

National Provider No.
91006

ABN
47 107 961 642

CRICOS Registration
No. 02606J



Student Handbook



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1 Welcome to AH&B College*

*AH&B College is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services in Business, Hairdressing, Marketing & Communication, General English .

Welcome to AH&B College from the management and the staff.

Our mission is to make our college the first choice in Vocational and General English education; providing the right training and programs to international and local students in Australia.

The staff look forward to helping you with your individual needs as you begin, or continue, your Australian study journey. Hopefully the education you receive here will reflect in a blossoming career either here or in your home country, or give you the wonderful skill of a new language.

This student handbook has been designed to help you understand what your course includes. It will be discussed with you during your Induction Day and will be referenced throughout your time at AH&B College. So during your time with us, make sure you use it to find important information.

Towards the end of the handbook we have included many websites that you may find useful during your stay.

We hope you have a wonderful time in Bondi Junction with us and create many memories and expand your knowledge.

Sharon MacNay
AH&B
College
Principal

1.1 Contact Details

Address:

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175-181 Oxford Street,
Bondi Junction, NSW, 2022

Phone: + 61 2 9389 0771

Email: admin@ahbc.com.au

Web: www.ahbc.nsw.edu.au

Provider Number: 91006
<https://www.facebook.com/ahbcollege/>

Facebook:

CRICOS Number: 02606J

Instagram:
https://www.instagram.com/ahbcollege_91006/

1.2 College Opening Hours

Monday	8:00am – 8:00pm
Tuesday	8:00am – 8:00pm
Wednesday	8:00am – 8:00pm
Thursday	8:00am – 8:00pm

Friday

8:00am – 5:00pm

2 Course Information

2.1 BSB40215 - Certificate IV in Business – 086917K

Pre-requisites: English IELTS 5.5 or equivalent

Shifts – 12 month course (52 weeks study 10 weeks break) -minimum 20 hours including study for Research and assessment Task.

Shift 1 Monday & Tuesday 8:00am - 4:30pm,
 Wednesday 8:00am – 2.00pm

Schedule

Field	UoC Code	UoC Name
Business management & administration	BSBMGT401	Show leadership in the workplace
	BSBWOR404	Develop work priorities
	BSBLDR403	Lead team effectiveness
	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
Project management & professional development	BSBWRT401	Write complex documents
	BSBADM405	Organise meetings
	BSBCMM401	Make a presentation
Marketing & Customer service	BSBMKG413	Promote products and services
	BSBCUS402	Address customer needs
	SIRXCCS304	Coordinate interaction with customers

**BSB50215 Diploma of Business – CRICOS
08784A**

English IELTS 5.5 or equivalent

1200 hours – 1year course (42 weeks study, 10-weeks break) --minimum 27 hours weekly including Research and assessment Task.

Shift 1 Wednesday Thursday & Friday
8:00am – 4:00pm

Field	UoC Code	UoC Name
Marketing & Advertising	BSBMKG501	Identify and evaluate marketing opportunities
	BSBMKG507	Interpret market trends and developments
	BSBADV503	Coordinate advertising research
	BSBMKG514	Implement and monitor marketing activities
Business Administration	BSBADM502	Manage meetings
	BSBHRM506	Manage recruitment, selection and induction processes
	BSBPMG522	Undertake project work
Project Management & Professional Development	BSBWOR501	Manage personal work priorities and professional development

2.3 BSB61015 - Advanced Diploma of Leadership & Management – CRICOS: 089321C

Pre-requisites: English IELTS 5.5 or equivalent

1800- 2400 hours – 2 year course (82 weeks study, 22 weeks break) Students must attend minimum 20 hours weekly including Research and assessment Task.

Shift 1 Wednesdays ,Tuesday & Thursday
8:00am - 4:00pm

Schedule

UoC Code	UoC Name
BSBINN601	Lead and manage organisational change
BSBMGT605	Provide leadership across the organisation
BSBMGT616	Develop and implement strategic plans
BSBMGT617	Develop and implement a business plan
BSBINM601	Manage knowledge and information
BSBFIM601	Manage finances
BSBMGT608	Manage innovation and continuous improvement
BSBDIV601	Develop and implement diversity policy
BSBDES602	Research global design trends
BSBMGT619	Identify and implement business innovation
PSPGEN067	Establish and maintain strategic networks
BSBCOM602	Develop and create compliance requirements

BSB42415 Certificate IV in Marketing & Communication – CRICOS: 093105K

English IELTS 5.5 or equivalent

Shifts – 1 year course (52 weeks study, 15 weeks break) Students must attend minimum 20 hours face to face class room study including Research and assessment Task.

Shift 1	Tuesday & Friday 8:am - 4:00pm
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Schedule

Field	UoC Code	UoC Name
Market Analysis	BSBMKG408	Conduct market research
	BSBMKG401	Profile the market
	BSBMKG419	Analyse consumer behaviour
Marketing Communication	BSBMGT407	Apply digital solutions to work processes
	BSBCRT401	Articulate, present and debate ideas
	BSBMKG417	Apply marketing communication across a convergent industry
	BSBMKG418	Develop and apply knowledge of marketing communication industry
Marketing activities & implementation	BSBMKG413	Promote products and services
	BSBCMM401	Make a presentation
	BSBMKG409	Design direct response offers
	BSBMKG410	Test direct marketing activities
	BSBPUB403	Develop public relations documents

BSB52415 Diploma of Marketing & Communication – CRICOS: 093106J

Pre-requisites - 5 core Units of Competency from Certificate IV in Marketing & Communication-
BSB42415 English IELTS 5.5 or Equivalent

Shifts – 1year course (52 week study, 15 weeks break) Students must attend minimum 20 hours face to face class room study including Research and assessment Task.

Shift 1	Monday & Wednesday 8:00am - 4:00pm Friday 12:00am - 4:00pm
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Schedule

Field	UoC Code	UoC Name
Projects	BSBPMG522	Undertake project work
Marketing Research and Analysis	BSBMKG507	Interpret market trends and developments
	BSBMKG506	Plan market research
	BSBMKG515	Conduct a marketing audit
Marketing Activities & Implementation	BSBMKG501	Identify and evaluate marketing opportunities
	BSBMKG502	Establish and adjust the marketing mix
	BSBMKG514	Implement and monitor marketing activities
	BSBFIM501	Manage budgets and financial plans
	BSBMKG508	Plan direct marketing activities
Marketing Communication	BSBMKG523	Design and develop an integrated marketing communication plan
	BSBMKG527	Plan social media engagement
	BSBMKG510	Plan e-marketing communications

SHB30416 Certificate III in Hairdressing – CRICOS: 093108G

English IELTS 5.5 or equivalent

Shifts – 1year course (52 week study, 11.5 weeks break) Students must attend minimum 20 hours face to face class room study including Research and assessment Task.

Shift 1	Monday, Tuesdays and Wednesday 9:00am – 5.00pm
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Schedule

Field	UoC Code	UoC Name
Fundamentals	BSBSUS201	Participate in environmentally sustainable work practices C
	SHBHBAS001	Provide shampoo and basin services C
	SHBHBAS002	Provide head, neck and shoulder massage for relaxation E
	SHBXWHS001	Apply safe hygiene, health and work practices C
	SHBHIND001	Maintain and organize tools, equipment and work areas C
	SHBXCCS001	Conduct salon financial transactions C
	SHBXCCS002	Provide salon services to clients C
	SHBXIND001	Comply with organisational requirements within a personal services environment C
	SHBXIND002	Communicate as part of a salon team C
	SHBXCCS004	Recommend products and services E

	SHBHIND002	Research and use hairdressing industry information E
	SHBHTRI001	Identify and treat hair and scalp conditions C
	SHBHIND003	Develop and expand a client base C
Hair Design	SHBHDES003	Create finished hair designs C
	SHBHDES002	Braid Hair E
	SHBHDES004	Create classic long hair up-styles E
Straightening	SHBHREF002	Straighten and relax hair with chemical treatments C
Colour	SHBHCLS002	Colour and lighten hair C
	SHBHCLS003	Provide full and partial head highlighting treatments C
	SHBHCLS004	Neutralise unwanted colours and tones C
	SHBHCLS005	Provide on scalp full head and retouch bleach treatments C
Cutting	SHBHCUT001	Design haircut structures C
	SHBHCUT002	Create one length or solid haircut structures C
	SHBHCUT003	Create graduated haircut structures C
	SHBHCUT004	Create layered haircut structures C
	SHBHCUT005	Cut hair using over comb techniques C

	SHBHCUT006	Create combined haircut structures E
	SHBHCUT007	Create combined traditional and classic men's haircut structures E

SHB40216 Certificate IV in Hairdressing – CRICOS: 091492K

Pre-requisites

- Certificate III in Hairdressing (or equivalent)
- one year post- qualification full time employment experience as a hairdresser in a salon environment where you have applied the skills and knowledge covered in the Certificate III in Hairdressing qualification.
- English IELTS 5.5 or equivalent

Shift 1	Monday , Tuesdays and Wednesdays 9:am – 5:00pm
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Schedule

Field	UoC Code	UoC Name
Advanced Hairdressing	SHBHCLS006	Solve complex colour problems
	SHBHCLS007	Enhance hair designs using creative colouring and lightening techniques
	SHBHDES004	Create classic long hair upstyles
	SHBHDES006	Design and style long hair creatively
	SHBHTRI003	Develop and apply scalp treatment therapies
Salon Environment	SHBHTLS001	Provide technical leadership to hairdressing teams
	SHBHTLS002	Research and use hairdressing trends to advance creative work
Salon and Team Management	BSBMKG413	Promote products and services
	SISXIND005	Coordinate work teams or groups

	BSBWOR502	Lead and manage team effectiveness
	BSBINN301	Promote innovation in a team environment

SHB50216- Diploma of Salon Management – CRICOS: 093109F

Pre-requisites: English IELTS 5.5 or equivalent

Shifts – 1year course (52 week study, 15 weeks break) Students must attend minimum 20 hours face to face class room study including Research and assessment Task.

Shift 1	Wednesday & Friday 8:00am - 4:00pm
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Schedule

Field	UoC Code	UoC Name
Business Environment	BSBSUS501	Develop workplace policy and procedures for sustainability
	SHBXWHS002	Provide a safe work environment
Human Resources	BSBHRM404	Review human resource functions
	BSBHRM506	Manage recruitment selection and induction processes
Business Management	SHBXPSM001	Lead teams in a personal services environment
	SHBXPSM002	Manage treatment services and sales delivery

	SHBXPSM003	Promote a personal services business
	BSBMGT401	Show leadership in the workplace
	BSBMGT502	Manage people performance
	BSBSMB403	Market the small business

General English: Beginner – 080430D

(12 weeks study, 2 weeks break)

Schedule	Monday – Thursday 4:00pm - 8:00pm
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Schedule

Week	Areas of Learning
1	Describe past event; describe things and events
2	Ask questions; fill out forms
3	Ask personal questions
4	Directions and prepositions; job descriptions
5	Describe people; ownership
6	Time; likes and dislikes
7	Routines and habits
8	Interests and hobbies; body parts
9	Describe past events, describe things and events
10	Ask questions and respond; discuss past events; dates
11	Discuss future plans; create longer sentences
12	Language for shopping; Exit Test

2.10 General English: Elementary - 080430D

(12 week study, 2 weeks break)

	Monday to Thursday 4.00pm- 8.00pm
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Schedule

Week	Areas of Learning
1	Give personal information; conversation skills
2	Describe different jobs; time
3	Describe your job; daily tasks
4	Countable and uncountable; adjectives
5	Describe past events
6	Describe past events; describe emotions
7	Describe past events; time prepositions
8	Ordering food; countable and uncountable nouns
9	Compare jobs; places and things
10	Describe people
11	Discuss future plans; weather
12	Describe past events; prepositions; Exit Test

2.11 General English: Pre Intermediate – CRICOS: 080430D

Shifts (12 week study, 2 weeks break)

Shift 1	Monday to Thursday 4:00pm – 8:00pm
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Schedule

Week	Areas of Learning
1	Give personal information; conversation skills
2	Likes and dislikes; story telling
3	Describe your abilities; summarise and paraphrase; collocations
4	Countable and uncountable nouns; requests; articles
5	Describe future events; doubts and uncertainty; idioms
6	Synonyms and antonyms; comparatives and superlatives
7	Describe past events; biographies
8	Advice; summaries; health
9	Describe past events; speed reading; paraphrasing
10	Compound nouns; questions; debates
11	Money; speech; complete forms; discuss events
12	Prepositions; note taking; good-byes; Exit Test

2.12 General English: Intermediate - 080430D

(12 week study, 2 weeks break)

Shift 1	Monday to Thursday 4:00pm – 8:00pm
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Schedule

Week	Areas of Learning
1	Sentence syntax; homographs
2	Retell events; writing emails; give opinions
3	Nuances; pronunciation; give opinions
4	Give advice; idioms; polite requests; write letters and emails
5	Weather and the environment

6	Adjectives; Australian English v American English v British English
7	Likes and dislikes; adverbs; time expressions
8	Money; idioms
9	Health; probabilities; debates; essay writing
10	Technology; articles; possession; paraphrasing
11	Probability; idioms; linking words; clichés
12	Reported speech; legal vocabulary; debate; Exit Tests

2.13 General English: Upper Intermediate - 080430D

(12 week study, 2 weeks break)

Shift 1	Monday – Thursday 4:00pm- 8:00pm
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Schedule

Week	Areas of Learning
1	Questions in conversations; describe the arts and films
2	Modal verbs; for obligations
3	Presentation skills, debating, polite indirect questions
4	Complaining; government policies; social issues; debates
5	Language features with socio- economic themes
6	Negative questions; complex legal language
7	Formal and informal English; text speak; exaggeration
8	Small talk; hear-say
9	Opinions; note taking; pronunciation
10	Figurative language; emotion in speech
11	Idioms; homophones; interpret texts
12	Tactful speech; presenting skills; Exit Tests

2.14 General English: Evening Composite 1 (Elementary, Pre Intermediate) - 080430D

Shifts (12 week study, 2 weeks break)

Shift 1	Monday - Friday 4:00 pm - 8:00pm
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Week	Areas of Learning
1	greetings, social expressions, q words, articles, present simple and present continuous
2	professions, likes & dislikes, adverbs of frequency, adverbs, feelings,
3	conjunctions, past simple, recount, present continuous
4	modal verbs, countable/uncountable nouns, quantity

5	future tenses, verb patterns, synonyms and antonyms, weather,
6	q words, comparative & superlative, use of 'like', homonyms and homophones, summary
7	past participle, present perfect and past simple, for & since, biography
8	modal verbs, summaries, health, illness,
9	gerunds, feelings, time clause, exclamations, opinions, relative pronouns
10	passive & active voice, compound nouns, collocations, present perfect & continuous
11	money, speech, present perfect continuous, weather, filling in forms
12	1 st conditional, 2 nd conditional, placement prepositions, exit test

2.15 General English: Evening Composite 2 (Intermediate, Upper Intermediate, - 080430D)

Shifts (12 week study, 2 weeks break)

Shift 1	Monday – Friday 4:00pm – 8:00 pm
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2.16 Training Delivery

All training at AH&B College is taught by qualified trainers, face to face in a classroom setting, with a maximum of 30 students in any one class for VET courses, or 18 for ELICOS courses.

All training is onsite, in the Bondi Junction campus. There may be excursions throughout your course which are off site, you will be informed of any excursion before the date of the excursion.

During your induction you should inform your educator about your learning needs, such as whether you learn better by pictures and images, by listening, or by being practical and hands on. This will allow the educator to help with your learning, making sure that we are flexible and fair. You should also inform your educator about any difficulties you may have such as dyslexia, hearing problems or mobility problems.

At AH&B College we aim to give students real life experience and incorporate field trips and inviting in guest speakers. We also have books and DVDs related to your course which you may borrow. Alternatively, we are a short walk to Waverley Library which has lots of free resources for you.

2.17 English Requirements

If you wish to enrol on a VET course, then you must have a provide documentation of your English language proficiency of IELTS 5.5 or equivalent. If you have not sat an IELTS test, then we can offer an English Placement Test. If this is done on site then it is free.

If you are studying an ELICOS course, then you do not need to demonstrate your English language proficiency to the college, although you may need to demonstrate your English ability to Home Affairs.

On your Induction day you will sit a test which will determine which English class you will attend, although you may sit this before your Induction if you wish.

2.18 Minimum Age

AH&B College does not accept students who are under 18 years of age at the time of course commencement. Student should not sign any documentation to enrol until they are 18 years of age.

2.19 Assessment

AH&B College use a variety of assessment methods to help all students be deemed competent in their studies. If you lose your workbook, you will be charged a replacement fee. Other assessment methods include: skills demonstration, portfolios, group discussions, presentations, role plays and class activities. Most of these will to be completed in class.

If you are studying an ELICOS course, you will receive a workbook every week, which will be assessed, along with your participation in class activities. Also, at the end of every 12 week cycle you will have a test. This allows us to see how you have progressed in your language skills.

2.20 Deadlines for Assessment

AH&B College has imposed deadlines in its VET courses. We have done this so as to help you stay on track with your assessments. We have found that if we do not have assessment deadlines then students allow their assignments to pile up. This leads to a rush to hand in their work before the course end date. Students are expected to hand in their workbook and Assessments four weeks after they have finished studying that UoC. If you do not think that you will meet your dead line please speak to your educator who will decide whether to give you an extension.

2.21 Plagiarism

Plagiarism is the copying of someone else work, words or ideas and passing it off as your own. This can be from another student, newspaper articles, journals, videos or textbooks.

If a staff member suspects that you have plagiarised, then we will investigate. During the investigation you may be interviewed; during this interview you are entitled to be supported by another person. If it is determined that you have plagiarised, then you will be required to re-submit the assessments under supervision and will receive a penalty. You will receive a \$300 fine and you will not be able to pass the UoC until that fine has been paid. If you continue to plagiarise then penalties can include expulsion from the course; if this occurs, Home Affairs must and will be informed.

If you disagree with the outcome of the investigation or the penalty imposed, you have the right to appeal.

2.22 Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

AH&B College recognises VET AQF Qualifications and Statement of Attainments from other RTOs. If you believe you already have the skills and knowledge required to demonstrate competency in your course, or another course then you can request RPL/ RCC by completing the form titled Request for Recognition of Prior Learning. You will be requested to provide valid, sufficient, current and authentic

evidence to demonstrate competency. The assessor may require you to undergo a challenge test. The cost for RPL is to be covered by the student. Fees will depend on the amount of the evidence to be assessed.

Where RPL is granted to international students the College will notify Home Affairs and provide, where possible, meaningful learning activities for the student for the resulting change of the course duration ensuring a full-time course load. Granting RPL will result in the creation of a new CoE for you. This may mean that the length of your student visa is reduced. Your new course duration will also be recorded in PRISMS.

If you would like further information regarding RPL/ RCC then please speak to a member of the administration team.

2.23 Extension of course duration

AH&B College will only allow an extension to the extension of an enrolment if there are compassionate and compelling circumstances or we feel you are at risk of not meeting your course progress requirements. If we do allow an extension you should contact your agent and/or Home Affairs to seek advice on any potential impact on your visa.

2.24 Letter of Offer

AH&B College will only accept your enrolment into your desired course once you have signed your Letter of Offer (LOO) and paid your deposit. Your LOO will detail the course(s) you wish to be enrolled on, the start date(s), your course fees and payment due dates. Ensure that all details on page 2 are correct, particularly your contact details. Before you sign your LOO we encourage you to carefully read through it. Please make a note of dates that your payments will be due, extra fees and charges, our refund policy and other terms and conditions. If you have any questions regarding any of these please speak to a member of the admin team.

Please ensure that you keep a copy of your signed LOO, it will also be made available to you via your Student Portal. You may request a free copy of your LOO from reception at any time.

2.25 Re-enrolment

You are able to re-enrol onto their course for a maximum of 50% of the course duration (i.e. if a course is 12 months then a student can re-enrol for 3 months). AH&B College encourages all students to complete all units within the original course duration. Re-enrolment should only be seen as a last resort. If you would like to re-enrol please discuss with your educator.

Re-enrolment may affect your visa, please seek advice from your agent and/or Home Affairs.

3 Academic and Attendance Intervention

Throughout your enrolment at AH&B College we will monitor your attendance and course progress to help you complete your studies, during the duration stated on your Letter of Offer and your CoE. You are expected to attend college and complete your course before your course end date. Attendance is an essential way of making sure that this happens. The Australian government requires students to study at College for 20 hours minimum per week. In both ELICOS and VET we mark your attendance

every time you come into college, whether it be to attend your class or for self-study. It is your responsibility to make sure that your attendance has been noted.

To make sure that you make course progress students ELICOS student workbooks are marked daily to ensure that the student has understood the lesson. This will inform the educator of future lessons. ELICOS educators also note down any observations that they make in class. In our VET courses, your educator will inform you of when your workbook and Assessment Tasks for each units should be handed in (generally this will be one month from the last day of teaching of the unit).

In ELICOS courses, students are required to attend 80% of contact hours per week. This is monitored by our Head of English every week and evaluated every six weeks. If you are unable to attend due to a medical issue, then you must bring in a medical certificate. Course attendance and progress a minimum obligation. Attendance is calculated by looking at how many sessions you have attended each week. If you have not been attending, then you will be sent an email reminding you of your responsibilities as a student. If your attendance does not improve in the following 6 weeks you will be put given a Stage 1 warning. If after a further 6 weeks your attendance still does not improve then you will be issued with a Stage 2 notice. This includes an "Intent to Cancel" notice; whereby your CoE will be cancelled, after 20 working days and you will be reported to Home Affairs via PRISMS, unless your attendance improves in that time. In both Stage 1 and 2 we will explain the reasons as to why we have given you a warning. AH&B College will also contact you if you miss five consecutive days of studies without approval. We do this so you do not fall behind with your studies and to check on your welfare.

Our VET courses also note your attendance, and you are expected to attend 80% of contact hours per week. You are required to attend classes and lectures as stated on your timetable. Attendance is essential as this is where you will receive information regarding the UoC that you are studying. You will be given your Learning resources and assessment tasks and it is important that you do not fall behind with your work. We look at academic progress every two months. If you have fallen behind in your academic progress by 50% or more then you will be issued with a Stage 1 notice. If you have not improved your academic progress within the following two months, then you will be put into Stage 2 Intervention. This includes an "Intent to Cancel" notice; whereby your CoE will be cancelled, after 20 working days and you will be reported to Home Affairs via PRISMS, unless your hand in competent work. If we notify you that you are in Academic Intervention Stage 2 we will state the reasons why.

If you are, or think you will, fall behind with you work then there are a number of options we can consider

- speak to your educator
- speak to the administration team
- attend college during your holidays or outside your allotted study periods
- attend one of our counselling sessions. These are specially dedicated sessions where an educator can work with you. We also offer one-to-one tuition these will incur extra costs.

Academic Intervention is used to help you. We want to see you complete your assessments as we love seeing how proud our students are when they have achieved their qualification. By monitoring your attendance and academic progress we can help make sure that you stay on track.

You have the right to appeal any decision that AH&B College makes, This must be done within 20 working days. Please see [Complaints & Appeals](#).

AH&B College will cancel your enrolment and report you on PRISMS for the following reasons:

- the internal and external complaints and appeal process supports our decision
- you have not chosen to access the complaints and appeal process
- you withdraw from the complaints and appeal process, and inform us in writing.

Think of the positives with attending AH&B College. It is an opportunity to learn, make friends, get a break from work and pop into all the shops around Bondi Junction. Also in the summer months what better way to cool off then to head down to Bondi Beach for a sunbathe and a surf.

4 Deferment, Cancellation or Suspension of Studies

4.1 Student Initiated

AH&B College can only defer or suspend your enrolment if there are compassionate and compelling circumstances. We will assess each situation on a case-by-case basis and will use our professional judgement when looking at your request.

'Compassionate or compelling' circumstances are generally those beyond your control, but have an impact on your wellbeing or your studies. These include but are not limited to:

- serious illness or injury, along with a medical certificate
- bereavement of a close family member
- major political upheaval or natural disaster in your home country which requires emergency travel
- a traumatic experience (e.g. witnessing or being a victim of a serious crime)
- AH&B College being unable to offer a pre requisite unit
- inability to begin studying on the course commencement date due to a delay in receiving your student visa

To defer you will need to fill out a request form, which may cost \$300, and provide some evidence, such as a medical certificate. Once received by the college, senior members of staff will look at your application and reach a decision, which you will be informed of within a week.

If you wish to cancel your studies for any reason then you must let the College aware, in writing. This is important for you to do as lack of attendance will lead to us cancelling your CoE, which Home Affairs may dislike.

4.2 College Initiated

While a student at AH&B College you are expected to follow the college's rules and the laws of Australia.

There are various reasons why we may defer, suspend or cancel your CoE. These include, but are not limited to:

- if you misbehave
- you fall behind in your payments during your course
- if you do not progress in your course, or you do not attend your course

If AH&B College decides to defer, suspend or cancel your enrolment we will inform you of the reasons why, in writing, and will allow you 20 working days to lodge a complaint or appeal. Once this time period has expired or any appeals/ complaint looked at then we can proceed.

4.3 Effects on CoEs and visas

If your enrolment is deferred, cancelled or suspended then there are three possible outcomes.

- we notify the Department of Education and Training (DET) through PRISMS without affecting the end date of the COE. There will be no change to the COE on PRISMS- you will still be listed as studying. However, the notice will be recorded on PRISMS.
- we notify DET through PRISMS that your enrolment will be deferred or suspended for a period which will affect the end date of the CoE. PRISMS will cancel your original CoE and immediately offer us the opportunity to create a new CoE with a more appropriate end date. If we do not know when you will return, we can delay creating a CoE until you notify us of an intended date of return before we created a new CoE.
- we notify DET through PRISMS that we wish to permanently cancel (terminate) your enrolment. Once this process is completed your COE status will be listed as 'cancelled'.

5 Transferring

AH&B College will not enrol knowingly any student who is seeking to transfer from another Australian RTO prior to the completion of six months of their principal course. Exceptions to this include:

- your RTO has ceased to be registered
- your RTO has a sanction imposed preventing you from continuing your studies
- your RTO has agreed to release you from your studies and recorded this on PRISMS - if you are government sponsored and your sponsor believes a change of RTO is in your best interests.

During your enrolment with us you may decide that you want to move to another city in Australia, study a different course that we do not offer, you are unlikely to make course progress and the level you are studying, compelling and compassionate circumstances or another reason. Unless you have completed six months of your principle course (normally your last course that we have issued a CoE for) we are not obliged to allow you to transfer to another course. However, we will consider any requests on its own individual merits, and then decide if we will release you from your enrolment.

If you would like release and transfer to another college then you must make a written request and submit a valid Letter of Offer from the other college. An assessment on your request, and a verbal response given with 5 working days of the request being made, a written response may take up to 10 working days. We will only release you from your studies if we feel moving is in your interests, and you have settled any breaches.

If you disagree with our decision you may make a complaint or appeal internally or externally within 20 working days. Our decision will not be finalised on PRISMS until the 20 working days have passed.

Grounds for release from your course at AH&B College include:

- you are unable to achieve satisfactory course progress after you have engaged with the intervention strategy
- evidence of compassionate or compelling circumstances
- we have failed to deliver the course as outlined in your LOO.
- there is evidence that you were misled by ourselves, or an agent acting on our behalf, on the course meaning that the course is unsuitable to your needs
- your appeal (internal or external) results in the recommendation to release you from your studies

Grounds for refusal to release from your course at AH&B College include:

- we believe you wish to transfer for economic reasons
- you have not fully engaged with the course and support services available
- we believe that a transfer may jeopardise your progression through your course package

We advise that if you are released from your course you should speak to your agent, or to Home Affairs, for advice on whether a new visa is required.

6 Complaint & Appeals

AH&B College complaints and appeals processes are independent, easily and immediately accessible and inexpensive for all parties involved. We aim to deal with complaints and appeals internally but sometimes we may need to use external bodies. If you are an international student, then you use the [International Student Ombudsman](#). If you are a local student then you use the [Department of Fair Trading](#).

If you do have any complaints, about your course or the college, then we encourage you to talk to your educator about the problem, if that is not suitable for your complaint then you can discuss the matter with the Study Coordinator. If your complaint involves your agent or educator please speak to the Study Coordinator. If this does not resolve the situation then we encourage you to fill out a Complaints Form, which we can assist you with. AH&B College will acknowledge and respond to your complaint within 10 working days. If you are unhappy with the outcome, then you may arrange a meeting with the Principal. Once you have exhausted the internal appeals process, then you should refer to an external body (see above). At every stage you will be given a written record of the outcome of your appeal or complaint. The internal appeals process is available at no extra cost.

If your appeal or complaint is successful at any point then we will implement the decision or recommendation immediately.

Throughout this process you may be accompanied and assisted by a support person.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

You can find a more detailed summary of the Complaints & Appeals policy on our [website](#).

7 Code of Conduct

Whilst you are a student at AH&B College we expect you to abide by Australian laws. We also expect you to comply with the Assessment requirements, policies and procedures outlined in the Student Handbook and register complaints, disputes or appeals with your educator.

7.1 Work Health & Safety

- AH&B College strives to offer you, fellow students, staff members and visitors a healthy and safe environment in which to study and work.
-
- you are expected to conduct yourself in a safe and healthy manner, which prevents injury or disease to you, your fellow students or your educator.
- if you identify any hazards from equipment, facilities or the environment you must report them to a member of staff.
- except bottled water and coffee/tea, do not eat or drink within the college.
- you are expected to maintain good personal hygiene.
- wear suitable clothing. Avoid exposing your midriff, if you are in the Hairdressing department avoid wearing open toed shoes. - refrain from using bad language
- smoking is not allowed in any part of the college building. You are advised that smoking is prohibited directly outside the college on Oxford Street and Spring Street. - the use of alcohol and other drugs in the College is prohibited.
- If the fire alarm is activated students are to meet under the umbrella outside the college building on Oxford Street.
- There is a first aid kit located in the main reception area, in the Hairdressing department and in the English department. Students are advised to report any injuries to our First Aid Officer.
- If there is an emergency situation you must follow instructions and advice given by members of staff.

7.2 Enrolment Responsibilities

- be punctual to class
- attend class regularly, following the course timetable
- do not cheat or commit plagiarism (copying another's work and passing it off as your own) - advise the College of any absences, providing evidence if necessary.
- keep the College informed of your address, phone number and other contact details at all times whilst in Australia within 7 days of changing either
- refrain from the use of devices which may disrupt classes i.e. mobile phones.
- continue to study in the course for which you are enrolled and to make all attempts to maintain course progress according to the set duration of that course
- pay your course fees on or before their due date
- understand that lost learning guides and materials require a fee if you lose them and require another copy (see administration for costs)
- follow the Academic Intervention Strategy Policy
- use College property with care

7.3 Bullying and Harassment

- do not discriminate against, or harass, other students, staff or visitors to the College;
- report any discriminatory behaviour, bullying, victimisation or harassment to your educator;
- comply with our policies regarding anti- discrimination, harassment and privacy

7.4 Educator Responsibilities

AH&B College only employs staff that have suitable and relevant qualifications so that we can give you the best possible education.

Staff responsibilities include:

- identifying your learning needs
- planning and preparing your training sessions
- ensuring equipment use and maintenance is in accordance with WHS requirements
- organising training resources
- delivering competency based training
- preparing for their next discipline or next delivery of UOC data
- supporting your learning
- maintaining records of academic achievement
- evaluating and reviewing training
- ensuring subject matter expertise is current
- ensuring student engagement is achieved through course delivery
- ensuring potential employer satisfaction is optimised
- provide face-to-face feedback to students for all assessment
- record feedback given to student
- recording of information related to student assessment

8 Student Information

8.1 Induction Day

Induction Day is an an important part of your commencement at AH&B College, You must attend an Induction day, and pay any outstanding Enrolment Fees (\$200) and Material Fees (\$100), before you can begin your course. The full induction day must be attended by any new student to the college, or any continuing student who has not attended a full induction day within the last three months, or have had poor attendance during their previous course.

If the administration team agree that you do not need to attend a full induction you must complete a mini induction before you can begin your new course. A gap fill student is also required to attend a mini induction.

If you do not attend your Induction you will automatically be rescheduled to the following week, and will have to pay the Re-Scheduling Fee (\$150). If you fail to attend three attempts of Induction, then your CoE may be cancelled.

Induction is important as it gives you an opportunity to meet members of staff, including your educator. You find out extra information about how your course operates and are reminded of your rights and responsibilities. You will also be issued with your Student ID Card which gives you access to discounts in many shops and facilities in and around Bondi Junction, and throughout Australia.

8.2 Holidays

Throughout your course there are scheduled breaks, Please see the College Timetable as well as your Course's Timetable to find out what dates your holidays are. During these holiday periods, students are allowed to work more than 20 hours per week. We encourage you to take advantage of these holidays to: catch up on any course work you may have missed; travel around Australia or neighbouring countries; do some extra paid work. If you have breaks between your CoEs then the same rules apply.

If you wish to go on holiday outside of these dates, then you must inform the Study Coordinator.

The college is closed on public holidays.

8.3 Official documents and letters

You are advised to keep a copy of your signed Letter of Offer for reference, as well as any receipts of payments. If you lose or misplace any of these the administration team can print you another copy, free of charge.

You may wish to request letters, transcripts or other documents to assist with visa applications, to show your employer or for other services such as joining the library.

If you need any letters, then please ask the administration team who will be happy to assist you.

Documents will not be provided if you owe fees, such as late payment fees or lack of participation breaches.

8.4 Transcripts

Official transcripts and certification documentation are issued to you, upon completion of your course, within 30 calendar day of you being assessed as being competent in your course. In order for your Certificate and / or transcript to be issued to you, all outstanding fees must be paid. We may not be able to print any certificates if you have not supplied us with you Unique Student Identifier (USI).

Certificates and Statement of Attainments can take up to 10 working days to be printed, once requested.

Certificates and Statements of Attainment will have the Australian Qualification Framework (AQF) and the National Recognised Training (NRT) logo and the words "The units/ modules have been delivered and assessed in English".

8.5 Merits and Breaches

You can receive merits and breaches throughout your enrolment with AH&B College. Merits are good, breaches are bad.

You will receive a breach (\$25 fine) if your

- payment of fees during your enrolment is late (one breach per day)
-
- workbook is re assessed for non-participation, as you have not attended college (one breach per week)

However, a breach can be wiped with a merit which can be obtained through a number of different ways:

- extra attendance during a course week
- - attendance during the holidays
- exceptional work (educator's discretion)
- contributions to social media (reviews)
- early payment of fees (2 merits per week that payment is early)
- being a model for our hairdressing students (2 merits per service)

All breaches are waived if you successfully complete your course.

8.6 Student Support

AH&B College want you to succeed in your course whether that be through learning a new language or by gaining a vocational training qualification. AH&B College provides:

- extra lessons during the course holidays to that you can catch up
- a student support system whereby you get one on one help from an educator
- extra study periods

8.7 Extra Fees and Charges

Description	Fees/Charges
Student identification card	\$0
Re-issue student identification card	\$20.00
Student letter (family invitation, letter, etc.)	From \$40.00 (POA)
Academic Track Record (re-issue) or Academic Transcript	\$50.00
Course COE print out	No charge
COE amendments	\$250.00
Enrolment fee (Payable on enrolment start date directly to the College)	\$200.00
Next day Certificate service fee	\$200.00

Materials Fee (Payable on each course start date directly to the College)	\$100.00
Application for RPL	\$300.00
Re-issue of Certificate or Statement of Attainment	\$100.00
Re-issue of Course completion letter	\$50.00
Recommencement of course after withdrawal (re-enrolment)	\$300.00
Workbooks	No charge
Workbook replacement (if lost)	Depending on discipline
Report	\$20.00
Late payment fee	\$25 per day
Re-assessment of Workbook fee for Lack of Participation	\$25.00
Re-assessment fee for UCA (final assessment)	\$50.00
English Placement Test (*No charge if placement test is conducted at the College*)	\$50
Misbehaviour	AH&B College discretion
Tuition support	Fees upon enquiry
Deferment/suspension of studies Administration Fee	\$300
Re-attempt Failed Unit of Competency	\$300 - \$500
Salon experience//Study tour (per 20 hr week; per Student)	\$500
Induction Re-scheduling fee	\$150
Local Postage	\$20
International Postage	\$40
International Student Admin Transfer Fee	\$50
Plagiarism (severe)	\$300 or suspension (no release & reporting)

9 College Facilities

9.1 Onsite

AH&B College offer a variety of services and facilities onsite. These include:

- free Wi- Fi
- photocopying (10c per page)
- scanning (10c per page)
- English Placement Tests
- Library
- free laptop use in class (please check availability)
- access to STA Travel deals

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9.2 Bondi Junction

AH&B College is situated in the heart of Bondi Junction close to many amenities.

Services:

- [Waverley Library](#)
- [Justice of the Peace](#)
- [Services NSW](#)
- [Centrelink](#)

Entertainment:

- Event Cinema and Moonlight Cinema
- Bondi Beach and other Eastern Suburb beaches
- Westfield Bondi Junction and Eastgate Bondi Junction
- Centennial Park
- restaurants
- bars
- Bondi Junction Village Market
- Sydney Cricket Ground (SCG) and Allianz Stadium

9.3 Social Media

AH&B College is on social media. To get extra merits students can comment, review and share posts. [Facebook](#) and [Instagram](#) are great ways of seeing what your fellow students are up to. We also post important information about your studies and local events.

9.4 Feedback and Quality Improvement

AH&B College will collect feedback from you throughout the year. All feedback can be given anonymously and will be treated confidentially. We use the feedback to improve our educational services, therefore we value constructive criticism. Alternatively, you can message the college on Facebook if you have a suggestion.

10 Student Welfare

Student welfare is of the utmost importance to AH&B College. We have our own Student Representative Council (SRC) and member who can give advice of where to get help or if you just need a chat. We also have a Welfare Officer, Sharon, who can offer guidance and counselling. Anything said to our Welfare Officer will be treated in confidentiality, although the College may use information to monitor your welfare. Educators and administration staff are always available to listen and help you.

If you need to speak to somebody at the College then you can contact our Student Contact Officer at Reception, who will be able to assist you with any problems who can assist you or direct you to an outside agency who can help.

We also recommend looking at <https://www.studyinaustralia.gov.au/>, as well as our own [Student Survival Kit](#).

10.1 Critical Incidents

Unfortunately, there are extraordinary and unexpected events that can cause traumatic reactions. We all react differently to such incidents which include:

- missing friends and family members
- natural disasters
- domestic violence or physical and emotional abuse
- death to a family member
- terrorist attack

Should an incident occur the College has implemented a procedure to protect your wellbeing. You should report to a member of staff that you feel comfortable confiding with. You can speak on condition of anonymity. The staff member will encourage you to seek counselling from our Welfare Officers, or an external body (such as [beyond blue](#)). The Welfare Officer, and/or your educator, will monitor and check that you are receiving the help and assistance that you need.

All incidents are recorded on the Critical Incident Register.

10.2 English support

Students who are enrolled on our VET courses may request additional support for English. Students are able to access our English department and other staff members for assistance with their Assessments. Please speak to a member of our administration team, who will give you guidance.

11 Life in Australia

11.1 Overseas Student Health Care (OSHC)

All students are required to have OSHC. AH&B College work alongside Allianz to organise this, alternatively you can use a [price comparison website](#). Your OSHC must be organised before you apply for your student visa.

11.2 Websites

Immigration:

- [Home Affairs](#)
- [Student Document Checklist](#)
- [USI](#)

Welfare:

- State Emergency Services
- Bondi Junction Medical Centre
- National Association of Loss & Grief
- Workplace Rights and Responsibilities
- Legal Services
- Fair Work

Learning Resources

- <https://www.readingwritinghotline.edu.au/>

Accommodation

We do not have any affiliation with any accommodation agencies in Sydney. However, some popular websites for finding accommodation are:

- Flatmate Finders
- Flatmates
- Domain
- Real Estate
- Airbnb..