



## Student Handbook

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<b>Contact Person for this Policy and Procedure</b>	RTO Manager (02) 9119 3862
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## THE MANAGEMENT SCHOOL SYDNEY

MSS EDUCATION PTY LTD (ABN 32 604 489 161) RTO CODE: 41465 CRICOS PROVIDER CODE: 03485E  
Ground Floor and Level 3, 55 - 57 Wentworth Avenue Sydney NSW 2000 Australia  
TEL/FAX: +61 2 9119 3862 EMAIL: enquiry@tmss.edu.au WEBSITE: www.tmss.edu.au

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# The Management School Sydney

## Student Handbook 2019

Version 3.5 dated 30.4.2019



## Student Handbook

### Mission Statement

The Management School Sydney (TMSS) is committed to providing relevant, practical vocational education in business and management. Our goal is to infuse the principles of knowledge, integrity, action and diversity into the thinking of students by providing them with useful and career-relevant courses.

### Our Location

TMSS is located on the Ground Floor and Level 3 of 55-57 Wentworth Avenue, Sydney NSW 2000.

Our phone number is (02) 9119 3862

[enquiry@tmss.edu.au](mailto:enquiry@tmss.edu.au)

[www.tmss.edu.au](http://www.tmss.edu.au)

Our corporate details are:

[MSS Education Pty Ltd trading as The Management School Sydney](#)

Ground Floor and Level 3, 55-57 Wentworth Avenue, Sydney NSW 2000, Australia

CRICOS Provider Code 03485E

Provider Code 41465

Australian Business Number (ABN) 32 604 489 161

### Delivery Location

The Management School Sydney

Ground Floor and Level 3 55-57 Wentworth Avenue

Sydney NSW 2000

Phone (02) 9119 3862



## Our Classrooms and Facilities

We have three (3) purpose equipped classrooms with audio-visual equipment and a range of learning facilities including:

1. **Student Lounge:** students can relax, sit back, access the internet from their devices or re-heat food and make coffee and tea in the lounge. This is a shared area with another college, Global Education & Tourism Group Pty Ltd trading as Kingsway Institute (CRICOS Provider Code: 03177F). It is available for use during college opening hours Monday to Friday. The common room includes a small kitchen bench with Microwave.
2. **Library and computer room:** the TMSS library houses a range of textbooks used in each subject during the term. The college has between 4 and 6 copies of each textbook available for borrowing. The library is subject to a range of rules. For further details see the Library Conditions of use.
3. **Free Wi-Fi Internet Access:** the college has free access to Wi-Fi facilities for students. On enrolment, you will receive a password to use to log into the Wi-Fi port with your own laptop, mobile or tablet.

## College Staff

The college staff details are shown below with their contact details and working hours.

**Table 1.** College staff contact details and working hours.

Job Title	Employee Name	Email Address	Hours of Work
Principal Executive Officer	Ms. Punnamee Lerksamran	<a href="mailto:noo.l@tmss.edu.au">noo.l@tmss.edu.au</a>	9.00am to 5.00pm Monday to Friday
Administration Manager	Ms. Tarn (Watcharin) Janthapha	<a href="mailto:tarn.j@tmss.edu.au">tarn.j@tmss.edu.au</a>	9.00am to 6.00pm Monday to Friday
Student Support Coordinator	Mr. Jack (Chao ) Liu	<a href="mailto:enrol@tmss.edu.au">enrol@tmss.edu.au</a>	9.00am to 6.00pm Monday to Friday
Administration	Ms. Helen Zhang	<a href="mailto:enrol@tmss.edu.au">enrol@tmss.edu.au</a>	9.00am to 6.00pm Monday to Friday
Marketing Manager and Critical Incident Contact	Mr. Jan Ucen	<a href="mailto:jan.u@tmss.edu.au">jan.u@tmss.edu.au</a> mob: <b>0419 442 907</b>	9.00am to 6.00pm Monday to Friday



## About this Handbook

This handbook contains a wide array of information pertinent to your study at the college. It has been written for both domestic and international students to provide a tool of reference that students can consult with. Some of the content of the handbook applies only to international students.

## Welcome to Australia

The college extends a warm welcome to you to Australia, one of the world's most advanced, friendly and liveable countries.

Studying in Australia is an experience that will create memories, successes and new perspectives. Embarking on a trip of learning and development is the start of a new phase in life and of many good friendships.

The college and its staff welcome you to Australia and wish you a successful and meaningful time here. We hope you will enjoy your course, learn from it and apply it in your professionally selected field.

## Supporting You in Your New Study Environment

Moving to a new country and starting new studies can be a somewhat challenging experience, but the benefits of education and the experiences gained in a new country and a new culture can enrich the life of students. The college and its staff recognise this challenge and are here to help you. We have staff that are dedicated to assisting you with:

1. Academic Support
2. Counselling
3. Other services such as enrolments and student services

The staff can be contacted at the details shown in table 1 above.



## In an Emergency

The emergency services phone number (Police, Ambulance and Fire Department) is zero (000). The **college emergency** contact phone number to is **0419 442 907** at any time day or night, seven days a week. The name of the Critical Incident Contact is Jan Ucen.

A critical incident could involve:

- A medical emergency
- A personal threat (e.g. physical or sexual assault)
- Fire
- A physical, electrical or chemical hazard
- Other kinds of emergency

## Quality in Education and Australian Regulations

Before accepting an offer to study at the college, international students should be familiar with the Education Services for Overseas Students (ESOS) framework. A simple explanation of the framework is shown in the ESOS Framework Student Fact Sheet available online at:

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

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa. Government agencies regulate the education and training sectors involvement with overseas students studying in Australia on student visas. This is done through the Education Services for Overseas Students (ESOS) legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislations interface with immigration law. This imposes visa related reporting requirements on both students and providers.

Students can seek other external reviews of appeals by seeking assistance from agencies such as the Ombudsman, relevant Commission or other government offices.

## College Facilities, Systems and Course Details

The college is centrally located with access to a range of services. It is close to public transport, shopping and various workplaces, and combines the convenience of centrality with a calm learning environment in which to study.

The college is equipped with the following facilities:

1. Campus-wide WiFi
2. Study and lecture rooms equipped with whiteboards and audio-visual equipment
3. Open plan areas for student relaxation



4. Dedicated space for the college library
5. Computer study room
6. Kitchen and food heating facilities
7. Multiple charging stations for laptops and mobile devices

While parking is not available at the college, several paid parking stations exist within a short walking distance from the college. Several motorcycle parking spaces around the college are also available for a fee and are managed by private car parks. Some car parks also provide bicycle security facilities for a fee. The college does not have bicycle racks or parking spaces available.

## Duration of Study

Students must complete their course within the duration specified in their Letter of Offer.

Extension of the duration of study may be approved by the college only under exceptional circumstances such as:

- Illness where a medical certificate states that the student is unable to attend classes
- Exceptional circumstances of a family or personal nature or other nature that make it unreasonable to expect the student to be able to commence or complete their studies, in the view of the college. These may include natural disaster, war, and severe illness of a direct family member needing the student's support, death or unforeseen family financial difficulties. These are subject to the view of the college.

## Duration of Study for BSB60215 - Advanced Diploma of Business

CRICOS Course Code 091313G

Number of terms: 8

Total course duration including breaks (in weeks): 104 = 2 years

Total breaks (in weeks): 32

Total course duration excluding breaks (in weeks): 72

Note: please use our websites [www.tmss.edu.au](http://www.tmss.edu.au) for further details about this course:

<http://tmss.edu.au/product/bsb60215-advanced-diploma-business-cricos-course-code-091313g>

## Duration of Study for BSB50215 - Diploma of Business

CRICOS Course Code 091312G

Number of terms: 5

Total course duration including breaks (in weeks): 65 = 1.25 years

Total breaks (in weeks): 20

Total course duration excluding breaks (in weeks): 45

Note: please use our websites [www.tmss.edu.au](http://www.tmss.edu.au) for further details about this course:

<http://tmss.edu.au/product/bsb50215-diploma-business-cricos-course-code-091312g>



## Duration of Study for BSB40215 - Certificate IV in Business

CRICOS Course Code: 091311J

Number of terms: 4

Total course duration including breaks (in weeks): 52 = 1 year

Total breaks (in weeks): 16

Total course duration excluding breaks (in weeks): 36

Note: please use our websites [www.tmss.edu.au](http://www.tmss.edu.au) for further details about this course:

<http://tmss.edu.au/product/bsb40215-certificate-iv-business-cricos-course-code-091311j>

### Term System

The college adopts a term system which is detailed separately for each course.

### Mode of Delivery

All courses offered by The Management School Sydney are delivered on campus full time with face to face classes for 15 hours per week integrated with self-study for 5 hours per week during term time to meet the requirements for international students to study full time load of 20 hours per week.

Students also have private study time of approximately 20 hours per week in their own time.

### Classroom Rules

The following lists represents the class etiquette and rules in all classes running at the college:

1. Students need to arrive to class punctually. Attendance will be taken between ten (10) and fifteen (15) minutes from the class start time allowing for possible transport delays or rainy weather.
  - In every class, a student will sign in when they attend class and sign out before they leave class. Students arriving late or departing early (15 minutes late or 15 minutes early or more) will have a comment against their name, written by the trainer, but will nonetheless sign for attendance.
  - Where there is Student Private Study Time, the student will also sign in for the commencement of Student Private Study Time activities.
2. Students need to have suitable writing instruments a note pad and the prescribed textbook when attending class.
3. Class etiquette dictates that students do not speak during a lecture and do not cause any disruptions to class operations.
4. Mobile phones need to be switched off or positioned in silent, non-vibrate mode.
5. Sessions run in the English language and all communications in class should be



conveyed in English.

6. Students need to maintain a professional degree of cleanliness and presentation both in the classroom and with regard to their person.

The academic staff member conducting the class may request students to cease speaking or refrain from other activities or may request they respectfully leave the class.

## Student Code of Conduct

Students at the college are expected to become leaders in their respective fields. Leadership starts with the learning process and the college emphasises the importance of self-discipline, rigour and ethical practice in its students. Students subscribe to a Code of Conduct, exhibiting their belief in the college ideals and in the positive ideals of professionalism. The student Code of Conduct includes the following:

1. Students are responsible and accountable corporate and education citizens with respect for college rules, social etiquette and professional conduct. To this end students should exercise courtesy, mutual respect and emotional intelligence in their dealings with others.
2. Ethical standards and benchmarks are the hallmark of young and aspiring professionals. College students should behave ethically, morally and in a socially responsible way with regard to their actions, dealing with college property and how they convey themselves from an ethically sound position. Cheating, plagiarism and innuendo are forms of unacceptable behaviour that students refrain from and discourage.
3. Respect for the feelings, beliefs and values of others signify tolerance, respect for diversity and confidence. Students will respect the views and opinions and beliefs of others and will not make statements, gestures or implied communications that disrespect any culture, beliefs system or heritage.
4. Common taste and decency in ones dealings and in the items that students carry, wear or display are attributes of successful professionals. These attributes are encouraged and students are not permitted to exhibit, carry, display or otherwise cause to be visible any offensive material.
5. The art of speaking and listening is used by the world's foremost professionals in all their dealings. The college encourages and nurtures active listening principles and the art of respectful, clear, well-toned speech. Students are encouraged to speak professionally and to listen carefully to colleagues, peers, contacts and staff, prior to responding. Responses and discussions should be purposeful, concise and elegant in style.
6. Presentation through attire is an important first impression for professionals. The college does not have a specific uniform, but recommends smart, professional attire be worn by students. Clean, ironed and reflective of a professional future, attire should be in line with maintaining a positive image. The college disallows attire that lacks taste, is offensive or revealing.
7. Respect for the rules and regulations of the college, upholding them and discouraging others from breaking them are standards of conduct that are expected of all our students.



Social responsibility, empathy for the less fortunate and social enterprise are encouraged at the college with students expected to be part of their local community and to use knowledge to enhance the well-being of society.

## Pathways into the qualifications

Students may enter the qualification through a number of entry points including having a lower qualification of relevance or other relevant qualification/s or with vocational experience in the qualification field or other relevant field without a formal qualification, or a high school certificate.

## Pathways from the qualifications

On completion of a qualification, candidates can choose to study higher qualifications or apply for roles in a relevant industry.

## Course credit

TMSS will accept and provide credits to learners for units of competency already attained where they can provide the college with evidence such as AQF certification documentation issued by another RTO or authenticated VET transcript issued by the Registrar. The college will ensure that learners are not required to repeat any unit in which they have already been assessed as competent. The college may consult a student's USI transcript to confirm eligibility.

## Fees

A detailed schedule of fees is available at: <http://tmss.edu.au/content/fees-information>

## Potential Changes in Fees

Fees may change from time to time and while the college endeavours to maintain balanced pricing, students should be aware of the potential for prices to rise. In Australia, the average inflation rate in the past five (5) years has been around three (3) percent (%) per annum. This means that general price increases of around 3% for goods and services every year is quite likely.

The college may raise its fees annually. Please refer to our Fees Policy which is found on our website to ensure you are budgeting in line with this Policy.

## Workplace Health and Safety (WHS)

Trainers and assessors conduct hazard and risk assessments prior to conducting training and assessment as per the Work Health and Safety Legislation 2011 to ensure that all the equipment for training and assessment is in a safe working order prior to commencement of the course. Students are informed of the location of the first aid kit and evacuation procedures relevant to the area where they are training or being assessed.



## Your workplace rights

Unfortunately not all employers treat their overseas student employees in the way they have a right to expect. If you need help with dealing with your employer, you can contact the Fair Work Ombudsman at <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman provides free advice and assistance to all workers to help them understand these rights.

If you're having an issue at work, you can contact the Fair Work Ombudsman anonymously. You can make an anonymous report in your language using the translated anonymous report form, which is available in multiple languages.

Translated information is available in multiple languages the [Language help section](#). If you or someone you know needs an interpreter when contacting the Fair Work Ombudsman or the Department of Home Affairs, call the Translating and Interpreting Service on 131 450.

## Attendance and Course Progress Requirements

Maintaining satisfactory course progress is an important condition of the student visa for international students. Satisfactory course progress is achieved when both the conditions below are present:

1. The student has attended eighty (80) per cent (%) of classes.
2. The student has successfully completed eighty (80) per cent (%) of assessment tasks.

Satisfactory course progress is assessed through reports from academic (teaching) staff on both student attendance and student successful completion of assessments on a class by class basis.

Course progress will depend on you passing all of your assessments in a timely fashion, so that you can complete your assessment. This will depend on you regularly attending classes.

The college adopts a specific policy on course progress that covers completion of assessment tasks. It is important that you read this information to appreciate the commitment you will be making when you enrol with us.

It is vital that you maintain satisfactory attendance at classes and tutorials. Your trainer will mark attendance shortly after commencement of the class. Your trainer will monitor your performance in class.

You will be given a copy of the overview of TMSS's Monitoring Course Progress Policy and Procedure at your orientation. Please study it carefully.

## Course Duration Planning

When planning teaching, learning and assessment activities, college staff will take into account the total time students will need to complete the study tasks and assessments required to achieve the course learning outcomes.

## Compulsory Enrolment Periods

The college enrolment terms are all compulsory and there are no options for students to not enrol in a specific term. Students are permitted leave during term breaks.



## No Online or Distance Delivery for International Students

The college has no online or distance delivery modes for international students.

## Confirmation of Enrolment Cancellation or Re-issuance

If a student finishes their program, of study earlier than their CoE end date, upon graduation, their CoE will be cancelled as an early completer.

When a student has been granted an approved deferment or suspension of their studies, the duration of their studies may be extended and a new CoE is issued to them.

Students who gain course credit will have the duration of their study adjusted accordingly.

## Assessment Submissions

Assessments are only accepted in hard copy format. They must be printed out with a coversheet and are only to be handed in to the administration office.

## Study Load by Units

The number of subjects (units) required to maintain full study load are those adding up to twenty (20) hours a week of study at minimum. The program outline lists units of study per term.

## Monitoring of Student Study Load

All courses offered by The Management School Sydney are delivered on campus full time with face to face classes for 15 hours per week integrated with online learning for 5 hours per week during term time to meet the requirements for international students to study full time load of 20 hours per week.

Students also have private study time of approximately 20 hours per week in their own time.

On student enrolment, Student Services staff will ensure that the specified number of subjects (units) shown in the program outline or the Training and Assessment Strategy are enrolled in by the student. If the student is enrolled in more units or less units than is required, the Student Services Officer will contact the student verbally in the first instance and then in writing, informing them of the impact this enrolment will have on their CoE and confirming and correcting the enrolment details.

## Student Leave of Absence

If the student is unable to attend classes for an extended period of time (longer than one week), they must complete a Student Leave of Absence Form with supporting documentation pertaining to the reason for your absence. The college will assess your application and provide you with written advice regarding its outcome within two (2) weeks of the form being received by the college.



Leave of Absence generally relates to compelling or compassionate reasons or for reasons outside the control of the student. In all cases documented evidence will be required and the college may request audience with the student.

## Deferment, Suspension or Cancellation of Enrolment (Student Requested)

Students wishing to defer, suspend or cancel their enrolment must meet one (1) of the following conditions:

- The student has been delayed due to a visa not being issued
- There are compassionate or compelling circumstances affecting the student that is beyond their control such as serious illness, death of a close or direct family member, major political upheaval, natural disaster or a traumatic experience

In all cases, the student must provide documented evidence and the college will formally assess their application.

A written decision will be provided to the student within fourteen (14) days from the date of receiving an application for deferment, suspension or cancellation of course.

The period of suspension or deferment shall not exceed six (6) months and approval will only be forthcoming in the limited circumstances described above.

If the student wishes to cancel their enrolment, they must complete a Notice of Withdrawal Form with supporting documentation. The college will assess the application and write to the student providing its decision within two (2) weeks from the date of receiving the completed form and attached evidence.

## College-Initiated Deferment, Suspension or Cancellation of Enrolment

The college may suspend a student's enrolment for serious reasons that, in the college's view, constitute an offence deserving of suspension. This may include misconduct or misbehaviour, which manifests itself in, but is not limited to, one or more of the following behaviours or actions:

1. Stealing from the college or a peer
2. A serious breach of college rules
3. A failure to comply with the reasonable requests for a college employee or contractor
4. A threat whether direct or indirect to staff, peers or others
5. A breach of enrolment conditions
6. Offensive conduct
7. Failing to meet the requirements of the course progress policy
8. Non-payment of tuition fees when they are due
9. Cheating, plagiarism or other forms of misconduct that are considered, by the college, to be serious or repetitive in nature

Other serious incidents or events the college deems as being in contrast to its code of conduct and the philosophy of professional conduct

If the colleges instigates a deferment, suspension or cancellation of enrolment action, it will



write to the student indicating its intentions. The letter will clearly state that the student has twenty (20) days to access the college's appeals process if the student wishes for an appeal to occur. If the appeals process is initiated, the college will maintain the student's enrolment until the internal appeals process is concluded.

If the student is suspended, deferred or their enrolment is cancelled, a notification of this will be sent to the Department of Home Affairs. This will occur on completion of twenty (20) working days of at the conclusion of the appeals process if the appeal is not upheld.

In all cases, the student will be afforded natural justice and will be provided with an opportunity to explain, clarify and defend their view to the college. The student is entitled to be accompanied/supported by an external representative and/or support person. The college believes in fairness and equity in all its dealings and will afford the student every chance to defend their position.

## Legal Aid and Legal Services

### Australian Consumer Law

Find out what your legal rights are when you are shopping or purchasing a service, including the purchase of your training and assessment/course, at: [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

In Australia, every person has the right to be protected from unfair business practices. The various offices of fair trading and consumer affairs are state government agencies that resolve disputes between consumers and businesses on issues such as:

1. Shopping
2. Refunds
3. Renting
4. Cars
5. Buying and selling property
6. Home building
7. Product safety
8. Scams
9. Other items

**Legal Aid NSW** helps people with their legal challenges. You may be able to get free help. Go to : <https://www.legalaid.nsw.gov.au/> or phone: 1300 888 529

The **Tenant's Union** provides local tenancy advice and advocacy services and can be contacted on 1800 251 101 or via the union's web site on [www.tenants.org.au](http://www.tenants.org.au).

For **gym membership** issues, please note that gyms are not allowed to ask a customer to pay for a membership of more than twelve (12) months at a time. For complaints regarding gyms, please contact Fitness Australia on 1300 211 311 or [www.fitness.org.au](http://www.fitness.org.au).

Travel insurance issues and concerns can be raised with the **Financial Ombudsman Service (FOS)** on 1300 780 808 or on [www.fos.org.au](http://www.fos.org.au).

If you suspect a **scam** (a trick or fraud when a person pays money, but gets nothing in return or the person receives something that is worth far less than what the consumer paid), please contact SCAM watch on 1300 795 995 or [www.scamwatch.gov.au](http://www.scamwatch.gov.au). The web site also contains a list of the



latest scams.

Please also speak to our college staff if you have any concerns or questions.

## Student Support and Intervention

The college takes student progress seriously given its central role in ensuring students achieve consistent progress in their study. Each unit (subject) has a range of assessments during the term and will often consist of at least three (3) assessments per unit (subject) and sometimes more than that, as well as in-class and other exercises.

Maintaining satisfactory course progress is an important condition of the student visa for international students. Satisfactory course progress is achieved when both the conditions below are present:

1. The student has attended eighty (80) per cent (%) of classes.
2. The student has successfully completed eighty (80) per cent (%) of assessment tasks.

Students who do not show satisfactory progress due to one or both of the progress criteria will be contacted in the first instance by staff. If progress is not achieved, the staff member will refer the student to the relevant academic support person, who will organise a Study Plan for the student. The student may have to attend compulsory classes or undertake homework or other activities to enable them to return to acceptable course progress levels.

Some of the ways in which the college may support the student when implementing an Intervention Strategy are, but not limited to:

1. Counselling
2. Attending extra tutorials
3. Attending one on one sessions with a lecturer or tutor
4. Attending additional group classes
5. Attending language support sessions
6. Agreeing to specific Study Plan
7. Agreeing to specific study achievement milestones
8. Other academic measures as deemed necessary by the college.

You will be given a copy of the overview of TMSS's Monitoring Course Progress Policy and Procedure at your orientation. Please study it carefully.

As well as the academic support described in the previous section, TMSS offers support in the following areas at no cost to the student:

- Enrolment & registration
- Fees and refunds
- Universal Student Identifier (USI)
- Credit transfer application
- OSHC enquiries



- Access to student portal
- Update contact details
- Attendance
- English language support
- Deferring / changing course
- CoE extension
- Student withdrawal/refund
- Student appeal
- Support through psychological difficulties or crises.

More information on these forms of support can be obtained from administration. You will also see notices posted around the college campus that provide information about these services and how to access them.

## English Language Options for Partners, Spouses and Others

A range of other external English language study options are available for students that are not associated with the college that charge for English classes that may be useful to the student's spouse, partner or others who are allowed to study while in Australia.

## Events, Activities and Excursions

The college runs a range of social activities throughout the year including excursions to enhance student learning, trips and visits. We also run several barbeques and National Food Day events. Student Services issue an updated calendar of events every month with a range of activities. Attendance is voluntary and some events are free while other have a fee for attendance.

## Free Library Membership with State Library of NSW

Students will be able to obtain a free library membership card from the State Library of NSW. This library is one of the largest and most interesting in Sydney and the opportunity to become a member for free is useful and provides opportunities for studying and learning in varied ways.

The RTO offers free excursions to the State Library of NSW. Please also use the link below to register your details so that the library can send you a library membership card by post. Alternatively, you can pick up the card directly at the library.

The link is: <https://www.sl.nsw.gov.au/research-and-collections-get-library-card/sign-library-card>

## City of Sydney Library Service

Students may join the City of Sydney Library Service through the online website access at <https://library.cityofsydney.nsw.gov.au/Montage/Join.aspx>

Branches are located here:

- Customs House Library
- Glebe Library
- Green Square Library
- Haymarket Library



- Kings Cross Library
- Newtown Library
- Pyrmont Link
- Surrey Hills Library
- Library Express
- Ultimo Library
- Waterloo Library

The street address, contact details and opening hours of all City of Sydney Library Services branches listed above can be found by visiting the following website at:

<https://www.cityofsydney.nsw.gov.au/explore/libraries/our-network>

The conditions of membership are as follows:

Membership is free to all residents of New South Wales. Students must agree to abide by all City of Sydney Library Service policies and conditions of use. Students can find further information by visiting the City of Sydney Library Service website at:

<http://www.cityofsydney.nsw.gov.au/library/Default.asp>

## Student Feedback

The college places emphasis on the views and opinions of its student cohort. Every term, the college will request students to complete a quality survey of its operations, teaching, learning and overall quality levels. The library will also conduct surveys of student experience with regard to the use of its resources or those of partner libraries.

Feedback from these surveys, which are confidential, will be used to enhance the college service. The results of all surveys are viewed by the college management, so your views are taken with the utmost of respect.

Surveys are conducted once every term, at the end of the term, by providing students with a hard copy or a soft copy of the feedback form and allowing one (1) week of time to complete the form. The form may also be posted online via a link or may be conducted using third party software applications, but with regard to student privacy.

## Cheating and Plagiarism

The college is founded on the principles of professional conduct, ethical behaviour and respect for achievement. This philosophical position is represented in our view of cheating and plagiarism. The college does not tolerate any form of cheating and uses forms with every assessment requiring the student to declare that their work is free from cheating or plagiarism.

Academic integrity means being honest in academic work and taking responsibility for learning the conventions of scholarship. Academic honesty is a fundamental principle in teaching and learning at the college. The schools, faculty and the college at large observe the highest standards of ethics in all aspects of academic work. The college awards due credit for honest academic work and penalises academic misconduct and all forms of cheating or plagiarism.



Academic misconduct includes copying the work of others, poor referencing, plagiarism and all forms of cheating.

It is important that students familiarise themselves with their responsibilities in relation to Academic Integrity and if you have any questions direct them to your lecturer or the Student Academic Support Officer.

Plagiarism may be intention or unintentional. Both forms of plagiarism are unacceptable and constitute a serious violation of trust in you as a student and undermines the learning process.

Intentional plagiarism is deliberately using materials attributed to another person without referencing the author and publication. Unintentional plagiarism may occur if you do not understand appropriate ways of acknowledging sourced reference materials. If you are unsure, you should consult your lecturer and available publications to learn how to reference appropriately. The Student Academic Support Officer is also able to assist you in this regard and is available every day of the week for consultation.

Cheating is any attempt to gain an unfair advantage over other students. This may include copying, plagiarism, communicating with anyone other than supervisors during an examination and use of concealed notes in an exam. Cheating will result in a fail grade for the unit. Students found to be cheating will be referred to the Student Counsellor for academic counselling.

## Learning Management System (LMS)

The college uses an online Learning Management System (LMS). The system provides enrolled students with access to course materials, discussion forums, academic staff contact and contact with peers. The LMS can be accessed through the college web site via a computer or smart device.

## Useful Local Information

### About Australia

Australia occupies 5% of the world's surface and is the sixth (6<sup>th</sup>) largest country in the world. The population size of Australia is around 23 million, which makes it one of the less populated countries of the world due to its large size.

Australia has several States and Territories. The college is located in the state of New South Wales (NSW for short) with Sydney as the Capital City of NSW. The Capital City of Australia is Canberra, located to the south of NSW. Canberra is based in the Australian Capital Territory (ACT). Other states include Victoria (the capital city is Melbourne), Queensland (the capital city is Brisbane), South Australia (the capital city is Adelaide), Western Australia (the capital city is Perth), the Northern Territory (the capital city is Darwin) and Tasmania (the capital city is Hobart).

### Life in Sydney

Life in Sydney as a student is an intriguing and rewarding experience. Sydney is one of the most liveable and beautiful cities in the world with a diversity of natural beauty. Sydney is also Australia's commercial capital with some of the country's largest businesses and



enterprises based in the Sydney CBD.

Cultural, arts and night life in Sydney is exciting and diverse. With a plethora of restaurants, clubs, museums and cultural icons, the city provides ample opportunity for internal tourism and exploration.

The section below provides information on a range of items of interest that will be useful to you in your journey arriving into, living and studying in, and travelling from Sydney.

### Pre-Arrival Information

Travelling to another city or another country to study is a big step in the life of most aspiring students. The feeling of having to leave home and friends to study in a different place can feel challenging. However, this exceptional step in your life as an adult, a professional and a human being will hopefully be the start of some of the best experiences and best learning of your life. Education opens up our minds as does travel, so we hope you will enjoy your trip, both the short trip of arriving to Sydney and the long trip of studying for a qualification.

Below are some basic pointers that will help you in pre-arrival preparations.

1. Ensure you have the right visa for study in Australia and that your passport is valid and that you don't forget it.
2. Pack lightly as many of the items you believe may not be available in Sydney are sold here. Sydney is a multi-cultural and diverse city with a range of products, foods and items sold.
3. Ensure that you have your plane ticket, all forms of required identification, correspondence with the college and any certificate of enrolment or registration from the college.
4. Make sure you write down all important phone numbers, addresses and details in a notebook as mobile phones or other devices can be unreliable. You don't want to lose touch with the important contacts and of your friends and families numbers in case your electronic device malfunctions.
5. Carry a small amount of cash in Australian dollars (\$500 to \$900) for expenses that you may need to incur in the first few days of your stay before all your banking registrations are complete. If you have a credit card, make sure this will function in Australia by contacting your bank in your home city prior to travelling to Australia.
6. For emergencies, the Australian number for police, fire services and ambulance is 000 (zero zero zero).
7. Make sure you have a pen or pencil in your handbag in case you need to write down details, take directions or write a note in your notebook.

### Electricity in Australia

Main voltage in Australia is 230 volts (50 HZ). Students from most of Asia, Africa and Europe should have appliances that work on the same voltage as that in Australia. Notable exceptions to this are Japan, Canada and the United States. Appliances used in countries with a different voltage should not be used in Australia without a Voltage Converter.

The plugs in Australia have two metal flat pins shaped like a "V" and some may have a third flat pin in the centre. If the appliance you are using utilises a different plug you will need to



use an Australia-compliant Power Adaptor.

### Weather in Sydney

Summer in Sydney starts in December and ends in February with a daily maximum temperature of around 25 degrees Celsius (77 degrees Fahrenheit) and a minimum temperature of around 18 degrees Celsius (65 degrees Fahrenheit). Autumn runs from March to May and winter is from June to August. Temperatures range from 23 degrees Celsius to 8 degrees Celsius during this time. Spring starts in September and ends in November with temperatures ranging from 23 to 11 degrees Celsius.

Rainfall in Australia is between 77mm (3.0 inches) and 128 mm (5.0 inches) per month and there are between 9 and 12 days of rain per month depending on the season.

The number of hours of sunshine per day range from 5.0 hours to 7.7 hours with the month of November being the day with the longest number of hours of sunshine.

For more information about Sydney's weather visit [www.sydney.com.au](http://www.sydney.com.au).

### Renting Accommodation

Rent can be one of the largest costs of staying in a city like Sydney. Here are several tips to help you rent accommodation in Sydney.

#### The Rental Contract

Have a written rental contract with detailed terms signed by both parties. Read the terms carefully and seek help from a friend or ask for advice if you are unsure of the terms of the contract.

#### Rental Bond

In NSW, no more than four weeks' rent as a bond is allowed to be charged by the landlord. For more details about rental bonds, visit: [www.tenants.org.au](http://www.tenants.org.au)

The phone number for Tenants is 133 220 and their opening hours are 8.30am to 5.00pm Monday to Friday.

#### Rent Paid in Advance

Generally, rent in advance is allowed to be charged by the landlord. Please make inquiries with your real estate agent or landlord before signing any agreement.

#### Inspecting the Premises

Before you rent, make sure you inspect the apartment, room or house you are renting. Do not agree to pay money for a place you have not inspected as there may be rental scams that you should be cautious of.

Before you move in, do a careful housing condition check and it is better to sign an inspection report with the landlord, and even take photos as references in case future disputes arise.

When you move out, make notes on the inspection report and take photos of everything again, and even have a trusted friend as a witness to prevent further issues after leaving.

#### Utilities

Please be sure you and your landlord agree on the bills you are paying on electricity, gas, internet, water usage, etc. and clarify the responsibility in writing. Water sewerage charges



cannot be charged.

### [End of Tenancy Contract](#)

Read your tenancy contract beforehand in terms of termination. A notice period is normally needed, or you will end up paying more after you move out or have an amount deducted from your bond.

For more information or inquiries when you have a rental problem, please call

NSW Fair Trading: 13 32 20

Redfern Legal Service: 9698 7277

Legal Aid: 1300 888 529

If you have any questions please also ask staff at the college's reception.

### [Homestay Accommodation](#)

Several companies provide homestay accommodation in Sydney. This means that the student would be staying with an Australian family, which provides opportunities for understanding Australian culture, the Australian way of life and the English language.

Home stay options are varied and can range from Shared Houses and Apartments where students live together in a shared house, to Furnished Houses and Apartments which provide for greater comfort as they are equipped with a range of household furniture and appliance items.

#### ▶ Oz Homestay

[www.ozhomestay.com.au](http://www.ozhomestay.com.au)

Phone (02) 8765 9063

#### ▶ Iglu Student

Accommodation

[www.iglu.com.au](http://www.iglu.com.au)

Phone (02) 8024 8600

#### ▶ 2Stay

Accommodation

[www.2stay.com.au](http://www.2stay.com.au)

Phone (02) 8005 1299

#### ▶ Urbanest

[www.urbanest.com.au](http://www.urbanest.com.au)

Phone (02) 8091 9959



Many students share apartments or may decide to live on their own. It is important to arrive in Sydney earlier than the course start date to allow you time to locate suitable accommodation, see apartments and meet with landlords or prospective house mates before the term starts.

The web sites below are a good place to look for interim accommodation until you find the unit or place you prefer to stay in over the longer term:

- ▶ [www.wakeup.com.au](http://www.wakeup.com.au)
- ▶ [www.glenferrieldodge.com](http://www.glenferrieldodge.com)
- ▶ [www.domain.com.au](http://www.domain.com.au)
- ▶ [www.realestate.com.au](http://www.realestate.com.au)
- ▶ [www.unilodge.com.au](http://www.unilodge.com.au)

### City of Sydney Youth Services

There are six (6) youth programs delivered by the City of Sydney which deliver recreational, educational and vocational programs including activities such as hiking cooking and the like. For more details see [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

### Culture and Arts

Sydney is a vibrant city with ample things to do across all seasons. A particularly interesting Sydney attraction that can be visited all year round is the Art Gallery of New South Wales.

The Art Gallery houses an impressive collection of Australian and international works of art and is conveniently located within walking distance from the Sydney CBD.

The Galleries phone number is 1800 679 278 and its web site is [www.artgallery.nsw.gov.au](http://www.artgallery.nsw.gov.au).

The Museum of Contemporary Art at 140 George Street, The Rocks, is also an exceptional venue with a range of modern art works. Free guided tours are available at the Museum and there are always interesting and innovative exhibitions to see.

The Museum's phone number is (02) 9245 2416 and its web site is [www.mca.com.au](http://www.mca.com.au)

### Health Services

#### Lifeline

A crisis support hotline if you need mental health support from someone.

Phone 13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

#### Migrant Resource Centre

For any issue you may have while living in Australia, you may contact the centre for support services.

(02) 9663 3922

### Transportation



NSW has an array of public transport options that expand across the network. They include, trains, buses, ferries and light rail which are all accessible by the opal card.

The Opal card is a smartcard ticket that you can keep to reload and reuse to pay for public transport.

For more information please follow the link: <https://www.opal.com.au/>

## Driving in Australia

Driving in Australia is on the left hand side and drivers should use the left lane of the road unless overtaking. The speed limits in most urban streets and roads is 50km per hour. In school zones that operate during school terms, the speed is 40km per hour. Some parts of the city and particularly busy streets may also be speed limited to 40km per hour or even less.

Wearing a seatbelt for the driver and any passengers is compulsory in Australia as is the use of child seats for children.

The vehicle you are driving must be registered and must have at least Compulsory Third Party (CTP) insurance for it to be able to be driven on the road.

## Taxation in Australia

To work in Australia, students need a Tax File Number (TFN). This can be obtained from the Australian Taxation Office (ATO) by visiting their web site or calling them.

There is also a Translating and Interpreting Service phone number the ATO provides. This is 03 9203 4027.

[www.ato.gov.au](http://www.ato.gov.au)

Phone 13 18 81

For information on how to protect your TFN and avoid identify crime visit

[www.ato.gov.au/identitycrime](http://www.ato.gov.au/identitycrime).

If you are an Australian resident for tax purposes and invest in Australia you should advise your Australian payer of your residency status and current overseas address, so they do not withhold tax at a higher rate. To find out more, visit [www.ato.gov.au/internationaltax](http://www.ato.gov.au/internationaltax)

For information on your eligibility to claim family tax benefits and advising the Department of Human Services of your TFN, visit [www.humanservices.gov.au](http://www.humanservices.gov.au).

### Airport Pickup

Several organisations provide fee for service airport pick up with prices that can range from \$100 to \$300 for a pick up from the airport to the City. This is also referred to as a transfer service. Examples include 2Stay who can be contacted on [support@cozzystay.com.au](mailto:support@cozzystay.com.au).

Other airport pick up services include shuttle buses from the airport to the City, which can cost from \$15 to \$45 per person. Examples of these are shown below.

[www.skybus.com.au](http://www.skybus.com.au)



[www.redy2go.com.au](http://www.redy2go.com.au)

[www.2airport.com.au](http://www.2airport.com.au)

## Alcohol and Water Safety

Swimming is a fun and healthy activity that may millions of people enjoy in Australia. However, it is important to be safe around water and particularly so if one has had an alcoholic drink. Drinking and swimming do not align, so it is important to make sure that safety is adhered to at all times.

The Royal Life Saving Society of Australia has developed a number of fact sheets on water safety issues. Please contact them or visit their web site to obtain copies of their fact sheets, and read them before swimming.

Phone: (02) 9634 3700

<https://www.royallifesaving.com.au>

If you do not know how to swim please ask the College about information about how you can get lessons to learn to swim. The College does not provide these lessons but can help you find someone who can.

## Flooding

Flooding is the most common natural disaster in Australia and is a dangerous event. Flooding and flood water can increase one's risk of drowning, so it is important to not cross flooded waterways in motor vehicles, walking or riding through the water. TMSS Life Saving have a fact sheet about flooding (Fact Sheet No. 25), which provides useful tips on keeping safe. It is available on [www.keepwatch.com.au](http://www.keepwatch.com.au) and more information is also obtainable by phone on 1300 737 763.

## Department of Home Affairs and Visa Conditions

International Students are required to observe certain conditions pertaining to their Student Visa. It is important that students understand their obligations in this regard including what the visa allows and disallows the student to do.

The college is required to report breaches of visa conditions to the Department of Home Affairs, so it is important for the student, when in doubt, to contact the Department for information, guidance and responses.

Some important things for students to consider as they relate to the student visa are:

1. The student must notify the college of their address and contact details within seven (7) days of arriving in Australia.
2. The student must update the college on changes to their address and contact details within seven (7) days of the change occurring.
3. Students must be enrolled in full time study with the college.
4. Students are permitted to work forty (40) hours per fortnight.
5. Students must maintain satisfactory course progress.
6. Students must have Overseas Student Health Cover (OSHC) throughout the term of their student visa.



7. Students are responsible for renewing their visa prior to its expiry.

The Department of Home Affairs web site is <https://www.homeaffairs.gov.au/>

### Obtaining a Student Visa for International Students, its Changes and Requirements

On receipt of your Confirmation of Enrolment, you may commence your application for a Student Visa. If you reside outside of Australia, applications for Student Visa's are made with the nearest relevant Australian Embassy, High Commission or other representative office in your home country.

Details of overseas offices are available at <http://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx>

The college recommends you visit the Department of Home Affairs web site <https://www.homeaffairs.gov.au/> for comprehensive information about applying for a Student Visa. There are different requirements for students from different countries and you can find the most up to date information on the Department of Home Affairs web site.

Students are responsible for obtaining a visa that permits them to study in Australia and ensuring it is current for the duration of their course.

Students who already have a Student Visa and are living in Australia will have to renew their Student Visa at the Department of Home Affairs.

The student will need to advise the Department of any changes to their course or institution at which they are studying.

Students must ensure that they renew their visa before its expiry date.

Should students gain permanent residency (PR) during the course of study, they cannot remain enrolled as an International Student. In some cases, the student may need to re-apply for admission to the college as an Australian student.

### Working in Australia

International students will need to refer to their visa requirements for information on working conditions and eligibility.

International student studying in Australia on a Student Visa are generally (students top check their visa conditions) able to work part time and do not need to apply for a work visa. Student visa holders are permitted to work up to forty (40) hours per fortnight (a fortnight is two weeks) during the term and unlimited hours during term breaks. This is subject to any Student Visa conditions.

More information is available on <https://www.homeaffairs.gov.au/trav/stud>

### Cost of Living

Australia is generally not more expensive than most European cities, but is comparatively more expensive than some Asian cities in terms of living costs. We suggest that you set aside between \$350 and \$450 per week (\$AUD) for living expenses.

### Australia's Quality System for Education and your Rights



The Australian education systems places significant emphasis on the quality of education and seeks to protect domestic and international students and assure the quality of educational delivery. Before accepting an offer to study with the college, international students should familiarise themselves with the Educational Services for Overseas Students (ESOS) framework, a guide as to how education providers, such as this college, need to provide services to international students.

The Department of Education, Employment and Workplace Relations regulates the education and training sector in Australia with regard to the provision of services to international students. The focus of this regulation is to ensure a quality education service is provided to the international student and sets minimum standards for that quality. This is to ensure providers adhere to high levels of professional and academic conduct.

The government in Australia has legislated a national approach to registering providers so that the quality of education and the care for students is at the highest levels possible.

## Health Cover and Health Providers

### Ambulance Cover

Overseas Student Health Cover (OSHC) policies may have gaps or limitations in ambulance cover so please be sure to check with your insurance provider “non-emergency” situations to prevent you from paying uncovered bills which can be hundreds of dollars.

### Hospitals

Please check with your OSHC provider where their agreement hospitals are so when you need to go to a hospital in a non-emergency situation, you will be accepted with OSHC. Some public hospitals and all private hospitals will not be accepted for expense claims in your OSHC.

### Health Clinic Hours

Most medical clinics are not open seven days or have 24-hour service, so you may need to check the clinic hours online in advance, especially if you need a medical certificate. In non-emergency situations, you can call Healthdirect for advice on the number below.

1800 022 222

### Mental Health

If you feel like things may be getting too hard to handle, take time out for yourself, talk to your friends and family, or seek counselling services from the college.

Free support is also provided by institutions such as Beyond Blue and Lifeline.

Beyond Blue’s web site is [www.beyondblue.org.au](http://www.beyondblue.org.au) and their phone number is 1300 224 636.

Lifeline’s web site is [www.lifeline.org.au](http://www.lifeline.org.au) and their phone number is 13 11 14.

The New South Wales Government, through the Department of Health, also have a transcultural mental health centre. Its web site is:

- <http://www.dhi.health.nsw.gov.au/tmhc/default.aspx>

The phone number of the centre is (02) 9912 3851

### OSHC Health Insurance

- ▶ Students are required to maintain their Overseas Student Health Cover (OSHC) for the duration of their stay



For details of OSHC, contact TMSS student support

## Banking and Money

### Setting up a bank account

There are a number of banks in Australia. You may go to different banks to compare their services and choose one that most suits your circumstances. It is free to open an account and there is normally no account fee for a student account.

When opening a bank account, most banks require to see your visa and ID, passport or driver's license, and proof of address if you have one.

Once the account is opened you will receive a bankcard which you can use to pay for things by EFTPOS or withdraw money from your account via an Automated Teller Machine (ATM). All banks have online banking will provide you with online banking details that enable you to log onto your online bank account and do online transfers, balance checking and other transactions.

ATMs are located around Australia at most shopping malls, many convenience stores and a lot of bars and clubs, and they generally have multi-language display.

Using the ATMs that are provided by your own bank is generally free up to a certain number of transactions, but if the ATM is from another bank a transaction fee of around \$2.00 may be charged for your use of the ATM.

### Superannuation (Super)

Superannuation is money saved during a person's working life so that they have an income to live when retired.

Normally, super cannot be used until a person retires, or is leaving Australian permanently.

Employers will usually put money into a super fund account for the worker. This is called "super guarantee" and there are laws about how much super an employer must pay.

A worker can also add their own money into their super account.

It is important that the super fund has the workers Tax File Number (TFN). This will make it easier to find any possibly lost super in the future.

For more information about superannuation call the Australian Tax Office on 13 10 20 or visit their web site on [www.ato.gov.au/yoursuper](http://www.ato.gov.au/yoursuper).

## Complaints

A student may wish to complain about:

- Another student
- The teacher
- The college
- Some other matter.

You should first discuss this with your teacher. If this is not possible, then the college administration and management will be only too happy to help you. Your complaint will be treated with the utmost respect and confidentiality. TMSS welcomes complaints, as they can help



## THE MANAGEMENT SCHOOL SYDNEY

MSS EDUCATION PTY LTD (ABN 32 604 489 161) RTO CODE: 41465 CRICOS PROVIDER CODE: 03485E  
Ground Floor and Level 3, 55 - 57 Wentworth Avenue Sydney NSW 2000 Australia  
TEL/FAX: +61 2 9119 3862 EMAIL: enquiry@tmss.edu.au WEBSITE: www.tmss.edu.au

us improve. The TMSS Complaints and Appeals Form can be downloaded from our web site at:  
[http://www.tmss.edu.au/sites/default/files/2018/Forms/TMSS%20COMPLAINTS%20AND%20APPEALS%20FORM\\_V2%20JAN%202018.pdf](http://www.tmss.edu.au/sites/default/files/2018/Forms/TMSS%20COMPLAINTS%20AND%20APPEALS%20FORM_V2%20JAN%202018.pdf)

It is your right as an overseas student to appeal any decision that the college makes, whether in regard to an academic, disciplinary, or some other matter. The TMSS Complaints and Appeals Policy and Procedure can be downloaded from our web site [www.tmss.edu.au](http://www.tmss.edu.au). If you are not happy with our final decision, you may appeal to the Commonwealth Ombudsman.

The Commonwealth Ombudsman (<http://www.ombudsman.gov.au/about/overseas-students>) investigates complaints about problems that overseas students have with private education and training in Australia. The Commonwealth Ombudsman can only judge whether a college has followed the right processes. They cannot make a judgement on the worthiness or otherwise of the overseas student's case. Their decision is final. Please see below for more information about the NSW and Commonwealth Ombudsman services.

### NSW Ombudsman and Complaints

If you think you have been unfairly treated by NSW government agencies or some non-government service providers, you can file a complaint to the NSW Ombudsman who deals with complaints about organisations ranging from colleges through to local councils, police and community services. They provide a free service and are independent and impartial.

The NSW Ombudsman will investigate issues like delays and problems with procedures or improper behaviour problems at the college if the college fails to rectify these. If you are unsatisfied with the decision of an internal review at the college, you should file your complaint as soon as possible.

<https://www.ombo.nsw.gov.au/>



## Commonwealth Ombudsman

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

TMSS is a private education provider, so in the event that you are not satisfied with the college's internal procedures for handling a grievance or an issue you have raised, and you wish to complain about this to someone outside of the college, the Commonwealth Ombudsman is the correct channel for this to occur.

The Commonwealth Ombudsman url is <http://www.ombudsman.gov.au/about/overseas-students>

The Commonwealth Ombudsman can investigate complaints about:

1. Refusing admission to a course
2. Fees and refunds
3. Course or provider transfers
4. Course progress or attendance
5. Cancellation of enrolment
6. Accommodation or work arranged by a provider
7. A provider not doing something or taking too long to do something
8. Incorrect advice given by an education agent who has an agreement with a private provider

The Commonwealth Ombudsman treats all information with privacy and respect.

The Commonwealth Ombudsman cannot make decisions about academic merit. For example, if a provider has decided that a student has not met the course progress or attendance requirements, the Commonwealth Ombudsman cannot make a new decision about this. Instead the Commonwealth Ombudsman may look at whether the education provider followed the rules properly in making its decision and that the student was treated fairly.

In some cases the Commonwealth Ombudsman may decide not to investigate a complaint. This might be because:

1. A student has not complained to the education provider first, or completed the complaints and appeals process internally, or
2. Another organisation is better able to help.

The Commonwealth Ombudsman's service is free and confidential, and the Commonwealth Ombudsman is also independent.



## Australian Council for Private Education and Training (ACPET) (for domestic students)

Domestic students who wish to involve an Independent Third Party (ITP) may contact ACPET on the details below.

[www.acpet.edu.au](http://www.acpet.edu.au)

1800 657 644

## Privacy Policy

Information is collected from the student before and during enrolment and during their study in order to meet the college's obligations under the Education Services for Overseas Students (ESOS) Act (2000) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), to ensure student comply with conditions of the visa and with their obligations under Australian Immigration laws generally.

The authority to collect this information is contained in the ESOS Act (2000), the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

The college complies with State and National Privacy Laws and associated guidelines and treats information collected from an applicant as confidential. Information you supply will only be used for the purpose of enrolling you in a course and for your ongoing enrolment and study at the college. The college will not make this information available to a third party unless this is required or permitted by law. Disclosure may also occur if you have consented to it. The college may be required by law to provide aggregate or specific information to the Australian Government or other government entities.

Information provided by international students to the college may be made available to Australian Government of State Government agencies and the Fund Manager for ESOS Assurance funds, pursuant to the college's obligations under the ESOS Act 2000 and the National Code of Practice.

In all cases, the information we collect from students will be used for the purpose of assessing their application, enrolling them in a program of study and managing their study during enrolment, or where required to be provided by law, will be provided to the legally authorised party entitled to that information.

The college will use the information it collects from the student or intending student for providing college services to them and not for any other purpose. We will use the information the student or intending student provide to use pursuant to our Privacy Policy as published on the college web site.

The Privacy Officer at the college is the Quality Systems Manager who can be contacted at the college phone number or via our web site.



Students can access the information the college holds about them by contacting the Quality Systems Manager. The college will provide access to that information unless it is legally authorised not to. The college reserves the right to charge a \$150 fee for providing such information.

If the student wishes to change any personal information, which is incomplete, inaccurate or out of date, they are able to contact the college for this purpose by speaking with the Quality Systems Manager. On receipt of such a request, the college will take reasonable steps to correct such information.

If the student wishes to have their personal information removed from the college records, they may request this from the Quality Systems Manager and the college will delete those records wherever it is legally able to do so.

The college may refuse the request to delete or modify information if this contravenes a college legal responsibility. If this is the case, the college will write to the student explaining the reasons for the decision.

The college maintains all student information and records secure and takes all reasonable steps to ensure they are accurate and up to date.

Information sent to us or sent by us via the internet may not always be secure, given the nature of cyber security. For this reason, we are unable to accept responsibility for the security of information sent or received via the internet, though the college will always take reasonable steps with regard to maintaining its information systems as secure as practical.

The college may amend or change this Privacy Policy from time to time. Changes will be published on the college web site and take effect from the date of their publication.

If the student has concerns or wishes to contact the college regarding any aspect of the Privacy Policy, the Quality Systems Manager may be contacted via the college phone number or through its web site.

## Responsibility to Notify the College of a Change of Address and Contact Details

International students must advise the college of any changes in their Australian and home country addresses and phone numbers within seven (7) days.

Changes to address and other contact details can be made by informing Student Services by completing a Change of Details form and handing furnishing it in person to Student Services or by completing the form, scanning it and emailing it to student services.

## Further Information for Students on the ESOS Act

Additional information is available to international students regarding their rights and obligations in the ESOS Act. This is available at:

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



## Transfer between Providers

Students can transfer to another education provider if they have completed at least six (6) months of study at the college. To transfer after this period, the student needs to complete a Transfer to Other Provider Request Form.

If the student wishes to transfer to another provider within the first six (6) months of study at the college, they must obtain a Release Letter from the college.

## Cancellation & Refund Policy – Student Default

The table below illustrates the refund reasons and refund amounts explaining how the college applies refunds to international students in compliance with the Education Services for Overseas Students Act (ESOS Act) and the requirements of Standard 3 of the National Code. In relation to refund request, this written agreement, and the right to make complaints and seek appeals on decisions and actions under various processes, does not affect the right of the student to take action under *Australian Consumer Law where Australian Consumer Law applies*". Our full refund policy is also available online (<http://www.tmss.edu.au>).

### Fee Table

<b>NON-TUITION FEES (Non-Refundable)</b>	
Enrolment Fee (Non-refundable)	\$200
Accommodation Placement Fee (Non-refundable)	\$250
COE issue fee (Non-refundable)	\$50
Airport pick-up <small>(See condition in Homestay and Airport Pick-up Fees)</small>	\$200
<b>OTHER FEES (Non-Refundable)</b>	
Late payment penalty per instalment	\$100
Issuance of replacement certificate	\$100
Amendment of Confirmation Enrolment (COE)	\$50 per COE
Statement of attainment re-issue	\$100
Confirmation Letter	\$20
Subject / Exam reassessment	\$50 per unit
Class change request	\$30
Replacement / Renew Student Card	\$20



Photocopying / Printing / Scanning	\$0.20 per page
<b>REFUNDS</b>	
<b>Reason for refund of fees paid</b>	<b>Refund Payable</b>
If your visa application is rejected by the Australian Department of Home Affairs, you will need to attach proof of this in the form of the letter of rejection and contact the institute.	100% of the tuition fees and material fees are refundable and payable to you within 28 days.  A \$250 administration fee will be charged. (Non-Refundable)
Withdrawal from the course prior to commencement (28 days or more prior to the starting date of the course)	70% of the tuition fee and 100% of material fee are refundable and payable to you within 28 days.  A \$250 administration fee will be charged. (Non-Refundable)
Withdrawal from the course prior to commencement (less than 28 days prior to the starting date of the course)	50% of the tuition fee and 100% of material fee are refundable and payable within 28 days.  A \$250 administration fee will be charged. (Non-Refundable)
Withdrawal on or after the course start date where visa is granted to the student	No refund
If you start a Course on the Course Start Date and your student visa is rejected, you will need to attach proof of this in the form of the letter of rejection and contact the institute.	Refund on a pro rata basis, the tuition fee for the weeks from when you withdrew from the course until the end of the period that the tuition fee have been paid to (that is, on a pro-rata basis) apply to and payable to you within 28 days.
Student provides misleading or false information	No refund
Breach of student visa conditions, visa cancellation or failure to comply with enrolment conditions	No refund for courses undertaken
Special circumstances where the student is not able to travel to Australia, not due to a visa rejection, but due to compelling or compassionate reasons outside the control of the student, supported by written evidence and as determined by the college	100% of the fees are refundable and payable to you within 28 days.  A \$250 administration fee will be charged. (Non-Refundable)
Late arrival to a course and student has been	No refund



granted a visa	
Change of visa sub-class to permanent resident	Pro-rata refund based on number of weeks studied
Student expelled from the college for breaching college policies and has started and is completing a course	No refund
<b>REFUND – TMSS Default</b>	
<ol style="list-style-type: none"> <li>1. This applies when TMSS fails to provide the course to the student on the agreed starting date; or the course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn from the course before TMSS's default.</li> <li>2. TMSS may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, student will need to sign an acceptance document.</li> <li>3. Alternatively, if TMSS is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by TMSS, then TMSS will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014_ <a href="https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS- Legislative-Framework/ESOS-Regulations/Pages/default.aspx">https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS- Legislative-Framework/ESOS-Regulations/Pages/default.aspx</a></li> <li>4. The refund will be paid within 14 days after the default day.</li> <li>5. In the event that TMSS does not satisfy its obligation to an affected student, TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.</li> <li>6. Refunds (if any) will be deposited into the authorised account notified by the student on refund form.</li> </ol>	

### Refund in case of TMSS Default

1. This applies when TMSS fails to provide the course to the student on the agreed starting date; or the course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn from the course before TMSS's default.
2. TMSS may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, student will need to sign an acceptance document.
3. Alternatively, if TMSS is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by TMSS, then TMSS will pay the refund to the student, as determined by Education Services for Overseas



### Students (Calculation of Refund) Specification 2014

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

4. The refund will be paid within 14 days after the default day.
5. In the event that TMSS does not satisfy its obligation to an affected student, TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.
6. Refunds (if any) will be deposited into the authorised account notified by the student on refund form.

### Applying For a Refund

All requests for a refund must be submitted in writing using the Refund Application Form and submitted to Student Services with attached official documentary evidence to support the grounds for request.

### Refunds Procedures

1. A student must make an application for a refund by completing a 'Request for Student Refund' form including any relevant documentary evidence and submitting it to Student Services. Refund applications will be reviewed and are subject to the college approval.
2. Approved refunds will be processed for students within four (4) weeks of the 'Request for Student Refund' form being received.
3. Refunds can be processed directly into a nominated bank account through Electronic Funds Transfer (EFT) taking into account bank processing times. Refunds cannot be made in cash. The College may request further information or evidence to confirm that you are the person entitled to receive the refund or give a direction to pay the refund.
4. Where a third party such as an agency pays the student fees, refunds will be paid to the specified persons other than the overseas student who can receive a refund in respect of the overseas student identified in the written agreement consistent with the ESOS Act. All refund considerations will be strictly limited to the monies paid, which the College has received from the student as tuition fee only i.e. exclusive of all non-refundable fees.

### Withdrawal on or After Your Schedule Course or Package Commencement Date

1. No refund of tuition fees will be made after your scheduled course or package commencement date, unless your course has been cancelled and the RTO cannot deliver it to you. Please refer to TPS for more details.
2. In case of withdrawal from a commenced course or package, you must give TMSS four (4) weeks' written notice prior to your next instalment due date or pay four (4) weeks in lieu of notice. The total number of academic weeks delivered to you will form part of the withdrawal fee calculation.
3. Any amount that is due prior to your withdrawal being submitted must be paid in full at the time your withdrawal is processed. For example, if a tuition payment or late fee is due, this must be paid in full at the time you submit your withdrawal.
4. You must complete a minimum of six (6) months of your principal course (being the highest qualification level in a package of courses) before you will be able to change to another provider. If the student wants to transfer before completing six (6) months of



their principal course, the student needs to comply with the following conditions:

- 4.1 The course in which the overseas student is enrolled has ceased to be registered
- 4.2 TMSS has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course
- 4.3 TMSS has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- 4.4 Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

### **Protection of Fees paid in advance**

TMSS adheres to the rules and regulations set under the ESOS Act 2000 and associated legislation, in particular, the ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012. More information can be obtained from <http://tps.gov.au/>. Where a refund is approved by the Chief Executive Officer, The Management School Sydney (TMSS) will make payment of refunds within 28 days of receipt of application for refund.

### **Provider Default**

TMSS will have transfer arrangements put in place through the Tuition Protection Scheme (TPS) and full refund will be issued (minus processing fees and non-refundable fees) should the institute default due to the following:

- a. The institute ceasing operations
- b. The course enrolled in does not begin on the agreed commencement date
- c. The course enrolled in ceases to be provided at any time after it commences but before it is completed

In the unlikely event that TMSS is unable to deliver your course in full, you will be offered a refund of all course money you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by TMSS at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course.

If you choose a placement in another course, we will ask you to sign a document to indicate that you accept the placement. If TMSS is unable to provide a refund or place you in an alternative course under the ESOS Act, Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost to you. Students can choose to have a full refund or to choose to pay more and go to an alternative provider. You will be advised of the default situation in advance, and will have a letter explaining how any refunds would be calculated. Such situations are covered by the provision of the Commonwealth Government ESOS Act 2000 and the ESOS Regulations 2001.

### **Student Portal**

The student portal is accessible through TMSS's mobile application or via the link:

<https://ebecas.equatorit.net/StudentPortal/#public/login/mss>

The portal allows student to view their class timetable, results and any payments that may be



due/outstanding.

## TMSS Mobile Application

The mobile application is available on any Android or iOS device. They can be found on the Google Play store or App Store.

**Apple:** <https://itunes.apple.com/us/app/the-management-school-sydney/id1248219213?l=pt&ls=1&mt=8>,

**Android:** <https://play.google.com/store/apps/details?id=com.goodbarber.tmss>

The mobile application will keep you up to date with any college announcements, calendars for your relevant course, access to important information and the student portal.

## Frequently Asked Questions

The Australian education system is designed to ensure the rights of international students and intending international students are protected. Both legislation and internal systems at the college help protect international students or intending international students in a range of ways. One of these protection measures includes a refund policy. Refunds occur in a range of circumstances as shown below and are intended to provide balance between the rights of the student and the legitimate commercial rights of the college. Our full refund policy is also available online.

The section below provides a set of Frequently Asked Questions (FAQ's) that will help you in understanding the college refund policy.

Please read these FAQ's and the policy prior to making a decision on enrolling at the college.

### **Who do these policies apply to?**

These policies apply to international students or intending international students.

### **Who is an international student?**

An international student is a student or intending student who is not a citizen or permanent resident of Australia and is not a citizen of New Zealand.

### **Should I read the refund policy and the FAQ's before or after applying to enrol at the college?**

You should read our refund policy and the associated FAQ's before deciding to enrol at the college as these will form part of your agreement with us.

### **Does the refund policy form part of my agreement with the college?**

Yes, the college refund policy and the FAQ's below clarifying that policy form part of your agreement with the college.

### **What is a refund?**

A refund is when the college returns all or part of the fees paid by the student to the student's nominated bank account. This happens in certain, prescribed situations shown below.

### **How long does a refund take?**

Refunds occur within twenty eight (28) days from the date we receive a refund application from the student in the case of a student default and in

### **How do I claim a refund?**

Refund application forms are available from our web site or by contacting student services. Forms must be written legibly and be complete in order for them to be processed.

Incomplete or illegible forms will not be processed and will be returned to the student for correct completion.



### **Where will the refund be paid into?**

The refund will be paid into the nominated bank account the student advises the college of.

### **What is the currency of the refund?**

Refunds will be paid in Australian Dollars (AUD\$).

### **What will the college do to notify me of the outcome of my refund application?**

Applicants for a refund will be provided with an electronic letter explaining the outcome of their applications, reasons for that outcome and how the refund (if applicable) was calculated.

Applicants must specify their preferred email address in the application form along with their current contact details including phone number and address.

### **What about bank fees for incorrect information provided on my part?**

If the student provides misinformation, erroneous bank account details or other errors that cause transactions to not be processed by the bank/s and the bank charges the college fees for this transaction, those fees will be passed on to the student.

### **What if the bank is late in processing the transfer?**

The college cannot control the banking system and so cannot be held responsible for delays in international or other transfers caused by the banking system and outside the control of the college. Some transactions may take several days or weeks to be processed and for the nominated bank account to receive the refunded funds. This should be taken into account when making refund claims. The college will process all refunds in accordance with its policy within 28 days of receiving the refund application from the student.

### **Can I appeal a refund decision?**

Yes, if you disagree with the colleges refund decision, you can lodge an appeal using the college appeals and grievances procedure. A copy of the procedure is available online and from student services. You can contact Student Services to lodge an appeal or complete an appeal application form available from Student Services. Generally, appeals against a refund decision relate to: The college not adhering to correct policy and procedure The college made the decision regarding the refund without due regard to facts, evidence and/or circumstances.

### **Can I request a refund without completing the Refund Form?**

No, you must complete this form in order to lodge a refund request.

### **Who will the refund be made to?**

The refund will be made to the student, unless there is a written agreement with the college specifying another person that the college must make the refund out to, in which case the refund will be made to that person. Natural justice is granted to the student in any event  
In cases of misbehaviour by the student, while keeping in mind that the student is entitled to natural justice.

### **Do these policies affect my other rights as a consumer?**

No, these policies and the associated FAQ's do not affect your other rights as a consumer. This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### **Change in Fees**

From time to time, we may change our fees. If this occurs, new prices will be published on our web site. If you are a current student you will be contacted directly.

### **Nominated bank accounts**

Payment of a refund will be to the student's bank account, unless the student informs the college in writing authorising to make the refund payment to a different bank account.



## **Legislative and Regulatory Requirements**

The ESOS Act 2000, ESOS Regulations 2001 and the National Code 2018 protect the interests of students coming to Australia to study. In addition to a range of protections, these laws provide students with tuition fee assurance and also provide a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The following web site provides further information about these laws and the right of international students.

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

## **No Smoking Policy**

The entire college is smoke free and smokers must locate designated smoking areas outside of the building to smoke pursuant to local government regulations.

## **Fire Evacuation**

The college has a fire evacuation plan and fire and floor wardens. Signs showing emergency fire exits and the names of floor and fire wardens are displayed on each floor. To comply with our work health and safety legal obligations, please follow all reasonable directions given by the fire and floor wardens in the event of a drill or actual emergency.

## **First Aid Kit**

A first aid kit is located at reception and the college displays the names of the two first aid officers at the college on the student notice board and behind the reception desk. If your health issue is believed to be a critical incident (e.g. life-threatening or serious illness/incident) the college has a legal obligation to record/report this to ensure your safety.



## **MSS Education Pty Ltd (trading as The Management School Sydney)**

### **College Details:**

Ground Floor and Level 3

55-57 Wentworth Avenue, Sydney NSW 2000, Australia

CRICOS Provider Code 03485E

RTO Code 41465

Australian Business Number (ABN) 32 604 489 161

If you would like more information about any of the material presented in this handbook, please contact Student Services on (02) 9119 3862

Information provided in this publication is current at the date of publication and may be subject to change without prior notice. Date of print 30 April 2019.

All accredited qualifications undertaken by overseas students are awarded by MSS Education Pty Ltd (trading as The Management School Sydney) (CRICOS Code 03485E, RTO Code 41465).

All qualifications issued by the college are recognised within the Australian Qualifications Framework (AQF).