



Australian Business Management

# **INTERNATIONAL STUDENT HANDBOOK 2020-2021**

**Inc. Policies and Procedures for International Students**

Australian Business Management Pty Ltd

Address: Level 5, 579 Harris Street, Ultimo NSW 2007

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RTO Code: 45578

CRICOS Provider Code: 03826M



## Australian Business Management

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Australian Business Management

## Welcome to Australian Business Management

Thank you for your enquiry regarding the courses offered for International Students at Australian Business Management (ABM).

Every year Australia welcomes thousands of students from all over the world who have made the decision to study in Australia, live the Australian way of life and enrich their life on an academic and personal level.

This Course Guide is designed to provide you with sufficient information on Australian Business Management and our courses to ensure your transition to studying in Australia as easy as possible.

Australian Business Management is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA). All qualifications taught at Australian Business Management are nationally recognised (in Australia) giving your more flexibility when looking at further studies and are taught to the highest Australian standards.

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting Australian Business Management as the right choice for you.

The better prepared you are for life in Sydney the more likely you are to enjoy your stay and have a greater chance of success on your journey. It is important that you read the entire contents of this document. It is our official notice to you of Australian Business Management's Policies and Procedures which we must make you aware of before any decision is made regarding enrolment.

If you have any queries or concerns with regards to any part of this document, please ensure that you clarify these issues prior to applying for enrolment.

## Why Study in Sydney, Australia?

If you have decided to study overseas, you want the very best education available. You want to put your career on fast track by perfecting your English and working with the top professionals in



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## Australian Business Management

your field.

Whatever your reasons for studying overseas, one thing is clear – your next step is to come to the Australia which will help you achieve your goals and have fun.

For international students, Sydney, Australia has a lot to offer:

- great study environment,
- beautiful atmosphere,
- excellent weather, beautiful beaches a short drive away and
- most importantly, Australian Business Management.

You will be given the opportunity to discover a whole new way of life and broaden your outlook on your new career.

## Why Study with Australian Business Management?

Australian Business Management differs from other providers in several ways;

- classes are generally kept to a maximum of 30 students
- There are two delivery locations, one in Ultimo and the other in Bella Vista. All locations are close to train stations and a variety of facilities.

While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee or meals with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying.

Studying at Australian Business Management will ensure you receive an exceptional level of service and a high-quality education.

## What We Offer Our Students

We want you to enjoy yourself while you are learning at Australian Business Management. We have a supportive network of people to make your time with us fulfilling and fun. We offer our students:



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## Australian Business Management

- Bright, spacious classrooms set up with modern equipment, for students to learn,
- Excellent location close to public transport,
- Mentorship via our trainers and assessors, to help you manage your program and any difficulties that might affect our studies,
- Student Services staff to help in other areas, including personal welfare and guidance,
- Free internet access to support in your study,
- Email access to teachers and staff at any time.

## About Australian Business Management

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Australian Business Management was only recently established however, staff and management within Australian Business Management have many years of experience in delivering and managing training to international students.

Australian Business Management aims to provide the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

## Location

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Australian Business Management's campus is located on Level 5, 579 Harris Street, Ultimo NSW 2007.

Ultimo campus is only 1km from Central Station and within 10 minutes' walk to city centre and Darling Harbour.

All essential services from medical centres to major banks and shops are within walking distance.

## Student Amenities

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The aim of Australian Business Management is to provide students with a clean and harmonious studying atmosphere. We have many facilities at our doorstep, students can access countless food vendors at the local food courts a short distance away.



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## Australian Business Management

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### Our Commitment to You

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As a student, you are entitled to expect us to meet the highest standards in all areas of our business. In recognition of this, we promise to honour the following obligations.

We will:

- support you at all times throughout your enrolment;
- treat you with fairness and respect;
- provide you with a safe learning environment, free from discrimination and harassment;
- do everything we can to make sure we understand your needs, the needs of our staff, and the needs of the industries in which we operate;
- do everything we can to be flexible in our approach in providing high quality training and assessment services to all of our students;
- ensure we provide the highest quality training and assessment services at all times;
- operate professionally and conduct business in a sound and ethical manner at all times;
- treat student information confidentially, protect student rights to privacy, and ensure the accuracy and integrity of the information we hold about students;
- employ staff who are knowledgeable, qualified, objective, experienced and who always act with integrity;
- ensure we fulfill our obligations to maintain compliance with the Standards for Registered Training Organisations (RTOs) 2015 and National Code at all times as regulated by the Australian Skills Quality Authority (ASQA);

### Our Team

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The Australian Business Management team consists of Trainers and Assessors and a Student Support Administrator, who come from different backgrounds.

#### Trainers

Our trainers have many years' experience in training and working in their respective industry. Their wealth of knowledge and passion will allow you to develop skills and broaden your knowledge of the industry so you can provide service to your customers with confidence and professionalism.



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Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

## Student Support and Administration

Australian Business Management's student support and administration staff member has a special interest in ensuring you get through your course as smoothly as possible. They are experienced in sorting out any problem you may have concerning the administration of your course.

Their experience in administration will ensure all your questions are answered, and if they do not know the answer, they will find out! They are here to help you and provide you with support with as little fuss as possible so that you can concentrate on your studies.

They are the smiling faces and friendly voices over the phone when you need help, so please do not hesitate to call them, no matter how big or small your problem may be.

## Main contacts details

Position	Email	Tel
CEO/PEO	<a href="mailto:doogie@abm.edu.au">doogie@abm.edu.au</a>	02 9160 4507
Academic Manager	<a href="mailto:jacob@abm.edu.au">jacob@abm.edu.au</a>	02 9160 4507
Administration	<a href="mailto:hannah@abm.edu.au">hannah@abm.edu.au</a>	02 9160 4507
Marketing	<a href="mailto:info@abm.edu.au">info@abm.edu.au</a>	02 9160 4507
Finance, student services and general enquiries	<a href="mailto:info@abm.edu.au">info@abm.edu.au</a>	02 9160 4507

## Useful services and contacts:

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Lifeline 24 Hour Counselling, Advice and Referral Services; Lifeline Crisis Support	Phone 131 114
Complaints or Problems	<a href="http://www.oso.gov.au">www.oso.gov.au</a>
CRICOS Legislation and Regulation	<a href="https://internationaleducation.gov.au/regulatory-information/Pages/regulatoryinformation.aspx">https://internationaleducation.gov.au/regulatory-information/Pages/regulatoryinformation.aspx</a>
International Student Legal Advice	Phone 9698 7645
Work Health & Safety	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
Protection of student fees	<a href="http://www.tps.gov.au">www.tps.gov.au</a>



NSW Transport Information (Bus/Train/Ferry)	Phone 131 500
RTO and CRICOS registration	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Study Information	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>
Alcohol and Drug Information Service	Phone 1800 250 015
Sexual Assault, Domestic and Family Violence Counselling Service	Phone 1800 737 732
Department of Home Affairs	Phone 131 881
NSW Multicultural Health Communication Service	Phone 9816 0347
Family Planning (for pregnancies)	Phone 8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	Phone 9382 7440

## Access and Equity

ABM is committed to providing all students with equal opportunity to pursue their training and development. Where possible, we conduct flexible training to meet specific needs of individual students. The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. Recruitment to ABM is carried out in an ethical manner in accordance with Access and Equity principles.

- ABM will, where possible, remove barriers and open up developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
- All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical, intellectual and/or mental disability.
- A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and / or other students.
- All trainers / assessors are responsible for observing and being advocates for the policy.
- This policy will be widely disseminated in the organisation.
- ABM policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.
- The CEO, or their delegate, will be responsible for the implementation and maintenance of the access and equity policy.

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do so you may contact the CEO.



## Course Information

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The Australian Business Management delivers the following two nationally recognised courses to International students.

- BSB50215 Diploma of Business (CRICOS Course Code 0101831)
- BSB60215 Advanced Diploma of Business (CRICOS Course Code 0101832)

*Refer to the website or course flyers for more information.*

## How to apply for enrolment?

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When you are ready to apply for enrolment, you will need to:

1. Read the course information to ensure you understand that this course is suitable for you.
2. Read this document, being the International Student Handbook, that contains our Policies and Procedures for International Students ensuring you fully understand your requirements and obligations
3. Download from our website at [www.abm.edu.au](http://www.abm.edu.au) and complete the “International Application for Enrolment” form, alternatively you can request one to be sent to you via mail or email.
  - Fill in the form in full and sign it.

*This acknowledgement states that you have read, understood and agree to abide by the Policies and Procedures, rules and regulations contained within the International Student Handbook.*

4. Attach the following items with the Enrolment Form, can be electronically:
  - A passport photo of yourself,
  - A copy of your passport including your residential address,
  - A certified copy of your English language translation of your secondary school examination results,
  - A certified copy of your English proficiency level, score of IELTS 5.5 or equivalent.





## Australian Business Management

5. Send in your Application for Enrolment along with the requested documents to:

Email: [info@abm.edu.au](mailto:info@abm.edu.au)

Or

Australian Business Management  
Level 5, 579 Harris Street, Ultimo  
NSW 2007 AUSTRALIA

*Please Note: Any documents sent to Australian Business Management must be certified by an official. Australian Business Management reserves the right to check the validity of all documents tendered.*

## Offer of Placement

Once the International Application for Enrolment and the attachments have been received, your application will be assessed, and we will contact you to discuss your application. When your application is accepted, Australian Business Management will send you an official “Letter of Offer & Acceptance” for entry into your chosen course.

### **NOTE:**

- An offer will only be given to those students who meet all entry requirements and who are enrolling in a full-time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay all stated fees to confirm your place in the course.
- Upon receipt of payment you will be issued with a Confirmation of Enrolment and Student Identification Number. This will complete the enrolment process.
- If Australian Business Management grants you course credit which leads to a shortening of the student’s course before the student visa is granted, the CoE will indicate the actual net course duration for the course.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to the Department of Education and Training via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.



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*Please note that the Letter of Offer will be based on the following conditions:*

- The Australian Business Management agrees to “recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with Australian Business Management”.
- The Australian Business Management will assess any students’ prior qualifications and proficiencies, to ensure they are appropriate to undertake the course e.g. that they have achieved the minimum level of English required to study at Australian Business Management.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the course.

## Student Timetable

Students will be provided, prior to enrolment, with a timetable relevant to their course of study. The timetable will include the days and times each student is required to attend Australian Business Management.

Sample timetable:

	Wednesday	Thursday	Friday
Course	8:30-14:30 (1 hr break)	8:30-17:00 (1 hr break)	8:30-17:00 (1 hr break)
501	BSB50215 Diploma of Business (Jacob)	BSB50215 Diploma of Business (Jacob)	BSB50215 Diploma of Business (Jacob)
502	BSB60215 Advanced Diploma of Business (Justin)	BSB60215 Advanced Diploma of Business (Justin)	BSB60215 Advanced Diploma of Business (Justin)

Diploma and Advanced Diploma students must attend **20 hours** per week as stated in their letter of offer.

Additional breaks will be provided as required under with Australian public holidays.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self-paced learning at home furthering addition to class hours spent at Australian Business Management.



## Living in Australia

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The following information is taken from the “Study in Australia” website. For more information visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

### Introduction

Australia is known globally as being one of the world’s most diverse and welcoming countries, and it is something for which we take great pride. In fact, of Australia’s 23 million population, almost half (47%) of all Australians were either born overseas or have one parent born overseas. We also know a thing or two about languages, with more than 260 languages spoken in Australian homes. In addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek.

Australia’s diversity and friendly attitude is matched by its economic stability. To date, Australia has experienced more than 20 years of continued economic growth, weathering the 2008 global financial crisis better than most advanced economies. And we are as competitive on the global economic stage as we are in the world’s sporting arenas! Not surprising, with more than 120 certified sports organisations around the country, covering popular activities such as AFL, cricket, football (soccer), rugby league, golf, tennis, netball and hockey to name just a few.

You may not know but Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent. Within our expansive country, there are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves. There are also 20 UNESCO World Heritage sites – more than any other country – including the Great Barrier Reef, Kakadu National Park, Lord Howe Island Group, Tasmanian Wilderness, Fraser Island and the Sydney Opera House.

Many people around the world know Australia for being a beautiful country but we also enjoy world-class quality of living, with six of our cities in the top 40 cities in the world. We also have a reputation for building ‘big’ things – over 150 in fact from the Big Banana in New South Wales, to the Big Koala in Victoria, the Big Mango in Queensland, and the Big Ram in Western Australia. It is worth a trip to see them all!

Why wouldn’t you want to experience the best Australia has to offer? Museums, vibrant multicultural cities to a love of sport, Australia is unique.

### The people

Australia's population is currently just over 24.5 million. Population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one’s within cooee (shouting distance) in the outback. Most people live along the eastern seaboard, with a smaller concentration



on the southwestern coast. Living in one of the world's most culturally diverse countries – 23% is foreign-born – Australians incorporate a wide variety of influences into the way they live and play.

### The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you would rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

### The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So if you want to get an education and have a life, it really is the place to be.

## Money matters

It is easy for visitors to Australia to access money. Automated teller machines (ATMs) are located in most Australian towns and all cities, as well as banks that will cash travelers cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia, if you want to see a lot of the country, will be transport, simply because it's such a huge place.

### ATMs, Eftpos, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. Eftpos (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting



cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

### Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay in cash. Some vending machines will not accept 5c coins.

Changing foreign currency or travellers cheques (see below) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

### Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: [www.customs.gov.au](http://www.customs.gov.au)

### Travellers Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of travellers cheques are easily exchanged. You need to present your passport for identification when cashing travellers cheques.

### Shopping Etiquette



Bargaining is not the norm in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

Tipping is becoming more common in Australia, particularly in cafes and restaurants in the bigger cities; a 10% tip is usual. However, you won't cause offence if you don't tip. Taxi drivers are always grateful if you leave the change.

### Australia For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

### Working while you study

You are allowed to work up to 40 hours a fortnight during scheduled course time and as many hours as you wish during scheduled breaks. Family members can also work up to 40 hours a fortnight throughout the year. Students and their family members must not undertake work until the student has commenced their course of study in Australia.

### Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it is from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious



sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill.

### Shopping

Australians like to shop, as evidenced by the huge variety of local and international brand shops, and the crowds that gather at clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards specialty retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) precincts located in different neighbourhoods, especially in the inner suburbs.

## Transport around Australia

Australian cities have excellent public (and private) transport systems, making travelling around them simple. Following is a breakdown of how best to get around in each capital city:

### Sydney

Australian cities have excellent public (and private) transport systems, making travelling around them simple. Following is a breakdown of how best to get around in each capital city: Sydney boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from Transport NSW on 131 500 or by visiting the website at: <http://www.transportnsw.info/>

#### *Where you can get an Opal card*

Adult and Child/Youth Opal cards are available at over 2000 retailers across the Opal network, including at Sydney Domestic and International airports. [www.retailers.opal.com.au](http://www.retailers.opal.com.au) to find an



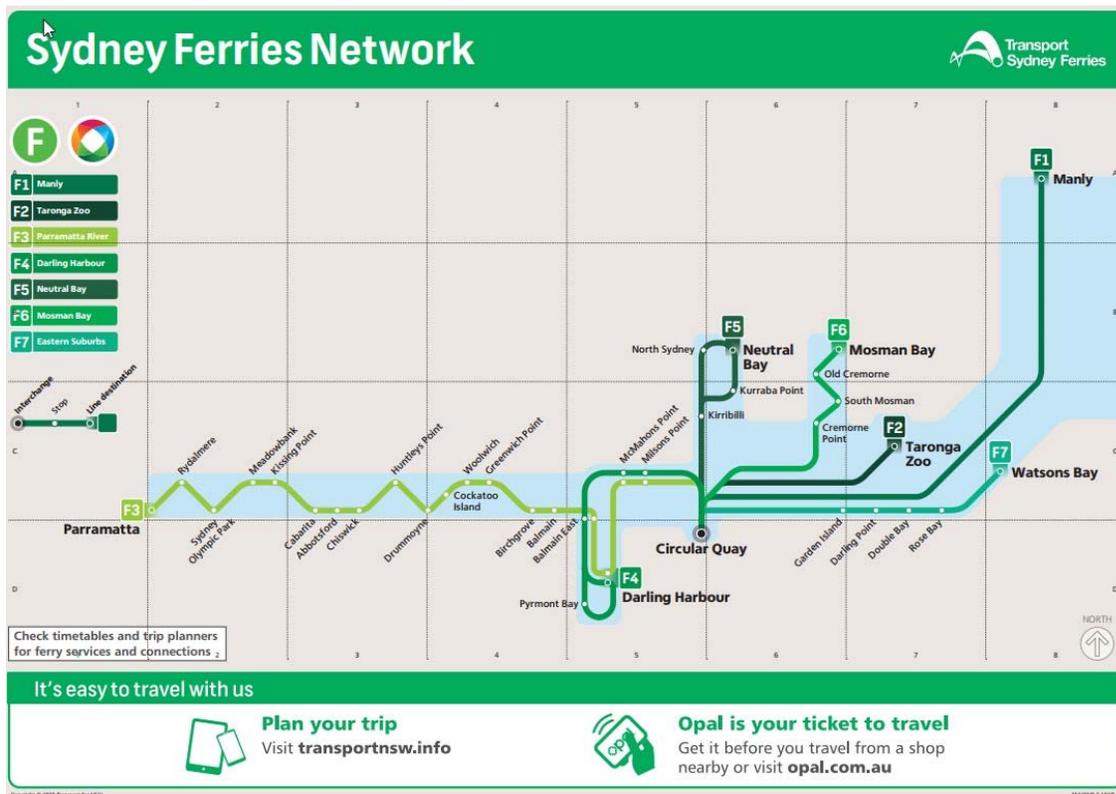
authorised retailer. You can also order a card by calling 13 67 25 (13 OPAL) or at [www.opal.com.au](http://www.opal.com.au)

### By Ferry / Boat

A highlight of any visit to Sydney is a trip across beautiful Sydney Harbour on a Sydney Ferry. It carries more than 14 million people every year, the ferry system is quite comprehensive and covers a 37km stretch of water from Manly to Parramatta. They only operate inside the Harbour (so they do not go to Bondi Beach, for example).

The ferries also service a lot of the popular harbour-side attractions including Taronga Zoo, Darling Harbour, Luna Park, Watsons Bay and Manly Beach. All Sydney Ferries operate from Circular Quay.

Most ferries to the West of Circular Quay are also accessible from Darling Harbour - though check the timetable because there are two wharves (Aquarium and King St Wharf 3) located about 50m from each other.



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[info@abm.edu.au](mailto:info@abm.edu.au)

## By Bus

Catching a bus in Sydney can be easy - if you know where you are about where you wish to go. It is important to remember that in the CBD, all bus services are PrePay Monday to Friday 07:00 am - 07:00 pm. Tickets can be purchased at any 7/11 convenience shop if you can understand the section ticketing system involved but the acquisition of a prepaid Opal card may be a better option, especially if you intend to take more than one journey.

In the city, there are essentially two main termini from where buses depart.

Most buses to the North Shore and Northern Beaches (most buses which cross the Harbour Bridge) leave from the York or Carrington, Clarence Street (Wynyard) bus terminus above and behind Wynyard station. The best way to walk to Carrington St is from George St through the railway station entrance and onto the escalators. Go up the two escalators past the 'Coles supermarket' then turn hard left and walk past the 'Transit shop'. The stop is directly in front of the 'Transit shop' window. If you come from the station, just find the escalators that take you to the top level outside the station. Buses to Palm Beach (possibly one of Sydney's best beaches and also where the TV program "Home & Away" is shot) (L90) depart from here (Stand B). Lower North Shore services depart from Stand A.

To get to Clarence St (Stands Q, R & S) from the railway station, exit from the right-hand side gates, then go up the historic escalator (the oldest in Sydney) to York St. On York St turn left and walk up to 'Starbucks' turn left into Margaret St. Walk down Margaret St to Clarence St. Cross through the traffic signals then turn right to Stand Q where the majority of North West buses (Castle Hill & Baulkham Hills) depart from. Turn left and Stand R is from where Lower North Shore, Lane Cove & Macquarie Park services depart. Stand S is from where some PM peak North West and Upper North Shore buses (Forest) depart.

Most buses to the southern, eastern and inner western suburbs depart from Alfred Street (Circular Quay) bus terminus, which is outside and below Circular Quay elevated rail station: If travelling to suburbs along Victoria Rd then go to Stand D.

If travelling to the eastern suburbs such as Bondi Beach catch the bus from Stand E. This is between Young and Phillip Streets on the northern or Quay side. The fastest service is the Route 333 PrePay service. Route 333 services are PrePay 24/7. The alternate but slower service is the Route 380 to North Bondi.

If travelling to Coogee Beach, take Route 373 from Stand D.

If going to the Sydney Cricket Ground (SCG) take the 373 from Stand D or L94 from Stand E. If you are not at Circular Quay, most buses to and from the eastern suburbs travel along Elizabeth Street in the City. Most buses that go down City Road and to the inner south-western suburbs use



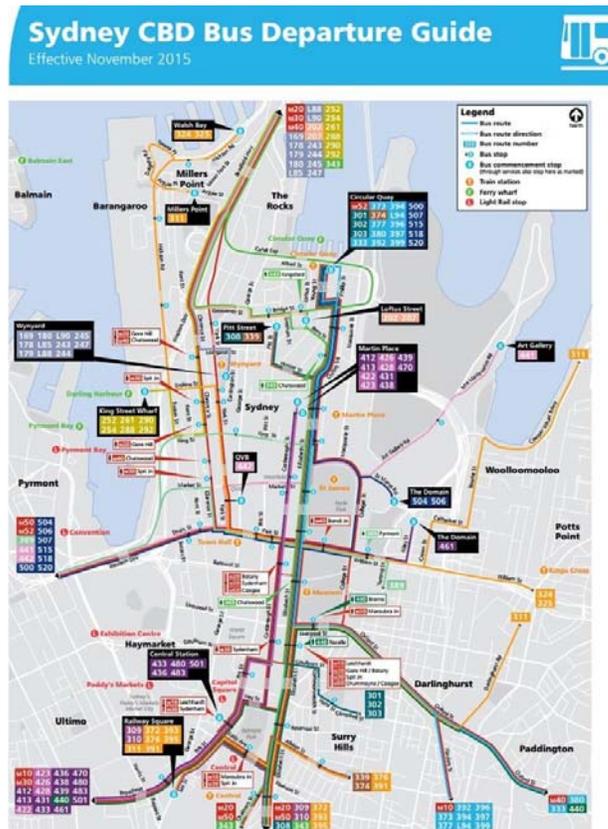
Castlereagh Street in the City. Most buses to the Inner West along Parramatta Road use George Street in the City. Most buses to the north-western suburbs (that do not use the Harbour Bridge) use George Street in the City between Circular Quay and the Sydney Town Hall.

You should check the timetable before boarding any bus at the Sydney Buses website. This free service will be withdrawn from Sunday, 4 October 2015.

The whole of the CBD area, between 7 am and 7 pm, is a "PrePay" zone. This means that you will need to have a ticket or Opal card before boarding any bus along these corridors. These include the single ride, MyBus 10, MyMulti, Pension Excursion Ticket (PET), etc. and can be bought from the many convenience stores or ticketing agents throughout the CBD and suburbs. Tickets can be purchased at most convenience stores 7/11 and City Convenience Stores, Post Shops (post office) in the CBD and at Transit Shops within the city.

For more information including route maps visit the Sydney Buses website.

If you wish to board any bus, you should signal the driver as the bus approaches. A bus may not stop if you are just standing at the stop. (There are signs on the front of the bus to remind



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everyone of this.) You must enter any bus via the front door and validate your ticket or "Tap-On" your Opal card. Please exit the bus via the rear/centre door, in order not to impede others who may wish to enter.

### **By Train**

Sydney has an extensive rail network that extends to Penrith & Richmond in the west, Bondi Junction in the east, the Royal National Park (Waterfall) & Campbelltown in the south and Berowra in the north.

Intercity services extend to Lithgow & Blue Mountains to the west, Wollongong and Nowra to the south, and the Central Coast, Newcastle and the Hunter Valley to the north.

The City Circle provides access to all the main city stations. This service starts at Central Station (platform 17 clockwise, platforms 20 or 21 anti-clockwise) and loops through Town Hall, Wynyard, Circular Quay, St James, Museum and back to Central. Also, Martin Place station is on the Eastern Suburbs Line and is in the middle of the City Circle.



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For more information on Sydney Trains services including network maps and timetables.



## Costs of Living

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and United States.

Australians enjoy one of the highest standards of living in the world - without the expensive price tag. An average international Student in Australia will spend about A\$390 a week on accommodation, food, clothing, entertainment, transport and telephone. Remember, though, that this figure depends on your location, lifestyle and even your course. You should always research the city in which you are potentially to move to, and work out a budget based on



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Student accommodation, expenses, transport fees and miscellaneous costs associated with every-day life (such as grocery shopping or tickets to the movies etc). For more information visit: <https://www.studiesinaustralia.com/studying-in-australia/how-to-study-in-australia/study-costs?p=1>

## Visa requirements

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool via <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo> for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019 the 12-month living costs are;

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>. The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au). The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia [www.insiderguides.com.au/cost-of-livingcalculator/](http://www.insiderguides.com.au/cost-of-livingcalculator/)

If you experience financial trouble while in Australia, talk to ABM international student support staff for assistance.

## Overseas Student Health Cover (OSHC)

Another requirement is that you maintain Overseas Student Health Cover (OSHC) for the duration of your student visa. You will also be responsible for your own accident and property insurance. It's a good idea to purchase travel insurance before leaving your country to cover lost baggage, cancellation of plane tickets and repatriation.

## Dependants



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If you need to bring any dependants with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information contact Australian Business Management.

## Accommodation Options

There are many options for accommodation in Australia to suite the different needs and budgets of all Students.

### Homestay

You know that every family is different, even within your home country. So you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is “normal” behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth.

Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

### Rental accommodation

Rental accommodation in Australia varies from one-bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent “furnished” or



“unfurnished”. Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, which should be able to help you find other Students who are looking for housemates.

## Arranging Accommodation

Students will need to make their own accommodation arrangements however we can help you if you are having difficulty in finding suitable accommodation.

Some accommodation options include (but are not limited to):

- Hostels and Backpacker Accommodation – Approximately \$140 per week
- Share Accommodation – Upwards of \$160 per week
- Rental Accommodation – Upwards of \$250 to \$450 per week for a 1 bedroom studio in the inner city suburbs of Sydney

For information on accommodation you can visit:

- [www.hostelworld.com.au/hostels/sydney](http://www.hostelworld.com.au/hostels/sydney)
- [www.realestate.com.au](http://www.realestate.com.au)
- [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au)
- [www.homestayworldwide.com](http://www.homestayworldwide.com)
- [www.auzziefamilies.com](http://www.auzziefamilies.com)

You can also visit the [https://www.tripadvisor.com.au/Tourism-g255060-Sydney\\_New\\_South\\_Wales-Vacations.html](https://www.tripadvisor.com.au/Tourism-g255060-Sydney_New_South_Wales-Vacations.html) trip advisor site for more comprehensive information.



## Introducing Sydney

New South Wales is a major global and Asia-Pacific cultural hub. Home to a diverse population of 7.3 million people; NSW is Australia's oldest, largest and most cosmopolitan state. It is also an economic powerhouse, with an economy larger than Hong Kong, Malaysia and Singapore. In addition to its cultural and economic strengths, the global status of NSW is underpinned by its international transport links, with over 1000 flights operating per week. These are just a few reasons why New South Wales is Australia's 'First State'.

In 1770, the HMS Endeavour, captained by Lieutenant James Cook sailed into Botany Bay. Cook claimed dominion over the territory for Great Britain under the name 'New South Wales'. The claim was formalised by the arrival of the First Fleet in January 1788; which led by Arthur Phillip, established the first European settlement in what is now Sydney. Phillip was appointed the first governor of NSW in February 1788, and the colony became a state in 1901 after Australia was officially declared a nation.

The original inhabitants of NSW, the Aboriginal peoples, have lived in the area for more than 45,000 years and many reminders of this period still exist today. In Sydney and the surrounding areas, there are over 2,000 Aboriginal rock engraving sites and many of Sydney's suburbs have Aboriginal names such as Woolloomooloo, Parramatta and Wagga Wagga. Throughout the 20th century, New South Wales became a popular destination for an increasingly diverse collection of migrants from many nations attracted by the opportunities presented by the growth in the agricultural and mining industries. Today, it is the most populous state in Australia; a cultural and economic hub of global significance, and home to 7.3 million people.

### Cultural Overview

Most people would agree that Sydney has a vibrant energy, perhaps a brashness and self-confidence. Sydneysiders are generally very proud of the city and its beautiful harbour and beaches. Some say that many Sydney people just don't care what other people think. Do and wear what you like, so long as you don't interfere with other people's right to enjoy themselves too, but perhaps this isn't too different from elsewhere in Australia.

The beach culture is well entrenched in coastal suburbs, but it shouldn't be forgotten that the centre of Sydney, both geographically and in terms of population, is in the west. So, not all Sydneysiders are obsessed with lying on the beach all day. There's plenty of culture to enjoy as well, with world class galleries, theatre, opera, dance companies. Arts lovers can discover the best of Australia's colonial and 20th century art alongside significant Aboriginal art at Sydney's leading art museum, the Art Gallery of New South Wales. Also worth exploring are the the art precincts around Paddington. Music fans will find ample to enjoy from the Sydney Symphony Orchestra or the Brandenburg Orchestra for example.



Sydneysiders also enjoy brilliant food and you will find a wide range of cuisine options and price points, from world class restaurants like Tetsuyas to the more basic budget Vietnamese outlets or international food chains.

And of course like most Australians, most Sydneysiders love sport even if it's just a once a year splash out on the Melbourne Cup or watching the start of the Sydney to Hobart Yacht Race on Boxing Day. The main football game in town is Rugby League, but Rugby Union and Aussie Rules are both popular too. Soccer also has a growing legion of followers.

### **Sydney's Weather**

Sydney is blessed with wonderful weather, even in winter the temperature rarely falls below 8°C.

Spring is positively gorgeous in Sydney. The average temperature ranges from 13°C (55F) at night to 22°C (72F) in the day. The weather is cool but is usually very pleasant and sunny. Spring is normally Sydney's driest season, the 2000 Olympic Games were held mid September for this reason. Spring commences September 1st and extends through to November 30th.

Autumn is lovely with sunny clear days. Autumn starts on March 1 and ends 31st May.

Winter in Sydney can be chilly with strong westerly winds. Winter starts June 1 concludes August 31.

Summer in Sydney is what all Sydneysiders love. It's truly beach weather, so slap on the sunscreen and head to one of the wonderful beaches. Summer starts on December 1st and finishes on February 28/29th.

### **Swimming and Water Temperature**

The Australian east coast is influenced by the East Australian current which brings warm water down the coast from the Coral Sea. Its effects vary from year to year but are strongest in summer and weakest in winter.

Summer water temperatures in Sydney are generally around 22°C. The water is usually most comfortable for swimming between Christmas (25 December) and April. Earlier in December the air temperature is lovely, but the water is colder. As autumn progresses the air temperature is cooler and the water may still be warm.

### **Rainfall and Coastal / Inland variations**

Australia experiences regular drought. Winter can be cool or cold (to local sensibilities) but have



clear blue skies. In a protected position out of the wind it can be very pleasant indeed. Summer can be humid.

The coastal suburbs and beaches get more rain than further inland. You might find it's pouring rain in central Sydney or at the beach, but clear at Parramatta if you're thinking of heading out that way. Most of the time in summer rainfall comes as thunderstorms after a hot day and passes quickly.

Inland areas have greater daily temperature variations than the coast, with more days over 40°C. Summer nights inland maybe cooler than they are by the coast, however this may depend on the wind direction. In the mountains, winter is of course colder still, but cooler than the coast in summer, so bear in mind these variants when day tripping or if you're in the western areas for a sunrise balloon flight For "inland" read Parramatta and anywhere as far west as that eg Richmond, Windsor and Camden areas.

For more information visit <https://www.australia.com/en/facts-and-planning/weather-in-australia/weather-in-sydney.html>

### Australia Climate

Nearly a third of Australia is in the tropics and the rest is in the temperate zone. The coldest areas are in the south-eastern corner of the mainland and Tasmania.

### Seasons in Australia

Summer	December – February
Autumn	May – May
Winter	June – August
Spring	September – November

### Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

### Australian eastern standard time (AEST) Greenwich time minus 10 hours

Australian Capital Territory, New South Wales, New South Wales, Tasmania, Victoria



*Central standard time (CST)*

South Australia, Northern Territory

*AEST minus 30 mins*

*Western standard time (WST)*

Western Australia

*AEST minus 2 hours*

*Australian daylight saving time (ADST)*

end of October – end of May

*AEST plus 1 hour*

Daylight Savings is only applicable to the following states:

- Australian Capital Territory,
- New South Wales,
- South Australia,
- Tasmania,
- Victoria

## Sydney Events

There's usually something happening somewhere in Sydney whatever the time of year. Click on the blue links to link directly to the various websites.

## Cruises

- Cruise around the Sydney Harbour in the luxurious Australian built catamaran. For details visit - [Magjistic Cruises](#).
- [Captain Cook cruises](#) – discover Sydney Harbour/Fort Denison Island/Shark Island/Parramatta river/Harbour beaches/Spit Bridge.

## Around Circular Quay and The Rocks

- The [Historic Rocks Village](#) area, [Opera House](#) / Circular Quay / [Customs House](#) / [Overseas passenger terminal](#) / [Cadman's cottage](#) / Sailors home / [Sydney Observatory](#) / [Garrison Church](#)
- [Harbour Bridge climb](#) - [Harbour Bridge Pylon lookout](#).
- [Museum of Contemporary Art](#)
- [Susannah Place Museum](#)

Catch all the ferries to different locations and explore areas.

- <http://www.transportnsw.info/>



### Around the CBD and Darling Harbour

- [Museum of Sydney](#)
- [Darling Harbour](#) – Walk Pyrmont footbridge
- [National Maritime Museum](#)
- [Cockle Bay](#)
- [King Street Wharf](#)
- [Sydney Aquarium](#)
- [Chinese Gardens](#)
- [Chinatown](#)
- [Paddy's Market](#)
- [Powerhouse Museum](#)
- [Capitol Theatre](#)
- [Art Gallery of NSW](#)
- [Conservatorium of Music](#)
- [Royal Botanical Gardens](#) – Mrs Macquarie's Chair / Walks and tours / lunch at Art Gallery / Coffee at the Pavillion Cafe / Woolloomooloo / Harry's Cafe de Wheels / Macquarie Street and City -[Hyde Park Barracks](#)/State Library /Parliament House /Sydney Hospital / [Mint Museum](#) /Queens Square /
- Hyde Park / [St Mary's Cathedral](#) / Strand Arcade.
- [Sydney Tower](#) – overview of the city of Sydney.
- [Queen Victoria Building](#) - *above Town Hall RailwayStation*
- [The Strand Arcade](#) - just opposite Centrepont Tower. Go up to level 1 for the best range of Australian Designers, both in jewellery and clothing.

### SYDNEY AERIAL VIEWS

**Sydney Scenic Flights** - Explore Sydney Harbour, the Blue Mountains and the Sydney Northern Beaches by scenic flight.

- <http://www.sydneybyseaplane.com/>
- <http://www.seaplanes.com.au/>

### Other Locations

**Watson's Bay and the Gap** – Sydney's famous headland. Visit the famous Doyle's Restaurant or Doyle's Pub, and have a leisurly stroll around the road to Camp Cove.

**Kings Cross** – a lively bohemian history and nightlife - *for more details refer to interesting suburbs.*

**Paddington Markets** - Paddington - *for more details refer to interesting suburbs (inside Pages)*



**Elizabeth Bay House** – Historic House/Vaucluse House

**Balmoral Beach/Chainman’s Beach/Mosman village**/walk Mosman wharf to Cremorne Point Wharf. - *Refer to interesting suburbs.*

**Manly Beach - Manly to Spit Bridge Scenic walk** - Spectacular views of the harbour. *For more details refer to Manly Beach (inside pages)*

[Bondi Beach Surfing Lessons](#)

**Bondi Beach – Coogee Clifftop Coastal walk** via Tamarama Bronte (Waverley Cemetry) Clovelly and Coogee Beaches and continue on along the coast to Maroubra beach.

**Northern Beaches to Palm Beach** – Pittwater and National Parks. - *refer to Off the Beaten track.*  
[Sydney National Park](#)– Southern Sydney.

[Taronga Park Zoo](#)– see Koalas, Kangaroos, and the famous Seal Show. A great day out. [Luna Park](#)– Just For Fun! Sydney Icon. Amusement Park for the young and the young at heart. Next door to Nth Sydney Olympic Pool.

[Sydney Fish markets](#)- The best seafood and fish and chips in Sydney.

**North Shore:** Lavender Bay/Milsons Point/Kirribilli/Cremorne Point

Other interesting suburbs: Balmain/Glebe/Newtown – inner city - *For more details refer to interesting suburbs.*

## How to Advance Your Skills in the English Language

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If you are interested in furthering your English language skills whilst you are in Australia you can obtain more information from the following website:

- <https://www.englishaustralia.com.au/>

Please see below for sample information on the courses conducted at the above institution.

## English Australia

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English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees
- English Australia Institutes are located in capital and regional cities throughout Australia
- For More Information go to <https://www.englishaustralia.com.au/>

## Migration Agents

A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website <https://www.mara.gov.au/>

## Education Agents

Australian Business Management uses education agents to assist in recruitment of our students. Our college is responsible for the actions of our agents in marketing and promoting our courses. All education agents working on behalf of Australian Business Management have completed an agent representation agreement with us and we have conducted reference checks on their suitability and competence. We review the activities and conduct of education agents from time to time to ensure there is a necessary level of professionalism and consistency imparted in how they represent the college.

It is unusual for you to make additional fee payments to education agents once you have been accepted by Australian Business Management. Should you be asked for additional fees please contact Australian Business Management.

Before you make an application to study, our education agent must give you the following information:

- Details on Australian Business Management and its facilities, equipment and learning resources;



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- Course content, the qualification gained on completion, duration;
- Teaching and assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course;
- Course fees, refund conditions and other tuition expenses;
- Living in Australia and the local environment of the relevant campus, including information about campus location,
- Accommodation availability, and costs of living;
- Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- Conditions imposed on student visas including satisfactory academic performance and working rights and that Australian Business Management will be required to keep a record of your academic progress;
- The requirement of Australian Business Management to report to relevant government authorities a student's failure to meet their visa conditions relating to academic performance;
- Withdrawal arrangements;
- Admission procedures, credit transfers and the recognition of existing skills and knowledge policies and procedures at Australian Business Management;
- All students who come to Australia on a student visa must have a primary purpose of studying and must undertake full-time study;
- Any school age dependents that accompany them to Australia are required to pay full fees when they enrol in either government or non-government schools;
- Internal and external complaint and appeals procedures; and
- Available student support and welfare services.

## Fees and Charges

The fees applicable to each course and category of student and fee payment schedules are detailed in the Application of Enrolment Form, contact ABM to obtain details.

Additional charges that may apply include:

Enrolment Fee	\$250	Non-refundable
Material Fee (per year)	\$200	Refundable if withdraw before course commencement date. Non-refundable if withdraw after course commencement date.



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RPL Fee	\$300 per unit	Non-refundable
Credit transfer fee	\$500	Non-refundable
Re-assessment/No show Fee	\$100 per unit	Non-refundable
Late payment fee	\$200	Non-refundable
Withdrawal Application Fee	\$300	Non-refundable

## Refund Policy

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be. Application for a refund must be made in writing and addressed to the PEO, clearly stating the reason for the cancellation.

Enrolment/Application Fee, administration fees and fees paid to education agents are non-refundable. Material fee is refundable if withdraw prior to the nominated course commencement date.

Refund items are listed in the following table:

Enrolment/application Fee	Non-refundable
Material Fee	Refundable if withdraw before course commencement date. Non-refundable if withdraw after course commencement date.
Withdrawal for Visa refusal and received by ABM prior to course commencement date	Full refund of tuition fee
Withdrawal for Visa refusal and received by ABM after course commencement date	No refund
Withdrawal of course more than 28 days prior to course commencement date	80% tuition fee refundable
Withdrawal of course less than 28 days prior to course commencement	50% tuition fee refundable
Withdrawal of course after course commencement	No refund
Visa cancellation due to student's actions	No refund
Enrolment terminated due to student's actions and breach of ABM's policies and procedures	No refund
Doesn't commence (i.e. doesn't arrive; has not arranged with ABM for a later start)	No refund
OSHC	Refer to the OSHC provider



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Homestay placement/Airport pick-up

 Refer to the  
Homestay Services  
Provider

A 80% refund of the course fees will be given by the RTO only up to twenty eight (28) days prior to the nominated course commencement date. If less than twenty-eight (28) days' notice is given of the intention to withdraw from the course then a 50% refund will be given. If you fail to commence with or without notifying the RTO, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered, and which are beyond the student’s control:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a student’s Visa has not been granted

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

If required / or the RTO agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. All refunds will be paid to the person who enters into the contract with the RTO (the Student) unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

To apply for a refund, a written claim must be submitted on the Refund Request Form to the PEO of the RTO. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. The RTO will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with the RTO, the Student, unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid. Students must provide, in writing, the person they wish the refund to go to, if it is not


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them. All refunds are paid electronically, no refunds will be in cash.

**NOTE:** This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. Australian Business Management's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

## Refund Policy – Provider Default and Fee Protection

In the unlikely event that Australian Business Management is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by Australian Business Management at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Australian Business Management is unable to provide a refund or place you in an alternative course, you may access the Governments Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email [administrator@a.tps.gov.au](mailto:administrator@a.tps.gov.au). They will work with you to place you in a suitable alternative course at no extra cost to you

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information, visit <https://www.tps.gov.au> or the FAQ's section: <https://tps.gov.au/StaticContent/Get/Faqs>



## Deferring or Suspending Study

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Australian Business Management can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- (b) Misbehaviour by the student.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Australian Business Management s Pty Ltd to defer, suspend or cancel their studies and Australian Business Management will not notify the Department of Education and Training of a change to the enrolment status until the internal complaints and appeals process is completed.

### Deferring for a period

Students who would like to defer their studies must first speak to Australian Business Management PEO. An application to defer form must be completed which will need to be approved by the PEO. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

### Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to Australian Business Management to defer their studies.

### Suspension due to Academic misconduct



All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

### a) Student's responsibilities:

#### 1. During Examinations

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class.
- academic misconduct
- general misconduct (see below)

#### 2. Other assessment tasks

- e) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- f) Students must not use another person's concepts, results or conclusions and pass them off as their own
- g) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- h) Students must not ask another person to produce an assessable item for them.

### b) Australian Business Management 's responsibilities:



Level 5, 579 Harris Street  
Ultimo 2007



+61 2 9160 4507



www.abm.edu.au  
info@abm.edu.au

### Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

### c) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Australian Business Management.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Australian Business Management.

### Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
  - a) procedural irregularities, and/or
  - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the PEO within 20 days of the date of the student being notified of the consequence.

### General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the provider's property or the



property of others; alters/defaces the provider's documents or records; prejudices the good name of Australian Business Management, or otherwise acts in an improper manner.

The Australian Business Management will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of Australian Business Management;
- c) prejudices the good order and governance of Australian Business Management or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Australian Business Management;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of Australian Business Management;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Australian Business Management, or on the provider's premises or other premises to which the student has access as a student of Australian Business Management;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Australian Business Management;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of Australian Business Management or breaches any of Australian Business Management's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Australian Business Management, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Australian Business Management;
- o) misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Australian Business Management premises while acting as a student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of Australian Business Management or for which Australian Business Management is responsible; or



- q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

### Penalties for general misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Australian Business Management.

If the student admits to the alleged misconduct, the CEO / PEO may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Australian Business Management.

The PEO may then impose the penalty of permanent exclusion from Australian Business Management in the case of physical or verbal abuse of students or staff of Australian Business Management, repeated or severe misconduct, or in the case of criminal acts.

### Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

### Notification and appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
  - procedural irregularities, and/or
  - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
  - Appeals must be lodged in writing with the PEO within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

### Procedure for recording deferrals – Exceptional Circumstance

- Student requests deferment of course studies
- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment



- Request to be assessed by PEO
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment for 12 months before enrolment will be cancelled
- Circumstances not deemed exceptional will not be granted
- The provider reports student to Secretary of the Department of Education and Training via PRISMS

## Course Credit

Course credit is defined by the National Code as follows:

**‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.’**

Under this policy, Australian Business Management will provide applicants with the opportunity to apply for credit prior to Application for Enrolment or during the initial part of the course. Australian Business Management will recognise past study and life experience and assess these aspects against the units and training package requirements.

Australian Business Management will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.

Australian Business Management will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and placed it on the student 's file.

For a student to apply for course credit the following needs to be followed.

- A Course Credit Application form is available to students
- Applicant is to fill in Form 1 and submit back to Australian Business Management .
- Australian Business Management will provide applicants with Form 2, which contains the evidence requirements for each unit.
- The applicant is to fill in Form 2 and submit the form to Australian Business Management with the associated evidence clearly marked.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.



- Subject outlines specifying subject content and duration.

**Incomplete applications may result in a rejection and/or delay in processing of the application.**

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by the PEO or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above-mentioned criteria.

**and / or**

- Sitting a challenge test to assess knowledge and skill of subjects for which RPL has been requested.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

**PRISMS Notification**

Any course credit offered by Australian Business Management which leads to a shortening of the student's course, must be reported on PRISMS.

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS within 14 days under section 19 of the ESOS Act.

## Completion within the expected duration of study

The Australian Business Management will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

Australian Business Management will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, Australian Business Management will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.



Australian Business Management will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

## Repeating of Units for International Students

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If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled to Australian Business Management in a full time capacity.

The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

Students are not permitted to repeat a unit of study more than once. However the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, e.g. bereavement.

## Attendance monitoring

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The Australian Business Management will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled.

Australian Business Management will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled.

Australian Business Management will provide, to staff and students, a policy and procedure that specify the:

Australian Business Management will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

Australian Business Management will regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.



## Monitoring Course Progress – Study Periods

The Australian Business Management will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

Australian Business Management will assess each student's progress at the end of each compulsory study period. Each study period will equal 10 weeks.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

Australian Business Management defines in Australian Business Management timetable the course requirements for each study period and can identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

Australian Business Management has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students 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
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DOHA and cancellation of his or her visa, depending on the outcome of any appeals process.

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 as outlined above and in the “Intervention Strategy Document” is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if Australian Business Management identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, Australian Business Management will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, Australian Business Management **must notify** the student of its intention to report the student to DOHA for unsatisfactory progress. Australian Business Management will do this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) will inform, you, the student that you are able to access Australian Business Management’s complaints and appeals process under Standard 8 and that you have 20 working days in which to do so. You may appeal on the following grounds:

- i. Australian Business Management’s failure to record or calculate your marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. Australian Business Management has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), Australian Business Management will not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to you through Australian Business Management’s intervention strategy, and Australian Business Management will not report you.

Where:

- i. You have chosen not to access the complaints and appeals processes within the 20 working day period; or



- ii. you withdraws from the process; or
- iii. the process is completed and results in a decision supporting Australian Business Management (ie. your appeal was unsuccessful);

Australian Business Management **must** notify the Secretary of Department of Education and Training through PRISMS as soon as practicable of you not achieving satisfactory course progress.

## Transfer Policy

Under this policy Australian Business Management will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

### Enrolling a Transferring Student

Under this policy Australian Business Management will **not** enrol any transferring international student prior to completion of 6 months of their PEO course unless that student has a valid letter of release agreeing to such a transfer.

Australian Business Management may enrol a student if they have documentation that approximates the letter of release (e.g. the student has evidence their CoE was conditional on meeting certain entry requirements and they did not meet the requirements). Australian Business Management will note this in PRISMS and keep the documentation on the student's file.

*NOTE: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.*

### Transferring away from Australian Business Management

If a student wishes to transfer away from Australian Business Management, we will provide a letter of release unless the students has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, Australian Business Management will provide such a letter within 10 working days of receiving a written request.



### Refusing to provide a letter of release

Australian Business Management will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

### Students withdrawing from a course

If a student withdraws from a course the ESOS Act requires that Australian Business Management advise the Department of Education and Training through PRISMS within 14 days. This information is transmitted to the Department of Home Affairs (DoHS) and has implications for the student's visa.

### Refund of Fees

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

## Practical Training, Non-discriminatory Environment

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

- Classrooms at Australian Business Management are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training.

## Critical Incidents

If you are involved in a critical incident, you should contact the PEO of ABM.

Critical incidents are not limited to, but could include:

- Missing students;



- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

## Emergency Procedures

Upon hearing the evacuation alarm, all ABM students must immediately move to their designated assembly area and follow the instructions given by staff. The building must not be re-entered until you are instructed to do so by emergency personnel.

If the evacuation alarm sounds:

- Go to the nearest safe fire exit as directed by Staff
- Only take your personal belongings
- Do not use lifts or telephones
- Advise a first aid officer of any injured person as soon as possible

Any person confined to a wheelchair should remain in a designated safe exit stairwell with a volunteer helper until emergency services/personnel arrive to transport them from the building. Students and untrained staff should not attempt to bring wheelchairs downstairs. When you get outside, go to the nominated assembly area and remain in class groups. Students and trainers must refer to the relevant workplace WHS Policy and Procedures for information about Workplace Health and Safety Officers. On ABM premises, employees and students are to refer to the CEO in relation to WHS matters or the Academic Manager.

## Intent to Relocate Premises

In the event that Australian Business Management has a need to relocate to larger premises all students will be notified by formal letter of any intention to relocate at least three (3) weeks prior to the relocation date stating the new address, contact details and directions.

## Complaints and Appeals Policy

Australian Business Management aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and Australian Business Management.



However, if a complaint is unable to be resolved on an informal level the student is required to present to Australian Business Management a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by Australian Business Management within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of Australian Business Management receiving the formal written lodgement of the complaint.

Complaints from overseas students may be investigated by ASQA, the Overseas Students Ombudsman, or, in some cases, another agency.

To lodge a complaint, students may do so by visiting:

<https://asqaconnect.asqa.gov.au/>

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—our resources will be focused on the most serious complaints.
- ASQA cannot act as an advocate or provide a 'consumer protection' service for students.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The Australian Business Management will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

The Australian Business Management will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will



be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at Australian Business Management's discretion).

This policy advises that students are able to access Australian Business Management's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal the outcome. There is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

Complaints about Australian Business Management must be made in writing.

### INFORMAL COMPLAINT PROCEDURE

1. Student has a complaint
2. Approaches Trainer/PEO with complaint
3. Trainer/PEO resolves complaint internally on an informal basis

### FORMAL COMPLAINT PROCEDURE

1. Student has a complaint/appeal
2. Complaints or appeals include but not limited to Academic and Non-academic, assessment related appeals to complete the Assessment Appeal Form. Other matter related complaints or appeals to complete the International Student Complaints and Appeals Form
3. Student lodges the complaint in writing to the PEO within 5 business days of the incident occurring
4. The written complaint will be acknowledged by the RTO in writing, along with an outline of the processes to be followed and an estimated time frame.
5. Review of the complaint to begin within 10 working days of the written complaint being received, and finalise the outcome as soon as practicable
6. The student's enrolment will be maintained during the review process (if there is a threat the student will be deported)
7. A written statement detailing the outcome of the complaint review will be given to the student
8. If the outcome of a student's complaint/appeal through ABM's internal or external complaints and appeals handling process is favourable to the student, ABM will immediately advise the student of this and implement any decision and/or corrective and preventive action required
9. If the outcome of a student's complaint/appeal through ABM's internal complaints and appeals handling process is unsuccessful, ABM will advise the student within 10 working days of concluding the internal review that the student has the right to access to an external



complaint and appeal process at minimal or no cost  
 10. The outcome of the external appeals process will be final and accepted by both parties

### External Agency

If a student is not happy with the internal appeal outcome, ABM will refer them to the Overseas Students Ombudsman(OSO). OSO helps international/overseas students and investigates complaints about problems that overseas students or intending overseas students may have with private education and training provider in Australia.

Table listed below provides more information about Ombudsman and its variety of service:

Service Description	Contact Details
About Overseas Students Ombudsman	<a href="http://www.oso.gov.au/about-us">www.oso.gov.au/about-us</a>
Making a complaint	<a href="http://www.oso.gov.au/making-a-complaint">www.oso.gov.au/making-a-complaint</a>
More information regarding overseas students	<a href="http://www.oso.gov.au/overseas-students">www.oso.gov.au/overseas-students</a>
More information regarding private education providers	<a href="http://www.oso.gov.au/private-education-providers">www.oso.gov.au/private-education-providers</a>
Frequently asked questions	<a href="http://www.oso.gov.au/frequently-asked-questions">www.oso.gov.au/frequently-asked-questions</a>
Ombudsman contact us email	<a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a>
Phone	1300 362 072 within Australian Outside Australia +61 2 6276 0123
Postal	GPO Box 442 Canberra ACT 2601
Student enquiry time	9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Ombudsman online complaint form	<a href="https://www.ombo.nsw.gov.au/complaints/complaint-form">https://www.ombo.nsw.gov.au/complaints/complaint-form</a>

## Student Induction and Orientation

Student orientation day is conducted for all new students at the beginning of each intake. It is essential for all new students to attend this session to understand Australian Business Management academic systems, rules and regulations and familiarise themselves with the facilities. Students must bring with them; valid passport and current residential address.

Typically the orientation day includes:

- Introduction to our facilities and the study environment



- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook
- Introduction to course structure, academic calendar and timetable issues.
- Information about academic requirements governed by the Department of Home Affairs and student visa regulations.

Students will then be asked to sign a Student Induction form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of Australian Business Management.

## Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by a registered training organisation need to have a Unique Student Identifier (USI). The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life.

When you create your USI number, you will have a USI account. Your USI account will contain all of your nationally recognised training records and results completed by your from 1<sup>st</sup> January 2015 onwards. This will make it easier for you if you need to confirm your qualifications for a new job or if you wish to start your studies with another training organisation.

If you do not have a USI, then ABM cannot issue you with testaments, Records or Results or Statements of Attainment.

It is ABM's Policy that all new students must supply ABM with their USI on or before their orientation day.

How do you apply for a USI?

Applying for a USI is simple, and free.

a) Apply for your USI by yourself online.

- Go to the USI website: [www.usi.gov.au](http://www.usi.gov.au)
- Click on the 'Students' link and follow the instructions to create your own USI.

You will need one of the following forms of identification to complete your application:

- Driver's Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate of Registration By Descent



- Citizenship Certificate
- b) Our Student Services Officer will help you to apply for USI if you wish. You can use the computer facilities at ABM to make your application with the assistance of the Student Services Officer.

The students must be confirmed USI through the orientation program.

You can get for more information about your USI at the following links: [www.usi.gov.au](http://www.usi.gov.au)  
<http://www.industry.gov.au/skills/RegulationofVET/UniqueStudentIdentifierForVET/Pages/default.aspx>

## Legal Requirements for International Students

A description of the ESOS framework made available electronically through the Department of Education and Training.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

There is Australian legislation governing the requirements of Education Providers delivering education to International students. These requirements apply to all students for the entire duration of their studies and are outlined in details in the following documents:

- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2018)
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulation 2001

## Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the



TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information, visit <https://tps.gov.au/StaticContent/GetDocument/f1c9d680-b0be-41ba-acc-4dda98ccbeaa>

### Your work rights

Everyone, including international students working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

For more information, click on the following link <https://www.studyinaustralia.gov.au/english/live-in-australia/work/your-work-rights-explained>

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Version	Produced Date	Rationale
1	June 2018	Initial version produced
2	October 2019	Updated with new logo
3	March 2020	Updated with new website
20.1	Dec 2020	Updated with new letterhead, contact details and refund policy. Added useful contacts.
21.1	Mar 2021	Added Ultimo Campus information
21.2	Apr 2021	Bella Vista Campus details removed
21.3	May 2021	Enrolment Fee changed
21.4	Jun 2021	Work rights added

