WELCOME



ST THOMAS COLLEGE ORIENTATION PROGRAM

WHAT'S HAPPENING TODAY?

- 1. ORIENTATION PROGRAM PRESENTATION (45 MINUTES)
- 2. COLLEGE TOUR (10 MINUTES)
- 3. LLN TEST (1.5 HOURS)

GENERAL INFO

COLLEGE CONTACT DETAILS

Address: Suite A7 Level 1, 410 Elizabeth Street,

Surry Hills 2010 NSW

Phone: 02 8384 5437

Email: admisson@stthomas.nsw.edu.au

Website: www.stthomas.nsw.edu.au

24 hours emergency contact: 0406 290 244

COLLEGE OPENING HOURS

For Classes

Open: Monday to Friday 8:00 AM

Close: Monday to Friday10:15 PM

Open: Saturday/Sunday 8:30 AM

Close: Saturday 8:00 PM, Sunday 8:00 PM

WHO SHOULD YOU SPEAK TOP

Enquiry Type	Person	Contact
General InfoSupport	Reception	+61 02 8384 5437 or admission@stthomas.nsw.ed u.au
• 24-hour emergency	PEO	0406 290 244
My Enrolment/Visa	Admissions	admission@stthomas.nsw.edu. au
 My Trainer 	Trainer	trainer@stthomas.nsw.edu.au
My Studies	Academic Manager	acaemic@stthomas.nsw.edu.a u

OUR COMMITMENT

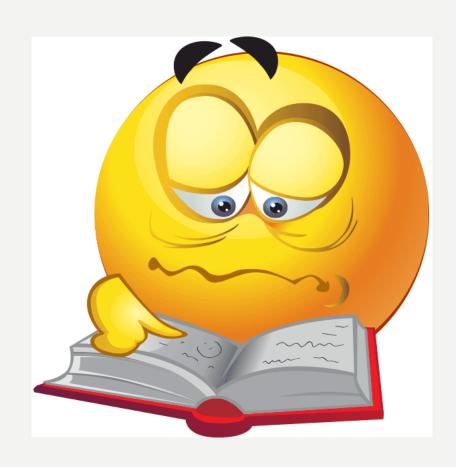


Safe and supportive learning environment	Excellent learning resources and facilities
Professional and qualified trainers	Hands-on and practical training
Friendly and engaging student support staff	Education for future

INTERVENTION STRATEGY

NEED HELP WITH YOUR STUDIES?

If you think you might fail a assessment or a course, you can attend Extra support for FREE. So, ask your trainer about it.



TIMETABLES

TIMETABLE - STUDENTS

2025 Intake Dates							
13 Jan/2025	17 Feb/2025	14 Apr/2025	19 May/2025	14 Jul/2025	25 Aug/2025	06 Oct/2025	03 Nov/2025
	Class Timet <mark>a</mark> ble						
Shift I	Monday to Tuesday- 8:00am to 4:30pm and Wednesday- 8:00am to 12:30pm						
Thursday to Friday- 8:00am to 4:30pm and Wednesday-1:00pm to 5:00pm							
Shift 3 Monday to Thursday- 5:00pm to 10:15pm							
Shift 4	Saturday & Sunday- 08:30 to 8:00pm						

ACADEMIC CALENDAR 2025

Term I	13th Jan 2025 ~ 23rd March 2025
Term Break	24/03/2025 ~ 13/04/2025 3 weeks
Term 2	I4th April 2025 ~ 22nd June 2025
Term Break	23/06/2025 ~ 13/07/2025 3 weeks
Term 3	I4th July 2025 ~ 21st September 2025
Term Break	22/09/2025 ~ 05/10/2025 2 weeks
Term 4	06th October 2025~ I4th December 2025
Term break	15/12/2025 ~ 11/01/2026 4 weeks
Public Holidays	Visit the link provided below: https://www.nsw.gov.au/about-new-south-wales/public-holidays/

FACILITIES AND EQUIPMENT

- STC's Sydney campus is located within the city of Sydney, just 3 minutes' walk from Central Railway Station and has an easy access to the buses to and from the Sydney CBD.
- > Its teaching facilities are located on
 - Sydney Campus: Suite A7 Level | 410 Elizabeth Street, Surry Hills NSW 2010
- ➤ Our college building comprises of:
 - Classrooms, power point projectors, computers and white boards
 - Free Wireless Access
 - Student Meeting Room

COURSEINFO

COURSE STRUCTURE

	Diploma of Business	
National Code	BSB50120	
Duration	I year	
Mode of Study	Face-to-face in class mode	
Qualification packaging rules and requirements	12 units of competency, comprising of 5 core & 7 elective units	
Study hour per/week	20 hours per/week	
English requirement	IELTS score of 6.0 or equivalent	
Academic requirement	Students must have completed an overseas equivalent of Year 12	

COURSE DURATION & STUDY HOURS

Courses	Course Duration	Total hours	Study Hours Per Week
Diploma of Business	52 weeks	800 hours	20 hours
BSB50120			

TRAINING DELIVERY

TRAINING DELIVERY

- > Students must undertake a full-time study workload of 20 contact hours per week
- > Student attendance is recorded for each unit
- > Students must enroll
- > Absences must be supported by proper documentation e.g. *Medical Certificate*
- > Students are expected to be punctual for lessons
- ➤ Mobile phones to be switched off during classes
- > Submit all assignments on time

ASSIGNMENTS & ASSESSMENTS

Assignments must be:

- Set out in acceptable format
- Your own work (except in group projects)
- Copied on completion and copy stored securely
- Submitted on time
- ➤ Plagiarism copyright laws, references. You are required to provide reference details of your assessments contents (website, research paper, book, YouTube etc).
- Large amount of contents copying from Student workbook/learner book is not acceptable as own work. You can use these resources as guideline for your assessments.

ACCESSING YOUR RESULTS

- > You are able to access your academic results through Moodle (E-learning)
- > Your login details would have been provided to you at enrolment
- ➤ Your latest attendance percentage will be available within 5 working days of your last class for the week
- > Your Academic Results will be available within 10 working days of your final assessment task for the unit
- > You can also access your attendance and academic results by visiting the Student Services

 Department

COURSE REQUIREMENTS

ASSESSMENT, REASSESSMENT AND REPEATING UNITS OF COMPETENCY

- > To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Results for all assessment tasks for that unit.
- For each assessment task you will be provided with opportunity to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your attempt, you will be required to undertake a Reassessment.
- ➤ Reassessments are organised by the Student Services and cost \$50 per assessment task. Should you be unable to fulfill the unit of competency requirements following a reassessment, you will be required to repeat the unit of competency in line with the Institute's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$400 and is subject to timetable availability.

COURSE ATTENDANCE

ATTENDANCE REQUIREMENT - FULL TIME STUDY

- International students are required to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours per week (20 hours of face to face) for the term.
- Trainers mark the student attendance roll each day for each class and provide the roll to admin/student support 2 hours after class commencement for absent student follow-up.
- The completed Attendance Rolls are given to the administration staff for completeness check before they are recorded in the Attendance Registers on a weekly basis.
- If a student's attendance drops below 80% over the term the College will review their involvement, counsel them, implement an intervention strategy and, if poor attendance persists the College reserves the right to
- ✓ Require that all assessment tasks are completed on campus
- ✓ Refuse permission for the student to undertake an assessment which may require them to repeat a
 unit
- ✓ Cancel or suspend the student's enrolment, which may put their visa at risk. Students have a right of appeal

ABSENCES

- On the day the Administration Manager/ Student Support Officer contacts absent students within the next two (2) hours via SMS or phoning or sending an email to confirm their welfare, any reason for absence or if a student is simply running late.
- A record is maintained of all absences and attempts to contact students.
- At the end of each fortnight the Administration Manager provides the Academic Manager with a list of students who failed to attend for **five (5) consecutive days** without approval or who had been marked absent for 15% or more of the scheduled contact hours. Students in this situation are regarded as being at risk of unsatisfactory attendance which may impact on their academic progress.
- All absences due to illness should be accompanied by a medical certificate. The College will only
 accept medical certificates signed by a registered medical practitioner, health practitioner or approved
 health specialist.
- Written notification is required for all absences where it is known by the student in advance that they will not be attending class. These absences will still be counted when calculating an attendance percentage.

. ATTENDANCE REVIEW

- Administration staff review the attendance data to identify individual student's attendance rates.
- Students are sent the appropriate attendance notification based on their attendance level at the time when the monitoring report is reviewed fortnightly
- If a student's attendance falls below 85 per cent, they will be sent a Reminder Email by student services staff. This reminder will notify the student of the attendance requirements of the College as well as the student attendance requirement as per Visa Condition 8202.
- If a student's attendance falls below 80 per cent, they will be sent a Warning Letter Unsatisfactory Attendance. This letter will ask the student to make an appointment with the Academic Manager and provide the College with information and evidence explaining their absences. Sharing of this information will occur in a private support session. Topics to be discussed include;
 - > Cause of low attendance
 - ➤ Student's general welfare/situation
 - > Work situation
 - ➤ Improving attendance via
 - Reviewing travel arrangements
 - Adjusting work times/days
 - Addressing any welfare issues

- If required, the Academic Manager will decide if it is necessary to implement a formal intervention strategy. The strategy will aim to assist the student to maximise his/her attendance for the remaining scheduled contact hours for the duration of his/her course. If poor attendance persists the College reserves the right to
 - > Require that all assessment tasks are completed on campus
 - > Refuse permission for the student to undertake an assessment which may require them to repeat a unit
 - If a student is unable to reach 70% of attendance for the remaining scheduled contact hours for the duration of their course the procedure for reporting unsatisfactory course progress will be implemented as outlined in this Policy and Procedure.
 - Students have a right of appeal.

COURSE PROGRESS POLICY

ACADEMIC COURSE PROGRESS REQUIREMENTS

- In order to progress satisfactorily, overseas students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency within each term.
- The students course progress is monitored by admin/student support staff by reviewing the
 competency record of each student on the student management system. This is achieved by running
 a competency achieved report at the end of the Term and comparing the units of competency each
 student has achieved with the course progress requirements specified in the training and assessment
 strategy. If a student is identified as not meeting satisfactory course progress, the course progress
 intervention strategy is implemented.
- In addition, academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. See below.
- Should an overseas student fail the same unit twice, they will be deemed as not making satisfactory course progression. This includes previous versions of the unit.
- A student who has not demonstrated satisfactory course progress for two consecutive study periods, is not meeting the College's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa conditions.

IDENTIFYING STUDENTS 'AT RISK'

- Early identification of students 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success
- Training and administration staff use a variety of indicators and assessments to identify any students who are 'at risk' of making unsatisfactory progress. These may include, but are not limited to, the review of:
 - The student's attendance record
 - Class participation and level of engagement
 - Formative assessment completions
 - Completion of self-study activities
 - Late submissions of assessments
 - Number of resubmissions
 - Requests for extension of class work or assessments
 - Requests for additional help with assessments or class work
 - Feedback from other training staff
 - Not yet competent on unit assessments
 - English ability
 - Results of assessments and unit

- Administration staff have responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress.
- A final review of student academic performance will occur following the unit results release at the completion of each study period.
- Once a student has been identified as making unsatisfactory course progress, the administration staff will issue the student with a Course Progress Warning Letter.
- The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress, and if necessary, activate an intervention strategy.

COURSE PROGRESS REVIEW

- The Administration staff will continue to monitor the course progress of a student with an intervention strategy for the reminder of the current study period and if required, into the next study period.
- A student who demonstrates competency in more than fifty percent (50%) of the units of competency undertaken in the study period in which they were earlier identified as 'at risk', or in the next study period, will no longer be considered 'at risk' and the intervention strategy may be cancelled.
- Any student provided with an intervention strategy during the study period (therefore identified as 'at risk'), who then achieves less than 50% competency in enrolled units of competency will receive an Intention to Report Letter.

REPORTING TO DEPARTMENT OF HOME AFFAIRS (DHA)

- All students identified as failing to achieve satisfactory academic progress will be notified in writing via an Intention to Report letter.
- The Intention to Report letter provides formal notification to the student that the College intends to report their unsatisfactory academic progress to DHA.
- Students who maintain unsatisfactory progress in two (2) consecutive study periods will receive an Intention to Report Letter.
- Students who maintain unsatisfactory progress in two (2) study periods that aren't consecutive will not be reported unless they did not comply with the agreed intervention strategy.
- the College will only report overseas students for unsatisfactory course progress if:
- ➤ The overseas student has chosen not to access the internal and/or external appeals process within the allowed timeframe, or
- ➤ If an overseas student chose to access the internal and/or external complaints process, and the completed process decision or recommendation supports the College's decision, or
- > The overseas student withdraws from the appeals process by formally notifying the College.
- > any termination of an accepted student's studies (whether because of action by the student or the College) before the student's course is completed will be notified within 31 days

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL)

> RPL allows you the opportunity to be recognised for skills, experience and study that you may have already attained.

Credit Transfer

- Credit Transfer assesses the initial course or subject that an applicant is using to claim access to or credit in a destination course. The assessment determines the extent to which the applicant initial course or subject is equivalent to the required learning outcomes, competency outcomes or competency standards for entry to, and/or partial or total completion of a qualification
- There is no additional fee for credit transfer

CERTIFICATES AND STATEMENT OF ATTAINMENTS

> Students need to apply for Statement of Attainment

- ➤ Issued subject to certain conditions
- > Student must have USI to receive Certificates
- ➤ Processed within 5 working days of complete application for Statement of Attainment and issued certificate after successfully complete the course.
- ➤ Collect in person from Student Services
- ➤ Need a proof of identification (Student ID)
- ➤ Interim copies fees apply

CERTIFICATES AND STATEMENT OF ATTAINMENTS ISSUE POLICY

- > St Thomas College will issue AQF Qualifications upon the successful completion of the course, which is specified in each Students Acceptance Agreement.
- ➤ Where a Student has partially completed a course, they may be eligible for a Statement of Attainment
- > St Thomas College will not issue AQF certification documentation to an individual without being in receipt of a verified Unique Student Identifier (USI), unless an exemption applies under the Student Identifiers Act 2014.
- > You must ensure all fees for your courses are paid
- ➤ Once you meet program requirements, please contact with student service team and complete student evaluation form.

COMPLAINTS AND APPEALS

INFORMAL

YOU	STAGE I	STAGE 2	STAGE 3
Unhappy about something at the college.	Talk to your trainer or any staff that you feel comfortable talking to.	You will receive an email of the outcome.	If you are still not happy about the result please submit a completed "Complaints and Appeals Form" at Reception.

FORMAL

YOU	STAGE I	STAGE 2	STAGE 3	STAGE 4
Unhappy about the result from the informal process.	Submit the completed "Complaints and Appeals Form" at Reception.	There will be a meeting. You can come with your friend.	You will receive an email of the outcome	If you are still not happy about the result, you can contact the Overseas Student Ombudsman.
		F		Overseas Students OMBUDSMAN

STUDENT SERVICES

GENERAL STUDENT SERVICES

- I. First Aid: Available at Reception.
- **2.** Lost and Found: Go to Reception.
- 3. Emergency Evacuation: See the Evacuation Plan in each classroom/ Notice Board.
- **4. Critical Incidents:** If you see any serious problems or experience one, please tell your trainer.
- 5. Change of Address or Contact Details: Please update your contact details within 7 days of a change at Reception.
- **6.** Academic Counselling: Talk to us! Ask at Reception.
- 7. LLN/English Language Support
- 8. Professional Counselling: Talk to us to help you! Ask at Reception.

UNIQUE STUDENT IDENTIFIER (USI)

- From 1 January 2015, each student will need a Unique Student Identifier (USI) to obtain their certificate or qualification from their registered training organization, when studying nationally recognized training in Australia
- Provide the USI details to the Student Services
- Details are with student service

UNIQUE STUDENT IDENTIFIER (USI)

Get your USI:

- ➤ Go to http://www.usi.gov.au
- Click on "Create your USI" and follow instructions
- ➤ Keep record of your USI
- Provide USI details to Student Services

EXTERNAL SERVICES

LEGAL SERVICES

International students can seek legal advice in relation to immigration, discrimination and many other matters. You can access legal advice and assistance for free or at a minimal cost.

- Redfern Legal Centre's International Student Legal Service: Gives free, confidential legal advice to international students in NSW. Visit https://rlc.org.au/our-services/international-students or call 02 9698 7645.
- Legal Aid New South Wales: helps people with their legal problems through a range of services. Visit https://www.legalaid.nsw.gov.au/ or call LawAccess NSW for legal help on 1300 888 529 from Monday Friday between 9am 5pm (excluding public holidays).

EMERGENCY AND HEALTH SERVICES

- Emergency Contacts: Call 000 for Fire, Police or Ambulance services.
- To find local doctor (General Practitioner): visit https://healthengine.com.au/
- Lifeline (for all ages): Call 13 11 14 or visit https://www.lifeline.org.au/ for access to 24-hour crisis support and suicide prevention services.
- Beyondblue: Call 1300 22 4636 or visit https://www.beyondblue.org.au/ to get 24-hour support for mental health issues.
- Domestic Violence Line: Call 1800 656 463 for 24-hour telephone crisis counselling for women.
- MensLine Australia: Call 1300 78 99 78 or visit https://mensline.org.au/ for telephone and 24/7 online counselling support for men with emotional health and relationship concerns.
- Multicultural Problem Gambling Service (MPGS) for NSW: Call 1800 856 800 or visit https://www.dhi.health.nsw.gov.au/mpgs for free counselling on problem gambling.
- Suicide Call Back Service (for ages 15 years and over): Call 1300 659 476 or visit suicidecallbackservice.org.au for immediate and 24/7 telephone counselling and support in a crisis.

FACILITIES AND RESOURCES

FACILITIES

Facilities	Conditions	Location
Air-conditioned classrooms	No food is allowed in classrooms	All throughout the facility
Audio-visual equipment	Permission from a trainer required	In the classroom
Student computers	No food/drinks allowed near computers	In the classroom
WIFI	Free access	All throughout the facility
Kitchen	Can access at any time	In the facility every day
Common Area	Can access at any time – food is allowed	In the facility every day

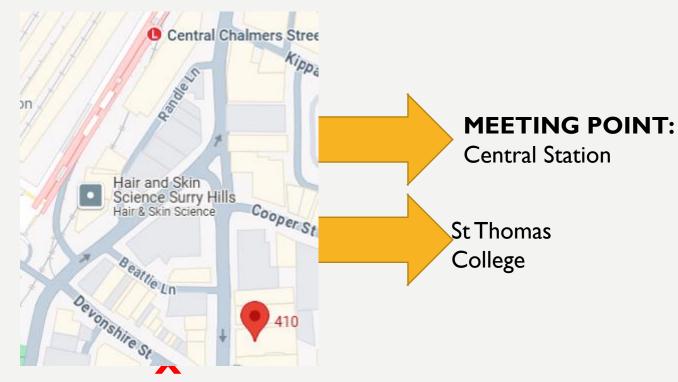
EQUIPMENT/LEARNING RESOURCES

Items	Conditions	Location
Self study books	Borrow at Reception	Common Area
Computers	Borrow at Reception	Reception
Projectors	Permission from a trainer required	In the classroom
WIFI	Ask for the password	Reception

EMERGENCY EVACUATION

EMERGENCY EVACUATION PROCEDURE

- I. Follow your trainer.
- 2. Go outside of the college building.
- 3. Be at the meeting point in front of Central Station.
- 4. Wait with your trainer until you are instructed on what to do next.



CRITICAL INCIDENT POLICY & EXAMPLE

- In the event of a critical incident, St Thomas College (STC) recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. STC's critical incident policy outline the support mechanisms and procedures for managing a critical incident. This policy will ensure that STC has:
 - An effective approach in responding to critical incidents as they occur;
 - Appropriate support and counselling services available to those affected;
 - Appropriate training and information resources provided to staff.
- A critical incident is defined by the National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.
- Critical incidents are not limited to, but could include:
 - missing students;
 - severe verbal or psychological aggression;
 - death, serious injury or any threat of these;
 - natural disaster; and
 - issues such as domestic violence, sexual assault, drug or alcohol abuse.
 - Non-life-threatening events could still qualify as critical incidents.

WORKING IN AUSTRALIA

WORKING IN AUSTRALIA

- I. You can work for a maximum of 48 hours per fortnight (2 weeks) while studying full time.
- 2. You should not rely on work to fund your studies.
- 3. You cannot work at all if you are on a Visitor visa. Check your visa conditions on the Department of Home Affairs (DHA) website at: https://immi.homeaffairs.gov.au/home.
- 4. You will need a **tax file number (TFN)** and can apply online at https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/.

HOW TO SOLVE WORK RELATED ISSUES

FIRST STEP: Talk to your employer and try to resolve the matter. If this doesn't work follow the second step.

SECOND STEP: Australia's workplace laws protect overseas workers. Information on your employment rights including how to resolve workplace issues, can be found at:

- https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation
- https://www.fairwork.gov.au/
- https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work
- https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants.

PAY INFORMATION: Information on pay rates, shift calculations, leave arrangements/notice and redundancy entitlements is at https://www.fairwork.gov.au/, by using the Fair Work Ombudsman Pay and Conditions Tool (PACT).

SAFETY AND AWARENESS

SAFETY—AT THE BEACH

It's important to be SunSmart and beach safe so you can enjoy yourself more at the beach. Some advice is:

- Always swim between the red and yellow patrol flags at a beach patrolled by lifeguards
- Read the safety signs for information about the beach and ask a lifeguard for safety information
- Never swim alone or under the influence of alcohol or drugs
- If you need help in the water, stay calm and attract attention by raising one arm
- Wear sunscreen, a hat, sunglasses and drink water to stay hydrated

For further information and tips, visit:

- https://www.surflifesaving.com.au/
- https://www.cancercouncil.com.au/cancer-prevention/sun-protection
- https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water
- https://beachsafe.org.au/ or Download the Beachsafe App.

SAFETY - TRANSPORT

It's important to be aware of road rules and transport safety. Some important rules are:

- Australians drive on the left side of the road.
- Wearing seat belts is mandatory in private vehicles (including taxis and ride-share)
- Using your mobile while driving is prohibited in all Australian states and territories

For information about applying for a licence and tips/advice to help keep you road safe, please visit:

- https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html
- https://www.service.nsw.gov.au/services/driving-and-transport/using-roads-and-public-safety
- https://www.service.nsw.gov.au/services/driving-and-transport
- https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/transport-and-personal/transport-personal-safety

SAFETY AND AWARENESS - SMOKING

- You cannot smoke inside in Australia.
- STC is located in a non-smoking building. There is no smoking anywhere inside the College or the building. This includes: in the toilets, stairs or lift and lobby areas.
- If you are a smoker, check for no smoking signs around you as some places are no smoking areas and penalties may apply.
- You must put all your cigarette butts in the bin.
- **UNDER 18:** Smoking is prohibited for people under the age of 18. If you are under 18 and caught smoking, your parent/legal guardian/homestay parents will be informed.

AUSTRALIAN CULTURE – ETIQUETTE 1

There are many things in Australia that may be different to your home country. Here are some things you should know about Australian etiquette and customs:

- Seats at the front of buses are usually reserved for elderly/disabled/pregnant passengers
- Switch off your mobile phone when you are at the movies or watching a performance etc.
- On escalators: if you are standing still keep to the left, and if you are walking you keep to the right.
- Wait until everyone has exited a bus, train, lift etc. before entering (you should stand to one side while waiting).
- Do not ask inappropriate or personal questions of people you do not know well. It is acceptable to ask a person if they are married, but if they say "no" it is considered rude to ask "why not?" It is sometimes rude to ask a person how old they are or how much money they earn, especially if you do not know them well.
- Be aware of unwanted physical and verbal contact and respect someone's personal space

AUSTRALIAN CULTURE – ETIQUETTE 2

The following may be considered impolite or inappropriate in Australia:

- I. Yawning without covering your mouth
- 2. Spitting in a public place
- 3. Being late for appointments
- 4. Don't push in front of someone in line queue properly!
- 5. Swearing or using inappropriate language
- 6. Chewing food with your mouth open, speaking with food in your mouth or making loud noises when eating (eg slurping, chewing gum etc.)

STUDENT HANDBOOK

MORE INFORMATION

- You can find more detailed information in the Student Handbook.
- Any referrals to external support agencies will not incur a fee
- You can find the most updated Student Handbook on our website at <u>www.stthomas.nsw.edu.au</u>

COLLEGE TOUR

IT'S TIME TO WALK AROUND THE COLLEGE, MEET STAFF AND SEE THE FACILITIES