with course quality surveys being conducted at the conclusion of each subject. These surveys must be conducted by administration staff or other RBIT/RBIC staff other that the trainer or supervisor taking the class or training supervision. At the conclusion of their studies students are asked to complete an overall Course Quality Questionnaire that provides summative feedback on their studies. Finally a Graduate Destination Survey is conducted when a student has completed and seeks information on the outcomes of study.

Marketing administrative compliance officer responsible to complete the course expectation survey on the orientation day and course quality survey on the last course end day; the Marketing administrative compliance officer MUST complete and summarise the report on the same day before 5:00pm and send it to senior management for review.
20.4 Quality Survey Procedure (PRO12_08-7_20.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Quality Survey Policy (POL12_08-7_20.2), Quality Training and Assessment Policy (POL12_08-7_18.1), Continue Improvement Policies (POL_12_08-7_18.3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Quality Survey Policy in the staff induction and student orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
<tr>
<td>Scope</td>
<td>RBIT/RBIC Quality Survey Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
<tr>
<td>Standard</td>
<td>National Code</td>
</tr>
<tr>
<td>12</td>
<td>Standard 8</td>
</tr>
</tbody>
</table>

The quality indicators form part of the RTOs are required to collect, use and report data annually on three quality indicators which are:

- learner engagement
- employer satisfaction
- Competency completion.

| Policy Statement | QSA Quality indicators provide valuable data for RTOs to identify areas for improvement in training and assessment, and to gauge how well the RTO is meeting its clients’ needs. If RBIT/RBIC provides training for traineeships or apprenticeships, it does not need to conduct the employer satisfaction survey. RBIT/RBIC utilises quality indicator data as part of its continuous improvement processes; therefore this policy and procedure document is very closely linked to the Continuous Improvement – Policy and Procedures document. |
| Procedure | Education Agent Satisfaction Survey |
| Step 1 | The Education Agent Satisfaction Survey document must be distributed to students with Orientation papers. Students must be directed to fill it out with other Orientation paperwork and submit it to Administration. |
| Step 2 | Result of the survey must be collated and analysed (results to be out into relevant spreadsheets) to identify any agents that might be performing unsatisfactorily. |
| Step 3 | From the results identify any agents that are performing below average and organise a meeting to discuss the poor results. Possible outcome of poor results is the termination of the agreement. |

STUDENT EXPECTATION SURVEY

| Step 1 | The Student Expectation Survey should be conducted as per of the Orientation process. Students are asked to complete the survey form and return it to RBIC at the conclusions of the Orientation. |
Step 2
The results of the survey should be collated in the relevant spreadsheet. Analysis of the results should be conducted by the SMT to identify any trends or changes in expectation.

COURSE QUALITY SURVEY

Step 1
The Course Quality Survey should be conducted at the conclusion of each teaching period to assess the quality of classroom delivery and student support provided by teaching staff.

Step 2
The survey must be conducted by someone other than the classes’ teacher who should leave the room while the survey is being conducted. Students should be encouraged to be truthful in responding to the questions.

Step 3
The survey forms should be collected and the results entered into the appropriate spreadsheets for analysis by the SMT. If survey indicators raise concerns in regard the quality of teaching or course materials then the SMT will organise remedial action.

DESTINATION SURVEY

Step 1
The Destination Survey must be sent to all graduated students 4 months after the completion of their studies. The survey will be sent to the contact address provided at graduation.

Step 2
Results from the destination survey should be collated and recorded for future analysis.

EMPLOYER SATISFACTION SURVEY

Step 1
Identify graduating students that have gained employment (this will likely be students coming out of Aged Care or Bakery) and collect the contact details of their employer.

Step 2
Send out Employer Satisfaction Survey to employers requesting that they complete and send back to RBIT/RBIC.

Step 3
Collate results and record for SWOT analysis; archive the record and SWOT analysis

NOTE: The results of all surveys can be use to support accreditation applications and audit requests.
## 21 Work-base Training Policy & Procedure

### 21.1 Overview

RBIT/RBIC Work-base Training collaborates with various industries in Queensland and provides students with a volunteer, working and internship experience to equip RBIT/RBIC graduates with employability skills for greater competitive advantage; this policy aims to support the Queensland small business growth and uphold the Queensland government economic growth agenda. To be eligible for the program, students must enrolled in RBIT/RBIC’s specific qualifications, as well as complying with the following policy and procedures, which governs the implementation of Work-based Training study programs. This program also incorporates the element of flexible leaning via online study. However the online components must only be used for a maximum of 25% in a single qualification.

Participants are required to enrol as a full-time student in order to satisfy student visa requirements. In most cases full-time status requires students to undertake 20 hours of study per week. Program participants usually would be eligible for credit transfer towards the studies at universities in Australia or internationally. At the conclusion of the program, students will be issued official academic transcripts as well as nationally recognised Statement of Attainments from RBIT/RBIC, as well as reference letter or certificate from the relevant industry partners.

### 21.2 Work-based Training Policy (POL12_08-7_21.2)

| Policy Statement | RBIT Work-base Training policy is designed to equip student ready for the workforce. This policy has been designed to ensure that during a Work-base training process must have supervisor to assist and guide student the real work experience and skill requires. The Work-based Training active, the trainer and qualify supervisor MUST monitor a student’s course progress and attendance, where relevant while the student is completing an element of work-based training; the student MUST follow the RBIT/RBIC Student Learning Log and record with Qualified Supervisor signature.

RBIT Work-based Training Policy complies with NVR essential standard SNR16. ESOS Section 8 Work-based Training; National Code Part C 8.1 Work-based training can only be included where it is required to gain the qualification and RBIT/RBIC must have appropriate arrangement for supervision and assessment in work place.

**Purpose**

To ensure all administrative compliance officers, trainers, supervisors and students fully aware of the obligations and rights; RBIT/RBIC Work-based Training is the implementation of Action Learning pedagogic; it aims to ensure student gain the real world skill and knowledge through the work-based training during their learning journey; this pedagogic, in addition stimulate the learning attribute and increase study completion ratio.

**Execution**

The PAO/A.PAO, Marketing and Registrar division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice.

**Policy**

RBIT/RBIC close link with industry and develop the gap-training for industrial needs; PAO/A.PAO, Administrative compliance officer and Academic training team work together with industries and the partnership agreement MUST signed prior the Work-based training commence; to ensure RBIT/RBIC Work-based training work with corporate to support the industry urgent demands and assist student gain the real world working experience while they study;

RBIT/RBIC Work-based Training recognises the Work-base face to face skill and knowledge training and it will be support with the eLearning delivery. The student must record the Work-base Training in the RBIT/RBIC designed Learning Log with on site Trainer or Supervisor’s signature. The use of eLearning systems will be within the guidelines established by the NVR16.3 to 16.7 and National Code Part C Section 8.1.
RBIT/RBIC Work-based Training policy ONLY approve work-based training as part of a CRICOS registered course where it is a requirement element on order to gain the qualification.

PARTNERSHIP AGREEMENT

The Work-base Training Partnership Agreement MUST have signed prior training commence, it MUST specifics and clear state the role, responsibility and details the training elements for RBIT/RBIC and Corporate Partner as below list -

a) state the Training Package qualifications comprise units of competency which describe standards for the assessment of key functions or roles in a particular occupation or industry
b) design a work-based training arrangement is the most appropriate learning and/or assessment strategy for students and all stakeholders
c) RBIT/RBIC MUST have TAE Training arrangements in place for corporate partner prior to provide appropriate training/supervision and assessment for students.
d) the agreement MUST specify the agreed to gain the qualification; the qualification learning requirements for workplace training and assessment
e) a specifies that training and assessment must be conducted by trainers and assessors who have identified training and assessment competencies and relevant vocational competencies.
f) Currently, students are required to apply for Permission to Work from DIAC in order to undertake work-based training.
g) The Australian Government has announced that from April 2008, work rights are automatically attached to a student visa (although students must not commence work until they have commenced their course)
h) the Corporate partner’s supervisor responsible to monitor a student’s course progress and attendance, where relevant while the student is completing an element of work-based training
i) corporate skill and knowledge needs for the industry and indicate the qualified supervisor’s requirement.
j) the Work-based learning students would also be requested to use email as the main mean of communication to meet their learning progress requirements.

WORK-BASED TRAINING INDUCTION

All the stakeholders, especially the corporate supervisor MUST aware of the guidelines on the Work-based supervision requirements, flexible study arrangement, assessments, feedback and roles and responsibilities of each stakeholder involved. Students would also be requested to use email as the main mean of communication to meet their learning progress requirements.

A confirmation email will be sent from the PAO/A.PAO or/and Registrar to ensure that students have received the required information before the course commencement; Registrar MUST communicate with Corporate supervisor to monitor a student course progress and attendance; record and archive evidence for work-based training.

MONITOR LEARNING PROGRESS

All parties MUST agree to implement RBIT/RBIC policies, procedures and SOPs, to comply with Regulatory standards. The TAE qualified supervisor MUST agreed to implement the RBIT/RBIC Course Progress Monitoring and Intervention Policy and Action learning process for the supervision requirements, flexible study arrangement, assessments, feedback and roles and responsibilities of each stakeholder involved.
21.3 Notes on Application

The Work-based Training will be identified by the PAO/A.PAO or delegated Project Co-ordinator prior to the commencement of a training qualification. This is to ensure the appropriate units can be grouped in the online system to support the study needs and students will be able to enrol prior to commencement. PAO/A.PAO or Registrar will be allocated to each online group so they can monitor and assess the work being done and communicate results to the Administrative compliance officer or staff.

21.4 Work-based Training Procedure (POL12_08-7_21.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Work-based Training Policy (POL21_08-7_21.4), Monitoring Course Progress &amp; Intervention Policy (POL12_08-7_7.2), Quality Training &amp; Assessment Policy (POL12_08-7_18.1), Online Learning Policy (POL12_08-7_15.2), Assessment Policy (POL12_08-7_9.2), Professional Development Policy (POL12_08-7_19.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar, Project Co-coordinators, Trainers and qualified Supervisors are delegated Work-based Training compliance officers, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Work-based Training Policy in the staff induction and student orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Work-based training Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>NVR / Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNR16</td>
<td>SNR16.3 to 16.7</td>
<td>Section 488A of the Migration Act 1958</td>
<td></td>
</tr>
<tr>
<td>C-8</td>
<td>Part C Section 8</td>
<td>Refer to RBIT/RBIT Formalisation of enrolment Policy p. 15</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Refer to RBIT/RBIT Completion within expected duration Policy p. 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Refer to RBIT Monitoring course progress Policy p. 35</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Procedure

The purpose of the interview is to ensure the candidates are able to fully understand the purpose and the design of the Work-based STEP training, defined the range of characteristics of competencies, distinguishing features of learning qualification and how the program would prepare the students to meet the industrial needs.
STEP 1:
Sign the Partnership Agreement

The Work-base Training Partnership Agreement MUST have signed prior training commence, it MUST specifics and clear state the role, responsibility and detail learning elements, delivery mechanism, training and assessment criteria and record standards in the partnership agreement and documented and archived for audit purpose.

STEP 2 -1:
Identification of the suitability candidate for work-based training

The candidates are required to prepare a personal portfolio and present to the interviewers at the first meeting. The first meeting is generally conducted by the Marketing or Project Co-ordinator or delegated Administrative compliance officer.

The Project Co-ordinator or Administrative compliance officer or staff would make recommendation whether the candidates should proceed to the second interview with the CEO or members of the Board of Directors. A confirmation email will be sent from the PAO to ensure that candidates have received the required information for the following interview.

STEP 2 -2:
Confirmation of Enrolment and Induction

Once the candidates have been identified to meet the requirements of the Work-based training Program, he or she will be required to enrol in the relevant qualifications delivered by RBIT/RBIC. From here onwards, they would be referred as RBIT/RBIC’s students. This student MUST follow the RBIT/RBIC study policy and procedures.

RBIT Registrar or a delegated administration compliance officer/staff will be allocated to manage the allocation of online units with Work-based trainer or supervisor. The Supervisor will also be responsible for ensuring that suitable numbers of units are available for allocation. This can be monitored through the online system. Confirmation of enrolment is subjected to the full payment of the tuition fees.

Once the students have confirmed their enrolment, students will be provided a clear induction of the program by PAO/A.PAO or Project Co-ordinator or Administrative compliance officer in accordance with the orientation policy and procedures. During the induction, the PAO or delegated Administrative staff would discuss the proposed training plan with the student in accordance with the qualification rules as determined by the Nationally Recognise Training Australia.

Students will be briefed of the relevant RBIT/RBIC policies and procedures applicable to their study as outlined on the RBIT/RBIC’s Student Handbook, which include the implementation RBIT’s Assessment Policy. Students will also be provided with a Study Plan and Learning Log. The study plan and learning log provides a valuable self assessment mechanism to support the monitoring of individual quality training progress within the flexible learning approach.

STEP 3:
Study Plan and Learning Log

Once the students commence the program, Students responsible to work according the Study Plan and keep all the learning email dialog or training communication evidence with their Learning Log; the Study Plan and Learning Log without Supervisor or third qualified party certified are not valid evidence cant’ be recognise as competency of the Work-based training record.

STEP 4:
Monitoring Training progress

The Work-based training student MUST follow the RBIT/RBIC study policy and procedures. The qualified Supervisor MUST inform RBIT/RBIC of the learning
STEP 5
Competency Outcomes
When students complete their study period, the corporate qualified Trainer or Supervisor is responsible for informing RBIT/RBIC Registrar with the student’s summarise learning outcome; the Work-based training student is responsible to apply for graduation; RBIT/RBIC Registrar is responsible to complete and issue the completion statement of attainment according to AQF standards.

22 Critical Incident Policy & Procedure

22.1 Overview
Under the National Code (Standard 6) RBIT/RBIC must maintain a Critical Incident Policy that provides stakeholders with information about how the college will respond in the case of a critical incident. It is also a requirement of the National Code that RBIT/RBIC provides an Emergency Evacuation Procedure to staff and students. This is for the wellbeing of students who may be traumatised by the incident and are looking for guidance or support.

22.2 Critical Incident Policy (POL12_08-7_22.2)

| Policy Statement | Critical Incidents may have a severe emotional and/or physical impact upon students and people. This policy has been designed to ensure that during a Critical Incident, a coordinated, systematic response is actioned to restore stability and to create a sense of safety and security for members of the college community. RBIT/RBIC Critical Incident Policy also complies with National Code Standard 6 Student support services |
| Purpose | The key aim of Critical Incident Policy is to assist RBIT/RBIC in preparing to respond to a Critical Incident. This Policy is designed to assist in the planning and implementation of an inclusive response to manage any critical incident effectively and to restore a sense of safety and security to the RBIT/RBIC community. |
| Execution | The PAO/A.PAO and all division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; it also communicates with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | The PAO/A.PAO and all staff are delegated as RBIT/RBIC compliance officers responsible to govern the RBIT/RBIC daily operations emergency and health service contact for students (6.5); The PAO/A.PAO MUST ensure all staff and students are aware of Critical Incident Policy in the orientation program, clearly induct the Critical Incident Policy, Procedures and emergency and health service (6.1.c) SOP. The operation executions MUST work according to the Australian Legislation and Regulation standards and follow-up and keep records of the incident (6.4). A Critical Incident is defined as a physical event, a series of events or psychological trauma which has severe, immediate impact and likely long-term effects on the individuals involved. These may include, but are not limited to: a) the death, suicide or disappearance of a member or members of the RBIT/RBIC community; b) the destruction of part or the whole of the RBIT/RBIC building; c) major vandalism; d) acts of terrorism; e) extremely damaging media attention; f) a sexual assault; |
g) a natural or other major disaster in the community;
h) enforced college closure.

The Incident

a) A report of any critical incident must be reported to a member of the Senior Executive team (known as “Executive”), which includes CEO, PAO or DoS.
b) Issues of safety must be immediately addressed (using RBIT/RBIC evacuation procedures where necessary, eg. Fire)
c) Executive (who also operates as the Critical Incident Team) must ascertain the facts, particularly when incidents occur away from RBIT/RBIC property.
d) The Executive must be able to verify what was ‘reported to have occurred’. (This will involve members who reported the incident and those involved)

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

Step 1

a) Follow the EVACUATION PLAN

Step 2

a) Immediately after the activation of the alarm or notification of an emergency situation the RBIT staff will take control of the building. The RBIT 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.
b) Everyone else is to prepare for evacuation but not leave their work area.
c) If an evacuation is ordered, the WHOOP WHOOP WHOOP tone will sound and everyone should do the following.

1. WALK smartly to the nearest safe external EXIT, do not RUN.
2. 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.

Step 3

a) 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.

1. When evacuating the building people must not stop to retrieve dropped articles.
2. When evacuating the building in the case of a fire, people must close all doors behind them as they leave.
3. 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

b) DO NOT RE-ENTER THE BUILDING FOR ANY REASON
c) UNTIL THE RBIT STAFF SAYS IT IS SAFE TO DO SO

22.3 Notes on Application

The Critical Incident Policy provides chains of communication in the event of a critical incident. It is important that staff are aware of who needs to informed in the advent of a critical incident and who you should not speak to. The policy outlines a number of steps that may be taken which can be used to reassure students and stakeholders. All compliance officers MUST follow-up and records of the incident report about the incident occurred, liaison and resolution.

22.4 Critical Incident Procedure (PRO12_08-7_22.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Critical Incident Policy (POL12_08-7_22.2), Academic Complaints and Appeals Policy (POL12_08-7_13.2), Non-Academic Complaints and Appeals Policy (POL12_08-7_14.2), fees and Refunds Policy (POL12_08-7_5.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Critical Incident Policy in the staff induction and student orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.</td>
</tr>
<tr>
<td>Scope Connections</td>
<td>RBIT/RBIC Critical Incident Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
<tr>
<td>Procedure</td>
<td>REPORTING THE INCIDENT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Standard 5</td>
<td></td>
<td>Privacy Act 1988</td>
</tr>
<tr>
<td></td>
<td>Standard 7</td>
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<td>Standard 10</td>
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<td></td>
<td>Standard 11</td>
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</tr>
</tbody>
</table>
action to resolve as soon as possible.

**Step 2**
If deemed to be a critical incident it must be reported to the CEO and/or Board of Directors immediately and action taken if there is any issue of safety or threat to RBIC students and/or staff such as fire of bomb threats.

**TAKING ACTION**

**Step 1**
PAO/A.PAO and/or administrative or academic compliance officers/trainers MUST review the available facts and information to ascertain the impact on RBIC students, staff and reputation and formulate an appropriate response.

PAO/A.PAO and/or administrative or academic compliance officers/trainers are delegated to govern operational Critical indecent control; PAO/A. PAO must be managed and pointed, communicated to the Critical Incident Response Team (CIRT) and take an immediate action plan based on the recommendations in the Critical Incident Policy. If required an Evacuation Procedure will be auctioned.

**Step 2**
The CIRT and compliance officers will nominate an official spokes Director or suit person to inform the public and/or other stakeholders of the proposed action plan.

**FOLLOW UP**

**Step 1**
The PAO and Administrative Critical Incident Response Team will follow up on any actions taken to conform that the action was appropriate and the resources were adequate to counter the critical issue.

**Step 2**
The CIRT and Liaison officer will confirm that all stakeholders have been communicated with and all appropriate resources provided and ensure that appropriate resources are provided for follow up and ongoing education.

Informing the Community of a Critical Incident

a) Once the Executive are informed appropriate steps to be taken are planned. (Functioning as the Critical incident Team)

b) Staff are informed by the Executive (as appropriate)

c) Executive informs RBIT/RBIC (office staff with information necessary to contain the situation, for example directing media calls to the CEO)

d) Consultants (eg. Community counsellors) are contacted by the CEO.

e) The Executive prepares for the Students and RBIT/RBIC Community being mindful of legal and privacy constraints.

f) Siblings and close friends of the victims (if applicable) are told individually.

g) The Executive informs the rest of the school if appropriate.

h) ALL students are informed of counselling and assistance available. (It is most important to inform ALL students of this assistance.

i) The Executive contacts organisations and individuals for additional assistance if required.

j) Ensure that staff members have support and counselling if required.

k) Maintain a supportive, calm atmosphere, by maintaining normal procedures as far as possible.

l) The Executive plans RBIT/RBIC’s response to media, as required.

m) Teaching staff need to be conscious of not taking on roles which are not appropriate. Staff are not trained counsellors, they have organised referral systems and structures in place to protect the integrity of individual staff members and the students.
Step 3

PAO/A. PAO and Administrative compliance officer responsible for the daily operation should communicate with the effective outcome and/or resolution to all stakeholders and monitor the operation return to ‘normal’ operations and record and archive into the Incident Portfolio.

NOTES AND RECORD

a) Ensure that ‘outside professionals’ are able to meet the needs of the RBIT/RBIC community
b) Informing parents and guardians of the event AND the support available to them.
c) Provision of reading/support material to staff, students, families.
d) Aiming to get back to the ‘normal routine’, without a set time frame.
e) Full details will be recorded and kept on student files/where appropriate.


23.1 Overview

The Education Agent Monitoring Policy is designed to inform both agents and RBIT/RBIC staff of the processes used to undertake monitoring of agents contracted to RBIT/RBIC as well as the consequences if agents breach the College’s policies. It is the responsibility of RBIT/RBIC staff that deal directly with agents to inform RBIT/RBIC senior management if they suspect that an agent is acting unethically or in breach of the relevant policies.

23.2 Quality Agency Management Policy (POL12_08-7_23.2)

<table>
<thead>
<tr>
<th>Policy Statement</th>
<th>RBIT/RBIC will take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity. RBIT/RBIC complies with National Code Standard 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To ensure all RBIT/RBIC International Education Agents act ethically and in accordance with the standards described in the National Code of Practice 2007.</td>
</tr>
<tr>
<td>Execution</td>
<td>The PAO/A.PAO, Marketing and Registrar division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice.</td>
</tr>
</tbody>
</table>
| Policy Agent Agreements | a) Any person who is formally engaged by RBIT/RBIC to promote its courses with the intention of recruiting students for RBIT/RBIC shall be required to be approved by the CEO, or nominee, who shall initiate an Agent Agreement  
 b) All persons approved as an Agent shall be required to sign an ‘Agent Agreement’ prior to undertaking any promotional activities on behalf of RBIT/RBIC.  
 c) RBIT/RBIC will not enter into an agreement with any education agent or potential education agent if it knows or reasonably suspects the education agent to be:  
   1. Engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers);  
   2. Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa |

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Reviewed Date: & version20120827. ©RBIT Staff PIMGuide_3.8
3. Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student; or
4. Providing immigration advice where not authorised under the Migration Act 1958 to do so.

d) All agents who are approved by RBIT/RBIC and have a signed agreement as an agent shall be paid an agents fee as outlined in their specific agreement.

e) The agreement, conditions, and authorisation to promote RBIT/RBIC relates to the ‘agent’ named in the agreement. Any sub-contractors or employees of the agent must be authorised by RBIT/RBIC.

f) The original signed agent agreement shall be kept in the Agents file and the agent shall also receive a copy.

Agent Monitoring

a) All education agents must submit a report of their activities once per 6 months. This report is to outline the promotional activities that have been undertaken on behalf of RBIT/RBIC and include any students that have been contacted or recruited to enrol with RBIT/RBIC.

b) All education agents will be required to conduct a face to face meeting (ideally at the Agents site) with RBIT/RBIC at least once per year. This meeting will cover:

1. Current practices
2. Ensure current marketing materials are being used
3. Discuss any issues or concerns
4. Minutes of these meetings will be taken and kept on the agents file.

c) At the Induction Session on their first day or after enrolment, the Student Support Officer will ask the students and their families to complete the “Education Agent Satisfaction Survey”.

d) The intent of the survey is to gauge whether students find that their satisfaction met their expectations and the requirements.

e) An Audit of Agent Documentation will be conducted at regular intervals or if an Agent is suspected of being in breach of the Education Agents Agreement.

f) Where any practices of the education agent are identified as being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training, RBIT/RBIC shall take immediate action to terminate the agreement.

g) Any termination of agreements shall be documented within the Agent file.

h) The agent files shall be reviewed through the internal continuous improvement policy.

23.3 Notes on Application

All staff who are directly involved with agents or deal with students who have been referred by agents should be vigilant for signs that the agents have acted inappropriately.

Agent Satisfaction Surveys must be conducted with each intake and poor performing agents identified for possible intervention or termination. As agents operate as representatives of RBIT/RBIC it is critical that they follow RBIT/RBIC Policy and operate in an ethical manner.

23.4 Agent Monitoring Procedure (PRO12_08-7_23.4)

| Related Policies                      | Agent Monitoring Policy (POL12_08-7_23.2), Admissions Policy (POL12_08-7_1.2), Formalisation of Enrolment Policy (POL12_08-7_2.2), |
---|---|

Staff Responsible

PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures & SOPs; to induct the Agent Monitoring Policy in the Agent, Staff induction and student orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document.

Scope Connections

RBIT/RBIC Agent Monitoring Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –

<table>
<thead>
<tr>
<th>Standard</th>
<th>National Code</th>
<th>ESOS Act</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Standard 1</td>
<td></td>
<td>The Migration Act 1958 Student visa conditions 8202</td>
</tr>
<tr>
<td></td>
<td>Standard 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard 7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Procedure

MANAGE THE QUALITY AGENT PORTFOLIO

ESTABLISHING AN AGENTS AGREEMENT

Step 1
Marketing Compliance Officers are responsible to explore and discuss with the potential agent according to the RBIT/RBIC quality agency policies and procedures to govern training service’s operates; the Marketing compliance officers MUST ensure manage and update the Agents Portfolio according ESOS Education Agents standards

Step 2
Send the Agents Application Kit which includes:
- Policies - Student Handbook
- ESOS Act 2000 (as amended in 2012)
- National Code
- Draft of Agreement with schedule of commissions attached (2 copies – both to be signed by the agent)

Step 3
On receipt of the completed application forms check to make sure all the details have been completed and send to PAO for approval and sign off.

Compile the actual agent file and complete the checklist and sign.

Step 4
Marketing Officer is responsible to send 1 signed copy of the agreement & attached schedule of commission fees back to the agent and make up an ‘agents file’ with our copy of the signed agreement & schedule of commissions.

Step 5
Marketing Officer is responsible to record the agent in the ‘RBIT/RBIC Register of Agents on eTQM with the date of expiration of the agreement.

Marketing Officer is to ensure the RBIT/RBIC website is updated with the current agents list.

MONITORING AGENTS AGREEMENTS

Step 1
Marketing Compliance Officer is responsible to education agents monitoring; all agent MUST sign agreement with RBIT/RBIC and ensure agent are aware of that quality agency role and responsibility. Their activities will be monitored and action taken if in breach of the agreement of any act or regulation which RBIT/RBIC MUST providing for termination action.
Step 2
Marketing Officer is responsible to monitor the service performance outcome, at each intake record the number of students referred by the agent to calculate a count for the previous 6 month period, marketing Officer responsible to monitor it.

Conduct ‘Agent Satisfaction Surveys’ as part of the orientation process and send a survey to parent/guardian and collate results for review by Marketing staff and senior management. Identify any agents which are performing badly, as indicated by the survey, so remedial action can be taken if required. (See steps for remedial action)

Step 3
Marketing Compliance Officer is responsible to monitor agreement dates and after 6 months into the agreement, request a report from the agent of their activities over the previous period. Include in the request to number of students referred to the college in the previous 6 months and any proposed changes to commission rates.

On receipt of the report undertake a review the activities outlined, in conjunction with senior management, document any recommendations or changes suggested as a result of the report. Review the current commission schedule with Senior Management with recommendations for any changes. Once approved by PAO and Senior Management communicate the recommendations/changes to the agent with a suggested timeline for implementation. Marketing Officer responsible put the correspondence on the agents file noting the timeline for implementation for follow up.

At the conclusion of the recommended timelines for corrective action request a report from the agent outlining the changes they have made and any impacts this has had on their recruitment of students for RBIT/RBIC. Marketing Officer responsible File request and response on Agents file.

STEPS FOR REMEDIAL ACTION

Step 1
Using data from the various evaluations and reporting instruments (see Quality Assessment Survey Policy & Procedure (POL12_08-718_1 & PROC09_18_1) produce a brief report outlining the main issues RBIT/RBIC has with the agent and present it to APO and Senior Management with recommendations of corrective action that should be undertaken by the agent.

Step 2
If PAO/A.PAO and Marketing compliance officer identified the Agent breach RBIT/RBIC Agency policies or ESOS Act, the non-conformance to be serious a letter terminating the agreement will be sent to the agent and termination process will active according to the ESOS Standard 4.4. RBIT/RBIC Marketing Compliance Officer is responsible to terminate the agreement.

Step 3
Update Agent Portfolio Checklist

24 Graduation Policy & Procedure

24.1 Overview

Under the National Code (Standard 6) RBIT/RBIC must maintain a quality training and assessment that provides graduates with study qualification or statement of attainment. We comply with the National Code that RBIT/RBIC provides a Graduation Policy and Procedure to staff and students for guidance the graduation process.
# 24.2 Graduation Policy (POL12_08-7_24.2)

| Policy Statement | As part of the National Vocational Education and Training Regulator Act, 2011, Standard for NVR Registered Training Organisations outline the various obligations RBIT/RBIC is required to comply as a RTO. RBIT/RBIC recognises the achievements of its students upon successful completion of their courses for which RBIT/RBIC is accredited to offer as per NVR essential standard SNR 23: Strategy for Certification, Issuing and Recognition of Qualifications and Statement of Attainments. |
| Purpose | 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. |
| Execution | The PAO/A.PAO, Marketing, Registrar and Marketing division’s staff are delegated RBIT/RBIC Administrative Compliance Officers according to ESOS Standard 14; responsible to govern RBIT/RBIC daily operations, implement the RBIT/RBIC Policy, Procedures, SOPs and comply with the NVR, ASQA, ESOS, CRICOS and National Code Standards; also communicate with DEEWR-DIAC course progress standards and continue to monitor and report through PRISMS to achieve best practice. |
| Policy | RBIT/RBIC comply with NVR and ASQA standards implements the DEEWR-DIAC Certification, issuing and recognition of qualifications and statements of attainment according to the NVR Standard 23. BIC/RBIT recognises the achievements of its students upon successful completion of their courses for which RBIC/RBIT is accredited to offer as per SNR 23 of the Standard for NVR Registered Training Organisations: Strategy for Certification, Issuing and Recognition of Qualifications and Statement of Attainments. 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/RBIT, 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/RBIT 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.

### 24.3 Notes on Application

The Graduation Management Team that is directly involved with graduation or deal with graduation that has been assigned or referred by CEO/Directors or PAO/A.PAO should be collaborated with Registrar division to arrange the graduation ceremony and monitor the process.

All Graduation Management Team members are volunteering to support the Annual GALA event. As Annual GALA operates representatives of RBIT/RBIC publicity and that graduation management team must follow RBIT/RBIC Graduation Policy and conduct in a moral manner.

### 24.4 Graduation Procedures (PRO12_08-7_24.4)

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Graduation Policy (POL12_08-7_24.2), Assessment Policy (POL12_08-7_9.2), Mutual Recognition RPL and Course Credit Policy (POL12_08-7_6.2), Monitoring Course Progress &amp; Intervention Policy (POL12_08-7_7.2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Responsible</td>
<td>PAO/A.PAO, Marketing, Registrar and Account division’s staff are delegated administrative compliance officer, responsible to govern RBIT/RBIC operation, to implement Policy, Procedures and SOPs; to induct the Graduation Policy in the staff induction and student orientation day; comply with relevant Regulatory standards and response to authority’s request and archive evidence document..</td>
</tr>
<tr>
<td>Scope</td>
<td>RBIT/RBIC Graduation Policy and Procedure implementation is also connected to NVR, ESOS Act and National Code as listed below –</td>
</tr>
<tr>
<td></td>
<td>**</td>
</tr>
<tr>
<td>Standard</td>
<td>SNR23</td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>The process of the Issuance of Graduate Certificate and/or Academic Results is expected to complete within the 20 working days from the date of application.</td>
</tr>
<tr>
<td></td>
<td>Although the assessment results for the final term would be finalised by the trainers and assessors 2 weeks after the end of the term, the eligibility for graduation should be determined as soon as the applications for graduation are received.</td>
</tr>
<tr>
<td>1) Graduation Application Procedures (within the same business day)</td>
<td></td>
</tr>
</tbody>
</table>
| a)                              | At the final session of each term, the administration staff would identify and/or send reminder to students eligible for graduation to complete the following  
  | ☑️ Application for Graduation *(Graduation Template 1.1)*  
  | ☑️ Learner Survey *(Graduation Template 1.2)*  
| b)                              | Upon the completion of the required documents, the administration staff would need to forward the forms to Principal Administration Officer/Director of Study/General Manager to be processed.  
| c)                              | All the forms must be processed by the end of the same business day. |
| 2) Graduation Validation Process (KPI: total 14 working days) | Graduation Administrative Task KPI |
a) All the procedures MUST be completed within 20 working days as scheduled below.
b) All the staff involved in the graduation administration and validation MUST sign the Graduation Administrative Task KPI (Graduation Template 2.1):
c) The Eligibility for Graduation will be determined by the Registrar by checking the training record as soon as an application is received and processed;

✔ **Application Received and Record by Registrar (KPI: Completion- 3 working days)**

a) The Registrar is required to ensure all results of the students have been updated accordingly onto JobReady (Student Management System)
b) All the results except from the final term should be updated in the system at this point of time.
c) If results are up-to-date, the Registrar should be able to determine the students may be eligible for graduation, i.e. students who have successfully completed all the units of competency from the previous terms.
d) If results are not updated, the Registrar will have to contact the trainers and assessors for verification
e) The Principal Administration Officer/Director of Study/General Manager should be notified.
f) At this stage, the Registrar will record the survey outcomes
g) If the students have not met the graduation requirements, the Registrar shall issue an official notification to the student and implement the continuous improvement strategy depending on the students’ situation.

✔ **Verification of Student Academic Record (KPI: Completion-7 working days)**

h) The Registrar shall be required to ensure all trainers and assessors will finalise the results from the final term at the end of two weeks after the course completion.
i) The results of the students should have been updated accordingly onto JobReady.
j) Once the Registrar confirms a student’s eligibility for graduation, the Accountant will be notified.
k) The Registrar is required to sign off and record the task completion and forward to Account Division

✔ **Confirmation of No Outstanding Debt by the Account Division (KPI: Completion: 2 working days)**

l) Based on the list forwarded by the Registrar, the Accountant must check for any outstanding fee in MYOB account system and JobReady management system
m) It is important that the record of the MYOB is consistent with the record from the JobReady.

n) If there is no outstanding balance owing to RBIT/RBIC, the Accountant shall ensure this record is updated onto JobReady and sign off the application for graduation

o) If outstanding balance is identified in the student’s account, the Accountant shall then issue an official notification and forward to the Marketing staff to follow up and/or collect the outstanding fee in order to complete the sales

p) Once the student has been confirmed to have no outstanding fee owing to RBIT/RBIC, the Application for Graduation will then be forwarded to the Registrar.

q) The Accountant shall be required to sign off the task completion and forward to Registrar
**Certification Verification and Issuance** (KPI: Completion 2 working days)

a) Once the Accountant verifies that the students have no outstanding payments, the list of the students eligible for graduation will be forwarded to PAO to confirm their eligibility (KPI: 1 working day)
b) The PAO will sign off the task completion list before forwarding to the Registrar to print the credential documents.
c) Certificate and/or Academic Report will then be generated from JobReady. (KPI: 1 working day)
d) Once all the required documents are completed and signed by the Registrar, the documentation will then forwarded to (PAO/DOS/GM)

3) **Graduation Authentication Process**

Graduation Managerial Working Procedures 2 (KPI: 5 working days)

- **PAO's Final Approval of Eligibility for Graduation** (KPI: 2 working days)
  a) PAO/DOS/GM is responsible for verifying the payments and academic record on JobReady to confirm the students’ eligibility for graduation
  b) It is important that the academic and payment details are up-to-date on JobReady
  c) The Certificates and Academic Results shall be cross checked carefully to ensure the highest accuracy as possible before PAO can sign off the documents and forward to the Chief Executive Officer.

- **Received by CEO to prove the Graduation record** (KPI: 2 working days)
  d) CEO will then verify the payments and academic record on JobReady before signing the documents
  e) CEO will ensure the documents prepared are 100% accurate before signing off the certificate.
  f) Once the final approval is attained, the documents shall be returned to the Registrar Department

4) **Seal the Graduation Certificate Working Procedures** (KPI: 1 working day)

- g) The Registrar responsible for notify the students to collect their Graduation Certificates and/or Academic Report (Template 4.1)
- h) The Registrar responsible for seal the Graduation Certificate, make copies of the certificates and Register on the Graduation record Boot (Template 4.2)
- i) All the records of the students responsible for archived once the Graduation process is completed. Notification for the Graduation Ceremony

5) **Completion of Graduation Administrative Working Procedures**

- j) The PAO and Registrar responsible for notify the students to participate the Graduation ceremony
- k) The SMT will prepared the Graduation Ceremony Event

6) **The Graduation Ceremony**

- l) All staff, Trainers, Students and stakeholders responsible to attend and support event as a volunteer for the GALA event

<table>
<thead>
<tr>
<th>Related Template</th>
<th>Graduation Flow Chart 1.1 Graduation Process Chart</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template 2.1</td>
<td>Graduation Application Form</td>
</tr>
<tr>
<td>Template 3.1</td>
<td>Graduation Procedures Check List</td>
</tr>
<tr>
<td>Template 4.1</td>
<td>Graduation Ceremony Procedures</td>
</tr>
<tr>
<td>Template 5.1</td>
<td>Graduation Ceremony Process check list</td>
</tr>
</tbody>
</table>
RBIT-AC Validation Evidence Process

Graduation Flow Chart 1.1 Graduation Process Chart
Appendix

25.1 Student Application for Admission Form
**Student Application for Admission Form**

### Application for Admission

#### OHSC REQUEST
- [ ] Yes
- [ ] No (Please attach evidence of existing OHSC)
- Other Health Cover requirement?

#### AIRPORT RECEPTION
- Do you require airport pickup?  
  - [ ] Yes
  - [ ] No
- If yes, please provide your flight details

#### ACCOMMODATION

- Would you like RBIT to arrange accommodation in Brisbane?  
  - [ ] Yes
  - [ ] No
- If yes, please fill in the following details:
  - Homestay
  - Number of weeks:
  - Hotel
  - Number of weeks:  
- Please answer the following question:
  - Do you enjoy the company of children?  
    - [ ] Yes
    - [ ] No
  - Do you like host family pets?  
    - [ ] Yes
    - [ ] No
  - Do you smoke?  
    - [ ] Yes
    - [ ] No
  - Do you have any special needs including
    - Directory Requirements:  
      - [ ] Yes
      - [ ] No
- If yes, please specify:

#### TERMS AND CONDITIONS

- **Payment of Fees**
  - Tuition Fees must be paid in the course direct debit. Tuition fees and course costs are not an advance payment.

- **Refund Policy**
  - No refund or transfer to another student, accommodation, or course is given, with the exception of extenuating circumstances. This includes no refund for non-attendance.

#### Other Information

- How did you hear about RBIT?
  - [ ] Exhibition / Seminar
  - [ ] Newspaper / Language magazine
  - [ ] Internet
  - [ ] Agent
  - [ ] Friend
  - [ ] Other

---

Royal Brisbane Institute of Technology

Confidential

[Logo]

20120125_RBIT_APPLICANT_APPLICATION_V15
25.2 Letter of Offer/Student Agreement

Letter of Offer

Dear [Name],

We are pleased to inform you that your application to study at Royal Brisbane Institute of Technology (RBIT) has been successful.

Details of your courses, together with your requirements that must be met before your placement can be confirmed, are outlined below:

Course: [Course Details]
Campus: [Campus Location]
Key Dates:

• Your study starts on [Start Date].
• You are required to complete your courses by [Completion Date].

Fees:

• Tuition Fee: [Tuition Fee Amount]
• Other Charges: [Other Charges]

Study Period: [Study Period Details]

This offer is valid until [Offer Valid Until Date].

Yours sincerely,

[Signature]

[Position]

[Date]

Special Notes:

- Courses with a limited number of places may be offered to students who meet the following requirements:
- Applications for these courses will be processed on a first-come, first-served basis.
- Payment arrangements for the Letter of Offer will be made prior to the commencement of the course.

RBIT Staff PIMGuide_3.8
# Student General Request Form

1. **When to use this form** – This form is used when a student wishes to receive a refund of their fees.

2. A detailed description of the reason is necessary for helping to resolve the problem.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Student ID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiring Department / Division</td>
<td>Enquiring Category:</td>
</tr>
<tr>
<td>☐ Marketing Division for my enrolment</td>
<td>☐ Course Info / Sick Leave / Complaints</td>
</tr>
<tr>
<td>☐ Registrar Division for my study</td>
<td>☐ Study Plan / Training/Assessment Progress record</td>
</tr>
<tr>
<td>☐ Account Division for my tuition / OHSC</td>
<td>☐ Extension / TPS Due / Refund</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start Date &amp; Time:</th>
<th>End Date &amp; Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong><strong><strong>/</strong></strong><em>/</em></strong>___ AM/PM ____: ____</td>
<td><strong><strong><strong>/</strong></strong><em>/</em></strong>___ AM/PM ____: ____</td>
</tr>
</tbody>
</table>

**Details of Application:**

**Reasons:**

1. Please describe the reasons why you are requesting a refund.

<table>
<thead>
<tr>
<th>Declaration By:</th>
<th>Applicant’s Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
<td></td>
</tr>
</tbody>
</table>

**Office Use Only**

<table>
<thead>
<tr>
<th>Received by:</th>
<th>Received Staff Name &amp; signature:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Summary of resolution:</th>
</tr>
</thead>
</table>

**Details of Payment / Refund:** (include how it was calculated)

<table>
<thead>
<tr>
<th>Cheque No:</th>
<th>Approval Amount:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Approval date: <strong><strong><strong>/</strong></strong><em>/</em></strong>___</td>
<td>2 Approval date: <strong><strong><strong>/</strong></strong><em>/</em></strong>___</td>
</tr>
<tr>
<td>PAO/A.PAO:</td>
<td>Account Manager:</td>
</tr>
<tr>
<td>Signature:</td>
<td>Signature:</td>
</tr>
</tbody>
</table>
### Training and Assessment Expectation Survey

<table>
<thead>
<tr>
<th>Date</th>
<th>Course:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 1. What do you expect from RBIC?
- [ ] Quality Education
- [ ] Personal Development
- [ ] Learning skills
- [ ] Making new friends from different countries
- [ ] Other

<table>
<thead>
<tr>
<th>Most important</th>
<th>Least important</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 4 3 2 1</td>
<td></td>
</tr>
</tbody>
</table>

**Comments:** ...................................................

#### 2. Why did you choose RBIC?
- [ ] Own Interest
- [ ] Quality Education
- [ ] Pathway to many universities
- [ ] Small classes
- [ ] Other

<table>
<thead>
<tr>
<th>Most important</th>
<th>Least important</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 4 3 2 1</td>
<td></td>
</tr>
</tbody>
</table>

**Comments:** ...................................................

#### 3. Who has influenced your choice to study at RBIC?
- [ ] Parent’s choice
- [ ] Agent
- [ ] Friend
- [ ] Newspaper
- [ ] Website
- [ ] Other

<table>
<thead>
<tr>
<th>Most important</th>
<th>Least important</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 4 3 2 1</td>
<td></td>
</tr>
</tbody>
</table>

**Comments:** ...................................................

#### 4. In your opinion, the orientation was:
- [ ] Very helpful
- [ ] Helpful
- [ ] Not so helpful
- [ ] Not helpful at all

**Comments:** ...................................................

#### 5. Did you feel welcome and receive good services on your first day from our staff?
- [ ] Yes
- [ ] No

<table>
<thead>
<tr>
<th>Most important</th>
<th>Least important</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 4 3 2 1</td>
<td></td>
</tr>
</tbody>
</table>

**Comments:** ...................................................

#### 6. What do you intend to do after graduation?
- [ ] Continue study with RBIC
- [ ] Go to university that has articulation with RBIC
- [ ] Workforce
- [ ] Return home country
- [ ] Other
- [ ] Postgraduate
- [ ] Advance/Diploma
- [ ] Certificate

**Comments:** ...................................................

---

We would appreciate your comments. Thank you.
25.5 Education Agent Satisfaction Survey

Quality Education Agent Survey

Please fill out the following form and return to the RBIT during your orientation.

Indicate your level of agreement with the following statements, where 1 indicates you ‘Strongly Disagree’ with the statement and 5 indicates that you ‘Strongly Agree’ with the statement.

Education Agency Name: ____________________________________________________________

Individual Agents Name: __________________________________________________________

Country of Origin: ________________________________________________________________

Agent Service Survey

<table>
<thead>
<tr>
<th>Survey Questionnaire</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Education Agent was helpful and knowledgeable answered any questions I had quickly.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The information provided by my Education Agent was accurate.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My Education Agent listened to my needs and enrolled me in the course and college wanted</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My Education Agent provided accurate information about the fees and charges I would be liable for.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My Education Agent continued to provide support after Confirmation of Enrolment was confirmed.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with the service provided by my Education Agent.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would recommend my Education Agent to other students wanting to study in Australia</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I continue contact with my Education Agent because they care my progress of study</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I don’t contact with my Education Agent because RBIT student support and service me well</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can’t contact my Education Agent because they no longer existing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please comment on your experience with your Education Agent (Optional):

_______________________________________________________________________________

_______________________________________________________________________________
# 25.6 RPL and Course Credit Application Form

![RBIT Logo](image)

## RBIT RPL/ Course Credit Application Form

<table>
<thead>
<tr>
<th>1. Personal Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surname</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Preferred Title</strong></td>
</tr>
<tr>
<td>(Mr, Mrs, Ms, Miss)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>First Name/s</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Any other name used</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Home address</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Postal address if different from above</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Telephone Numbers</strong></td>
</tr>
<tr>
<td>Home: [ ] Work: [ ]</td>
</tr>
<tr>
<td>Mobile: [ ] Fax: [ ]</td>
</tr>
<tr>
<td><strong>Date of Birth</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Gender</strong></td>
</tr>
<tr>
<td>Not Selected [ ]</td>
</tr>
<tr>
<td><strong>Age</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Are you a permanent Resident of Australia</strong></td>
</tr>
<tr>
<td>Not Selected [ ]</td>
</tr>
<tr>
<td><strong>Are you an RBIT Stakeholder</strong></td>
</tr>
<tr>
<td>Not Selected [ ]</td>
</tr>
</tbody>
</table>

## 2. Current Learning Status

| **Are you currently studying?** |
| Not Selected [ ]                |

## 3. Current Service Work

| **Are you currently in Service-learning?** |
| Not Selected [ ]                    |

## 4. Current Employment

| **Are you currently employed?** |
| Not Selected [ ]                |

| **If Yes, in which occupation are you** |
|                                       |
### Questionnaire

<table>
<thead>
<tr>
<th>Current Employment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who is your current employer?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Armed Forces Details (If Applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch of Service</td>
</tr>
<tr>
<td>Trade classification on discharge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Further Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you undertaken any training courses related to the occupation applied for?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Further Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Is there any further information you wish to give in support of your application</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professional Referees (Third party evidence report or relevant to work situation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professional Referees (Third party evidence report or relevant to work situation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Name</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Assessor’s Information (officer use only)**
RBITRPL and Course Credit CHECKLIST

Before submitting this application, check that you have:

☑ Completed all required sections
☑ Signed the Student Declaration
☑ Attached certified copies of supporting evidence and documents
   Noted: If these are not provided your application may not be considered; once this form has been signed it
   MUST NOT be returned to students.
☑ KEEP A COPY OF THIS APPLICATION FOR YOUR RECORD
☑ Send your RPL/Credit Transfer Application form to RBIT, Registrar

The Registrar
Royal Brisbane Institute of Technology
PO BOX 12998 George St Post Shop
Brisbane, QLD 4003. Australia
Emailed: reg@ribt.qld.edu.au or lodged in person to the front desk

A notice of RPL/Credit Transfer will be posted from Registrar to you after received this
application. And Registrar will send the assessment outcome to you as below information:

☑ REASON FOR RPL/COURSE CREDIT NOT GRANTED – CODES

   ☒ A, Syllabus content not full covered (basis unit/work experience)
   ☒ B, The maximum amount of Advanced Standing possible has already been granted
   ☒ C, Previous study does not meet requirements for Advanced Standing
   ☒ D, Previous study completed more than seven years ago
   ☒ E, Other

☑ SUCCESSFUL GRANTED RPL/COURSE CREDIT TRANSFER

<table>
<thead>
<tr>
<th>Unit Code of Competency/Subject Title applying for RPL or Credit Transfer</th>
<th>Reasons for Not Granting the Application (Office Use Only)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Principal of Administrative Officer Signature:

____________________________________

Signatory’s Name: ________________________ Date: ____/____/____
(Please Print)
25.7 RBIT Partnership Agreement
# Quality Training and Assessment Service Survey

Please fill out the following form and return to the Royal Brisbane Institute of Technology. Indicate your level of agreement with the following statements, where 1 indicates you ‘Strongly Disagree’ with the statement and 5 indicates that you ‘Strongly Agree’ with the statement.

Qualification being studied: ______________________________________________________

Unit/Subject Name: _____________________________________________________________

Trainer/Teachers Name: _________________________________________________________

<table>
<thead>
<tr>
<th>Survey Questionnaire</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have developed my skills in written communication in this subject</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have developed my skills in spoken communication in this subject</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The aims of the subject were made clear by the teacher at the start</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I was generally given enough time to understand the things I had to learn</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The teacher made a real effort to understand difficulties I might be having with my work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My teacher was extremely good at explaining things</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The workload for this subject was manageable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The teacher of this subject motivated me to do my best work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I was able to access the learning resources I needed for this subject</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The class room and learning environment was suitable and supported my learning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The administration of this subject was effective and helped me to be successful in my studies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The College support staff assisted in my learning experience and made me feel welcome</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall, I was satisfied with the quality of teaching in this unit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall I was satisfied with the quality of support for this unit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What was the best thing about this subject? _______________________________________

What would you improve about the delivery of this subject? _________________________

Any other comments you would like to make? ________________________________________
## Application for Graduation

1. All the applications need to be submitted 5 working days before graduation.
2. Students need to fill the form in, the completed form should be submitted to the Help Desk. Enquiries can be taken by the Course coordinator on 3010 3831.
3. The name which appears on this form will be the exact name which will appear on your Diploma and transcript. Check to ensure that your name is spelt correctly on this form. Reprints of any certificates issued by RBIT will incur a $30.00 reprint charge.

### Student Details

<table>
<thead>
<tr>
<th>ID Number</th>
<th>Students Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students Name</td>
<td>HK Staff Signature</td>
</tr>
<tr>
<td>Course Name</td>
<td>Starting Date: / / Finish Date: / /</td>
</tr>
<tr>
<td>Address</td>
<td>Contact Number</td>
</tr>
</tbody>
</table>

### Academic Result (Office use only)

<table>
<thead>
<tr>
<th>Modules Completed</th>
<th>Attendance</th>
<th>Assessment</th>
<th>Competent</th>
<th>Grading</th>
<th>Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Management</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Management</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marketing</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Management</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Law</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operation Management</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human Resources Management</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English for Academic Purposes</td>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Certified Department

<table>
<thead>
<tr>
<th>Academic Dep.</th>
<th>Registrar</th>
<th>Certificate Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Dep.</td>
<td>PA</td>
<td></td>
</tr>
</tbody>
</table>
25.10 Letter of Release

Letter of Release

To Whom it May Concern

Please be advised that the following student is no longer enrolled with our institute and no longer study at Royal Brisbane Institute of Technology and has been released on [insert date].

<table>
<thead>
<tr>
<th>Student Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID</td>
<td></td>
</tr>
<tr>
<td>Passport ID</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>Currently Studying</td>
<td>&lt;insert Course Name and Code&gt;</td>
</tr>
</tbody>
</table>

The College has considered the circumstance of this student and approved the application to release this student.

Students **must contact** the Department of Immigration and Citizenship as a matter of urgency, as this release may impact on the status of your student visa. To locate your nearest office please visit the DIAC website or call 131 881.

- <student name> has / has not demonstrated a commitment to their course.
- <student name> has unpaid fees outstanding.
- <student name> has a good/xx % attendance record.

Solomon Chew

A/Principal Administrative Officer
Royal Brisbane Institute of Technology
TEL: +61 7 3010 3888  FAX: +61 7 3010 3883
National RTO: 30807, CRICOS Number: 02370B
Email: ast_pao@rbit.qld.edu.au
Visit: [http://www.rbit.qld.edu.au](http://www.rbit.qld.edu.au)