



KEYSTONE COLLEGE
OF BUSINESS & TECHNOLOGY

**STUDENT HANDBOOK
ELICOS (ENGLISH COURSES)**

Keystone College of Business & Technology
Level 7, 251 Adelaide Terrace, Perth WA 6000
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WELCOME BY THE CEO – ROHINI MODGILL

Education is the most powerful weapon which you can use to change the world.” – Nelson Mandela

Congratulations, on taking the first key step to learn and enrich your life through education. I welcome you to Keystone College of Business and Technology (KCBT).

At KCBT, it is our mission to provide quality education, a safe and comfortable environment and the best learning resources to our students. To ensure we achieve this, we have carefully selected our academic and administrative staff who work in collaboration to provide the best outcomes for our students.

At KCBT you will have access to a variety of resources to assist you in your learning journey and to provide a well-rounded education experience to make your experience rewarding and an enjoyable start to the life-long learning journey and to a successful career.

I wish you all the best with your journey at KCBT and look forward to meeting with you on campus.

Sincerely,

Rohini Modgill

STUDYING AT KEYSTONE COLLEGE

Keystone College of Business and Technology (KCBT) is a Registered Training Organisation (RTO) for private education that meets national standards. All of our courses are nationally accredited and continuously updated in line with changes in the industry.

Keystone College of Business and Technology (*referred to in this Handbook as KCBT or Keystone College*) is situated in the CBD on Adelaide terrace. The bus stop is outside the college and the famous landmark the WACA – “Home of Cricket in WA” is just a 2-minute walk away. At KCBT, we are passionate about student satisfaction, the quality of our education, and the quality of the overall learning experience our students receive.

At KCBT, your learning experience in our ELICOS programs will provide you with the skills and knowledge to be a successful language learner in an English-speaking environment. Keystone College’s English department values an interactive and fun learning environment, where real-life learning needs are met.

Our Vision

To be a leading, innovative, Australian training provider that reflects industry standards and builds upon them.

Our Mission

To foster a conducive learning environment with access to cutting edge technology and industry experts, that nurtures every learner’s individual creativity and equips all graduates with the required skills and more, to conquer their future challenges and goals.

Our Values

Team Work
Conducive Learning Environment
Personal and Professional Growth Opportunities
Respect
Customer Focused Service
Innovative
Creative

Inspiring

OUR OBLIGATION AS A CRICOS EDUCATION PROVIDER

As a CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the teaching and assessment we deliver. We must comply at all times with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and the ELICOS Standards 2018.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your teaching and assessment comply as well. This includes our partners, marketing brokers and sales people where applicable.

As the education provider, we have the responsibility to issue your certification documents in line with our issuance policy as outlined in this handbook.

If at any time you feel we have not met our obligations, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this handbook.

CONTACT INFORMATION AND EMERGENCY CONTACTS

Keystone College Main Contact Details

Level 7, 251 Adelaide Terrace, Perth WA 6000

Opening hours: 8.30am-5.30pm

Office hours: 8.30am-5.00pm

PTE Trainer

Amanda Cappellucci

amanda.cappellucci@kcbt.edu.au

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DoHA)

131 881

Perth Visa and Citizenship Office

Ground floor

Wellington Central

836 Wellington Street

West Perth 6005

9am-4pm Monday to Friday

Local Medical Centres

Central City Medical Centre

Shop 14, 378 Wellington Street

Perth 6000

Transport

Transperth Information Centres are located at Elizabeth Quay Bus Station, Perth Bus Station (Yagan Square), Perth Station (Wellington Street) and Perth Underground Station (Murray Street)

<http://www.transperth.wa.gov.au/>

Swan Taxis 13 13 30

Public Facilities

ATMs

Automatic Teller Machines (ATMs) are located around Perth. The closest to the college is at the Caltex service station on the corner of Wellington Street and Hill Street.

Post Office:

Perth GPO Post Shop.

Perth Railway Station,

Shop 1, 378 Wellington Street

Perth 6000

MEET THE KEYSTONE STAFF

Rohini Modgill CEO	Rohini.Modgill@kcbt.edu.au
Marcus Aquilino Director of Marketing and Business Development	Marcus.Aquilino@kcbt.edu.au
PTE Trainer	pte.trainer@kcbt.edu.au
Shampa Nandi Student Support Manager	Student.services@kcbt.edu.au
Megha Bhawsar Administration	admin@kcbt.edu.au

STUDENT CHECKLIST

Before Leaving Home:

- Apply for passport
- Arrange student visa
- Make contact with college
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise college of travel details

- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - Name and contact details of an college representative
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
 - Important documents:
 - Student handbook
 - Passport
 - Letter of offer
 - CoE
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy)
 - NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact college
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend college orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg. music, sporting and cultural clubs).

COURSE LOCATIONS

English courses are provided on-campus, at our main Perth city campus, located at Level 7, 251 Adelaide Terrace, Perth WA 6000. The college is a 5 minute walk from the city centre and is easily accessible by both bus and train. Taking the bus or train to college from Perth city is also free, as the college is within the 'Free Transit Zone'. Street parking is also available for the cost of a parking ticket. Please ensure that you read parking notifications carefully.

SELECTION AND ENROLMENT

Keystone College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form/Application Form accessed from <http://kcbt.edu.au/student-application/>. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications/courses, identification including your passport, schooling and evidence of English Language level as applicable.

There is no immediate application fee, however, if your application and documentation are accepted, a Letter of Offer will be sent with the \$250 application fee included in the costs.

Our Letter of Offer is valid for 28 days commencing the date stated on the document; this document needs to be Revised if the 28 day period has lapsed.

VISAS

Once you receive your electronic Confirmation of Enrolment (CoE), you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/stud>

This site explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Keystone College and including assistance with visas. You can contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the tuition fees that you have paid.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://www.homeaffairs.gov.au/trav/stud>

Student Visa Conditions include (but are not limited to) the following:

You must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia on this type of visa
- Notify the education provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Perth at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your 'Confirmation of Enrolment' (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications or courses as advised by Keystone College at the time of confirmation of enrolment.
- Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW) if you are under 18.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane.

If customs officers decide that an item you are bringing in is not safe, it will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. Please note, ALL international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

ARRIVING IN AUSTRALIA

Getting from Perth airport to your accommodation

Shuttle buses take passengers from the airport to Perth city where public transport is available or taxis are available to take you directly to your accommodation.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive. If you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Perth you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

YHA (Youth Hostels Association), hostelworld or booking.com

There are a range of long-term accommodation options for international students.

For example:

PRIVATE RENTAL

A **private rental** is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

SHARE HOUSE

A **share house** is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

It is important to remember that as an international Student, you have the same renting rights as local residents. The Real Estate Institute of Western Australia provides support to any real estate matters including tenants' rights. Information regarding renting and tenants' rights can be found at any of the following sites

<https://reiwa.com.au/information/renters/what-are-your-rights-and-responsibilities-as-a-tenant/>

<https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>

<https://www.tenancywa.org.au>

BOARDING OR HOMESTAY

Boarding or homestay is when you rent a room in a home and live with the home owners. These arrangement can include agreements with or without meals provided. This is a private agreement between you and the home owner.

STUDENT RESIDENCE

Student accommodation can be booked in a Single or Shared Room in custom-built/purpose built student residence buildings with shared common facilities such as kitchens, common rooms, lounge rooms etc. There are a range of options to choose from, including options in the city centre such as:

Campus Perth: <https://www.campusperth.com/>

The Boulevard: <https://thestudenthousingcompany.com.au/global/australia/perth/the-boulevard>

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in location are as follows

- Centre-based childcare \$70-\$192 per day
- Family day care AUD\$7.50-\$16.80 per hour dependent on location and service
- Nannies AUD\$17-\$25 per hour live in / \$17-\$35 per hour live out (+agency fee)
- Au pairs (living in your home)AUD\$200 to \$300 per week + agency fees

Find out more at:

<https://www.careforkids.com.au/child-care-articles/article/77/how-much-does-child-care-cost>

For school children, current costs vary depending on the school year.

To find out more about application processes and costs go to:

<https://www.goodschools.com.au/start-here/financing-your-childs-education/school-fees>

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for the city, suburb and nearest streets and your name and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to their cost of living and studying in Australia. This helps to ensure students are able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

WORKING IN AUSTRALIA

Most student visa holders can work up to 40 hours a fortnight during scheduled study/course terms and as many hours as you like during scheduled holidays/course breaks. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, it is always best to take precautions. Read the information at the following website about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

Please read through this health and safety information as well as information provided to you about personal safety at your Orientation Session. Remember to ask any questions you may have about health and safety including: nightlife, public transport, sun safety, beach safety and emergencies or incidents.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately using the contact numbers provided. An incident may be both physical or psychological (mental).

SHOPPING

All Australian major town centres and capital cities have shopping facilities with opening hours generally from 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays in suburban shopping centres and on Fridays in the city centres. Some supermarkets/grocery stores are open 24 hours a day or have late night trading 7 days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no strict rules on clothing regulations in Australia, many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and

Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels. For more information about the cost of living, visit the Study in Australia website at: <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

COURSES PROVIDED BY KEYSTONE COLLEGE

ELICOS COURSES

English Courses

Keystone College delivers a range of ELICOS programs on demand. Currently, Pearson PTE preparation courses are on offer, enabling students of various levels of English proficiency to improve their English communication skills for everyday life in an English-speaking country or to attempt the PTE Test for educational or migration purposes.

Entry levels

Entry is determined by an English Proficiency Test prior to your enrolment. Your commencing English class is then finalised by an English Placement Test which is completed during orientation. If the level determined by the English Placement Test during orientation differs to the enrolled level, a new Offer Letter will be provided which will need to be signed and for enrolment to be updated.

The English Placement Test determines the starting level of your English course.

Entry into an English course can also be achieved through successful completion of the preceding English level at KCBT - this is determined through course progress and testing results (or results may be provided by another recognised ELICOS provider)

Duration

Each level of PTE preparation is delivered in a 10-week cycle. Duration within each level is initially determined by a placement test however can change according to English progress. In the case that additional or less time is needed in an enrolled level, a meeting with the Academic Coordinator (or nominated college representative) will be organised to discuss academic progress and pathways. Again, in the case that a change to enrolment is needed a new Offer Letter will be provided, which will need to be signed and for enrolment to be updated.

Outcomes

Upon completion of your PTE Preparation course, you will be awarded with a completion certificate in alignment with the Common European Framework of Reference for Languages (CEFR), which is an international benchmark for describing language ability. Your certificate will outline your course duration, your course enrolment dates, your achieved level of English (ELICOS) as well as an 'estimated' PTE score.

Upon completion of ELICOS, the following Vocational Training (VET) qualification courses are offered by Keystone College:

BSB50120 – Diploma of Business
BSB60120 – Advanced Diploma of Business
BSB50820 – Diploma of Project Management
10904NAT – Diploma of Social Media Marketing
SIT30821 – Certificate III in Commercial Cookery
SIT40521 – Certificate IV in Kitchen Management
SIT50422 – Diploma of Hospitality Management
SIT60322 – Advanced Diploma of Hospitality Management
RII60520 – Advanced Diploma of Civil Construction Design

Note: Completion of PTE Preparation at the Intermediate level (PTE estimated score 51-58, CEFR B1+ or above, or IELTS equivalent 5.5) provides direct entry by meeting the language entry requirement for these courses. Some courses may have academic entry requirements to be considered prior to course entry.

For full course outlines please visit <http://kcbt.edu.au/category/courses/>

Note: If studying VET courses, please refer to VET handbook

COURSE INDUCTION (SETTLING IN TO YOUR COURSE)

At the start of your course will be provided with a college induction at Orientation. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your teacher and the other students in your course.

As an international student you will also be provided with information on:

- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- Legal, emergency and health services
- Safety and awareness relevant to life in Australia
- Information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Student Rights

KCBT's Code of Conduct makes sure that all students:

- Are treated with respect, treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- Are free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse;

Student Responsibilities

Adhere to KCBT's Rules of Enrolment, which are:

- Ensure that attendance/study requirements are met
- Ensure that course fees are paid up to date and on time
- Prohibited behaviours, as outlined in orientation, are adhered to
- Students are compliant with enrolment conditions and KCBT's Code of Conduct

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

Leave

All learners who enrol at KCBT are advised to arrange their holidays during KCBT term breaks. Consequently, the College will not grant any holiday leave and will not issue any holiday approval letters during the term of study.

Sickness

In cases of illness, or other circumstances beyond learner reasonable control, learner may be excused from attending classes. Reasons for such absences should be lodged with KCBT in writing within two days of starting a long leave of absence. Medical Certificates, from a registered Medical Practitioner, are required if are absent from class. You should write your student ID on your medical certificate and submit the certificate to campus reception. A receipt for medical or hospital fees cannot be accepted in lieu of a medical certificate.

Smoking, Consuming Alcohol or Drugs

Smoking, consuming alcohol or drugs on and around campus is strictly prohibited. Anti-smoking laws in Australia Under current government legislation, smoking is prohibited in all enclosed public spaces (colleges, office buildings, hotel foyers, etc), outdoor eating areas (with some limitations), and outdoor areas such as children's playgrounds and patrolled beaches. It is also illegal to smoke in a car where children under the age of 17 are present.

Computer room access

Learners can access the computer room during breaks for personal use,. Learners can bring their own devices and connect to college wi-fi, the password can be obtained from the reception.

- No drink or food items are allowed when using the KCBT computer room.
- All learners must respect other learners' learning and remain quiet whilst in the lab.
- Learners must not share their computer access/log in information with other learners.
- Learners must not use another learner's access/log in information.

Emergencies

KCBT has an emergency evacuation procedure displayed in the reception area of the campus and in all classrooms. Learners will be fully briefed on these procedures during their induction.

Learner Details

Learners are required to update their details every six months with the college to comply with the Education Services for Overseas Learners Act (ESOS ACT 2000). Learners must report any change to their contact details within 7 days of change. Learners can update their contact details on Wisenet by logging in through learner portal.

COURSE EXPECTATIONS AND REQUIREMENTS

The teaching and assessment offered by Keystone focuses on developing your English language.

Our course outlines include the details of how we deliver the teaching to you as well as the assessment methods that will be used.

Assessment methods vary from course to course but usually include written questions, projects, presentations, written assignments, and role-plays.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so you do not fall behind. Please notify your teacher at least 30 minutes prior to class if you are unable to attend.

There may also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your teacher will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or module, your teacher will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each subject which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your teacher will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

Assessments are to be submitted directly to the teacher,

We are not able to return copies because we must keep them as evidence in your file.

Written work will be marked within 5 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment and can involve:

- Making teaching and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Keystone College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our teachers, including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact us at 08 9221 1261 to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students.

This includes access to an in-house counsellor who can assist you with academic and study issues, as well as issues to do with your personal welfare. Contact us at reception or by email to make an appointment.

We can also provide you with referral to external services that can assist you with accommodation, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. KCBT does not charge for such referrals to the provider.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, KCBT provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

>Mental Wellness/Wellbeing support

Beyond Blue

Telephone: 1300 22 4636

Anyone can call Beyond Blue support services to chat about any wellbeing issues or concerns.

The [Beyond Blue Support Service](#) provides advice and support via telephone 24/7 (just call 1300 22 4636), [daily web chat](#) (between 3pm–12am) and [email](#) (with a response provided within 24 hours).

<https://www.beyondblue.org.au/about-us/contact-us>

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

>General support and academic support

Multicultural Services Centre

Telephone: 08 9328 2699 Website: [http://mscwa.com.au/](http://mscwa.com.au) Email: admin@mscwa.com.au

To meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians; and to use its cultural and linguistic service planning and delivery expertise to undertake initiatives to respond to natural and other disasters and humanitarian causes overseas.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Equal Opportunity Commission Western Australia

Telephone: 08 9216 3900 Website: <http://www.eoc.wa.gov.au/>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Western Australia

Telephone: 1300 650 579 Website: <https://www.legalaid.wa.gov.au/>

WA Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged citizens. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Services Western Australia

Telephone: 9426 9200 or 1800 998 214

Disability Services Western Australia is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Western Australia. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're dealing with someone under 18 years of age you may consider contacting Kids helpline who provide access to services via telephone, web and email counselling.

MAINTAINING YOUR ATTENDANCE REQUIREMENTS

You must meet attendance requirements in order to satisfy the conditions of your visa. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

KCBT will assist you to meet your attendance requirements by monitoring your attendance and providing you with the relevant support at an early stage. KCBT uses a range of methods to monitor attendance including ongoing communication to ensure you understand and maintain satisfactory attendance. Where we consider you are at risk not meeting the requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting the requirements and discuss support that you require. Agreed support will be documented in a Student Meeting minutes document/Intervention Plan that both you and the Course Coordinator/Student Support Officer will sign. Following the provision of this support, if your attendance is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory requirements and to discuss new or revised support arrangements.

Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DoHA. DoHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

You may appeal KCBT's decision to report you to DoHA. However, an appeal will only be considered if there are either medical or compassionate or compelling reasons which have contributed to the unsatisfactory attendance requirements. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

COURSE TRANSFER

Students can apply for a course transfer by completing a Course Variation Form, and submitting it to reception.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, KCBT will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course.

A student may apply to transfer to another provider after they have completed six months of their principal course. In the case of a package of courses for example, Cert IV, Diploma and finally Advanced Diploma, the principal course is the highest course – the Advanced Diploma.

Further information can be found at <http://kcbt.edu.au/wp-content/uploads/2018/04/Transfer-Request-Policy-V.2.pdf>

Course Variation forms can be found at <http://kcbt.edu.au/wp-content/uploads/2016/09/Course-Variation.Refund-Form-V8.pdf>

DEFERRAL, SUSPENSION AND CANCELLATION

In certain limited situations learners are able to apply to defer or temporarily suspend their studies. For more information please refer to 'Deferment, Withdrawal and Cancellation Policy and Forms' located on the KCBT website located at <http://kcbt.edu.au/wp-content/uploads/2016/09/Course-Variation.Refund-Form-V8.pdf>

In certain circumstances where a learner breaches KCBT rules or enrolment, learner code of conduct and visa regulation, the learner may be suspended or their enrolment cancelled. Please refer to the policy and forms located at KCBT website for more information.

Deferment, suspension or cancellation of enrolment can have an effect on a learner's visa as a result of changes to enrolment status. Please contact the Department of Home Affairs (DoHA) to seek advice on whether this will affect you.

Learners who have not yet commenced their studies will also need to contact DoHA in case there is any effect on their learner visa as a result of deferring your commencement date. A copy of KCBT Deferment, Suspension and Cancellation of learner Policy and Procedure is located at <http://kcbt.edu.au/learners/policies/>

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of your course may affect your student visa.

When a student's enrolment is deferred, suspended or cancelled, KCBT will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by KCBT, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, KCBT will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

KCBT will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students will be provided with a survey in person every 5 weeks. Please help us by completing the surveys that are provided to you by your teacher in as much detail as possible. Some may also be mailed or emailed to you from our office, which you can complete online through surveymonkey.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that KCBT holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the college using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that KCBT holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

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

NOTIFICATION OF CHANGES

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring,

As a CRICOS Education Provider under the National Code, KCBT will notify you promptly if there are any changes to us as a provider, the course, or the arrangements for teaching and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third-party arrangements that relate to your enrolment and course delivery, or if we were unable to provide the services you

agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as a registered CRICOS provider.

If this occurs, KCBT will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Keystone College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Keystone College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your teacher.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you are not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Keystone College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

Harassment, victimisation or bullying

Keystone College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Keystone College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination laws define harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the Keystone College Complaints and Appeals procedure detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Keystone College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Keystone College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Keystone College provides equity in access to the level of teaching and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their learning outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education.

PRIVACY POLICY

In collecting your personal information Keystone College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;

- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available. Please contact us for further information

FEES, CHARGES AND REFUNDS

Your Letter of Offer outlines course fee payments, and payment agreement and fee instalments. Fee instalments are usually due each term for longer courses (10 weeks) or at the commencement of shorter courses (less than 10 weeks). In cases wherein KCBT accepts partial payment for the first instalment, for issuance of a CoE, learners are required to ensure the balance of the payment is made by the due date.

A charge a \$250 penalty applies if the first instalment is not paid prior to commencement. KCBT reserves the right to recuperate unpaid fees owed to KCBT and to pass on any debt collection fee to learner.

Where learner enrolment has been cancelled and there is an outstanding debt, KCBT may approach debt collection agencies and/or credit bureau to recover outstanding debts. KCBT will not release any Awards/Testamurs (certification) to learner until all outstanding course fees have been paid.

All commencing learners are required to pay fees at the time or after accepting course offer. Continuing learners' fees must be paid by the due date specified on invoice. Failure to comply with the required payment date may result termination of offer or enrolment and cancellation of Enrolment. Fees and charges are current as at the time of publication but may be changed by KCBT on an annual basis as part of the review process.

Administration

Cancellation fee	See Refund and Cancellation fee policy
Late Payment Fees	\$250
Credit Card Surcharge	1%
Lost or Stolen ID Card	\$15 (without police report)
Re-print of any testamur	\$25
Interim Statement of Attainment / Progress Report	\$25
Postage of testamur locally or internationally	\$25
Lost course material	At cost price
Photocopies black and white	\$0.10 per A4 page
Course Variation Fee (Changes to COE, Course transfer)	\$100

Fees may be subject to change. Note that all figures quoted are in Australian Dollars.

Financial Hardship

Learners who are unable to pay their tuition fees on time for any reason should discuss their problems with the Learner Support staff to make special pay arrangements.

Advanced Tuition Fees

KCBT has a policy to preserve any fee for tuition that has not yet been provided. A tuition fee, which is paid in advance, is calculated every quarter. KCBT follow TPS (please refer to Tuition Protection Policy for more details)

Refund Policy

A Learner seeking a Course Refund should submit the Request for Refund Form (Course Variation Form), found at: <http://kcbt.edu.au/learners/policies/>. Please visit KCBT website <http://kcbt.wa.edu.au/learners/policies/> for refund policy. For current learner, check the “Terms of Enrolment” in “offer letter and acceptance agreement” that was signed at the time of enrolment.

COMPLAINTS AND APPEALS

All complaints and appeal applications must be received in writing, addressed to the CEO.

Receipt of the grievance will be acknowledged within five working days and the complaints process will commence within ten days of the receipt of the written complaint and all reasonable measures will be taken to finalise the process as soon as practicable.

Learner Complaints and Appeals Policy and Procedures should be read in conjunction with KCBT “Course Progress and Policy & Procedure” <http://kcbt.edu.au/learners/policies/>

The right to complaint and appeals does not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

As per the requirements of National Code and ESOS Act, KCBT’s complaint and appeal processes are:

- available to all learners
- confidential
- free of cost
- responded within 10 working days of the lodgement

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a certificate within thirty (30) days. The transcript will show the level you achieved in your course and corresponding results.

Where a student withdraws or partially completes a course, a certificate will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid.

Keystone College reserves the right to with-hold the issuance of certificates until all fees related to the course or qualification have been paid, except where Keystone College is not permitted to do so by law.

Re-Issuing Certificates

Records of certificates are kept on record for a period of at least thirty (30) years. Students can request copies of any of these certificates at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

STUDENT FORMS

Policy and Processes

Student Enrolment and Selection Policy and Procedure
Critical Incident Policy
Course Progress and Attendance Policy
Refund Policy
Complaints and Appeals Policy and Procedure
Deferment, Suspension and Cancellation Policy
Credit Transfer Policy and Procedure
Student Support Services Policy
Student Orientation Policy and Procedure
KCBT Supplementary Sheet
Student Bring Your Own Device Policy (BOYD)
Transfer Request Policy
Student Code of Conduct Policy
RPL Policy

Location

<http://kcbt.edu.au/learners/policies/>
College Reception

Forms

Complaint and Appeals Form
Course Variation /Refund Form
RPL or Credit Transfer or Exemption Form
Credit Card Authorization Form
Re-enrolment form

Location

<http://kcbt.edu.au/learners/forms/>
Campus Reception