



VET STUDENT HANDBOOK

Contact Us – Greystone College (RTO# 31564 CRICOS Code 02137M)

Brisbane Campus

Level 1, 232 Adelaide Street

Brisbane Qld 4000

Phone: 61 7 3220 0144

VETStudentSupportBBN@ilsc.com.au

Sydney Campus

Level 7, 532-540 George Street

Sydney NSW 2000

Phone: 61 2 9247 1744

VETStudentSupportSYD@ilsc.com.au

Melbourne Campus

Level 7, 120 Spencer Street

Melbourne VIC 3004

Phone: 61 3 8595 8480

VETStudentSupportMEL@ilsc.com.au

GREYSTONE COLLEGE – RTO #31564 - CRICOS CODE 02137M

Greystone College is a Registered Training Organisation (RTO) registered by the Australian Quality Skills Authority (ASQA) under the National VET Regulator Act 2011. Greystone College is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). ILSC-Greystone College complies with the Standards for Registered Training Organisations (SRTOs) 2015, the ESOS Act 2000 and the National Code 2018.

Courses offered

- BSB20215 Certificate II in Customer Engagement (CRICOS Code: 086801M)
- BSB20115 Certificate II in Business (CRICOS Code: 096036E)
- BSB30115 Certificate III in Business (CRICOS Code: 086819A)
- BSB40215 Certificate IV in Business (CRICOS Code: 096038C)
- BSB4115 Certificate IV in International Trade (CRICOS Code: 087073G)
- BSB42415 Certificate IV in Marketing and Communication (CRICOS Code: 097829G)
- BSB52415 Diploma of Marketing and Communication (CRICOS Code: 097830D)
- BSB50815 Diploma of International Business (CRICOS Code: 087346K)
- BSB51918 Diploma of Leadership and Management (CRICOS Code: 098701E)
- BSB51415 Diploma of Project Management (CRICOS Code: 097831C)

Greystone College has Australian training locations in:

- Brisbane – 232 Adelaide Street
- Sydney – 540 George Street
- Melbourne – 120 Spencer Street

Hours of Operation

Brisbane – Monday – Friday 8am – 9pm; Saturday 8:45 – 4:45; Sunday closed.

The campus is closed on Saturdays during term break and Public Holidays

Sydney - Monday – Friday 8am – 9pm; Saturday 8:30 – 4:45; Sunday closed.

The campus is closed on Saturdays during term break and Public Holidays

Melbourne - Monday – Friday 8am – 9pm; Saturday 8:30 – 4:45; Sunday closed.

The campus is closed on Saturdays during term break and Public Holidays

WELCOME TO GREYSTONE COLLEGE

Welcome to Greystone College. We want you to feel at home here. We hope you will become part of Greystone's friendly community and enjoy Australia's relaxed lifestyle while you study. Our friendly and experienced staff are here to help you, and we offer a range of support including information about living in our cities, advice on your study options, and academic and personal counselling. Please ask at reception for help with any of these things, or for any information about your course, schedule, fees or assessment.

All our staff wish you success with your studies, and a happy and safe study experience here in Australia.

If any policy contained herein or on the website conflicts with the policies contained in the student's Written Agreement, the student's signed Written Agreement will govern.

National VET Team - Australia

Greystone College

RTO# 31564 CRICOS Code 02137M

Please read this handbook. It gives you important information.

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BEFORE YOU BEGIN

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

If you have studied previously or have workplace experience, you may be able to shorten your studies through [Recognition of Prior Learning or Credit Transfer](#).

Recognition of Prior Learning is a way of getting relevant experience – working, training, or volunteering – recognised towards a qualification. RPL is available to all students who:

- Are enrolled in an approved course
- Pay the appropriate fee
- Make an application when enrolling or during the first six weeks of course commencement.

If you change courses, your RPL may not apply.

Credit Transfer applies if you have completed a Unit of Competency which can be credited towards a qualification. If you change courses, your CT may not apply.

All RPL and CT applications must meet ESOS Act requirements that apply to student visa holders. If you received RPL or CT, your course may be shortened. This may impact on your visa or course package.

To apply for RPL or CT, please contact your Student Advisor and request an application form. You will need to provide originals of all qualifications and other forms of evidence.

Unique Student Identifier

All students doing nationally recognised training must have a Unique Student Identifier (USI). The USI is a reference number made up of ten numbers and letters that:

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

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

As an International student who will be studying in Australia you will require a USI. All international students in Australia will have been issued with an Australian Visa. Once you have arrived in Australia your visa will be activated and you will be able to apply for a USI. You will receive a reminder email from our VET team.

STUDYING AT GREYSTONE COLLEGE

Your timetable includes 14 hours of face-to-face study and 6 hours of online study every week. You need to attend all classes.

Sample only

Hours	Monday	Tuesday
1:15 - 3:15pm	Foundation Skills	PASS
3:30 - 5:30pm	PASS	Foundation Skills
6:00 - 9:00pm	Lecture 1	Lecture 2

Lectures – provide intensive presentation of core content about your subject, delivered by a trainer who has extensive industry experience and is an expert in the subject. There will also be time for you to ask questions and to clarify key points.

PASS– Practical Assessment Support Sessions – Your trainer can help you understand the assessments and explain any difficult questions or concepts. You may also work in a small group supported by a trainer, to explore some parts of the assessment. Your trainers cannot give you answers, but they can help you understand the questions and exactly what you need to do.

Foundation Skills (FSK) – These classes build language and other skills for business, such as running meetings, writing business emails, negotiating and giving presentations, so you can present your ideas with confidence. You will also learn new vocabulary, and technical terms and language structures that are particularly relevant to the unit you are learning.

Learning and Teaching Strategy

Vocational (VET) courses develop knowledge and skills for the workplace. We use a range of adult learning techniques that may be different from your previous education. We encourage you to give your opinions, ask questions and embrace cultural differences.

Learning is a partnership that involves everybody. Delivery methods include:

- Practical demonstrations
- Audio/visual presentations
- Group participation/ discussions
- Instruction by trainers
- Practical activities
- Self-paced activities
- Individual projects
- Case studies

Course requirements vary. For example:

- In the Certificate II in Customer Engagement students are asked to perform activities related to engaging with customers and to answer short questions.
- In Diploma courses students need to complete research, write business reports and make business presentations.

English only

Greystone College is an English Only campus. All scheduled classes are in English, and you should speak only English both inside and outside class. Improve your English level, and help your fellow students to improve, by speaking English everywhere. English Only helps us all to make international friends. If you need support in your own language, please see your Student Advisor.

Greystone Facilities & Learning Resources

Our campuses are equipped with facilities and resources including computer labs, mobile computer lab and internet in every classroom. Free WIFI is available throughout the campus. We encourage you to bring your own laptop, or other device however, all course work and assessments can be undertaken using Greystone College computer labs which are open 6 days a week.

You will be provided with an account on our online Learning Management System MOODLE, and you can complete up to 30% of your studies online. You will also complete assessment tasks such as quizzes on Moodle. All assessments are submitted on Moodle. You will also find campus information, timetables and resources such as student books, PowerPoint presentations, videos and glossaries on Moodle. Please explore Moodle and take full advantage of its resources.

Every campus provides free photocopiers, charging stations, kitchen facilities, student lounges and so on.

How to Succeed in your Studies

- Attend all scheduled classes
- Participate and contribute actively in class
- Complete all online quizzes for each unit on Moodle. Quizzes are compulsory and you must get 100%.
- Cooperate with fellow learners
- Ensure you clearly understand assessment requirements
- Keep track of your progress
- Complete your assessments on time
- Always review the trainer feedback in the VET Student Portal (Moodle) and fix your assessment quickly (you can make 3 attempts at each assessment)
- We usually communicate with you by email. Please make sure your address and other details are up to date and check your email regularly (including your SPAM folder).

ASSESSMENT & COURSE PROGRESS

All units studied will be assessed in at least 3 different ways, such as: quizzes, projects, case studies, presentations, role plays and questions. Your trainer will explain the assessment criteria for each unit. This information is also on MOODLE. If you are having difficulty with an assessment, you should discuss it with your trainers so they can offer advice and support.

Assessment Submission Guidelines

1. Submit your assessment by the due date.
2. Please read assessments carefully. The assessment types and instructions are different from unit to unit and they must be followed exactly.
3. All assessments must be clearly marked with your student name and number.
4. If you are late submitting or resubmitting assessments you may need to pay a \$50 fee to have Moodle reopened.

Assessment resubmission

You have 6 weeks from the end of a unit to submit assessments. If your assessment is graded “Not Satisfactory” by the trainer, you may revise and resubmit it twice (a total of 3 attempts) within 6 weeks. If you do not complete it within six weeks, you will need to pay a \$50 fee to have Moodle reopened.

Extensions

If you require more time you need to contact the VET Admin Staff before the assessment due date. Your trainer cannot give you an extension. Only the Director of Training / Assistant Director of Training can give an extension.

Assessment results

You will receive an email telling you when an assessment has been graded. You should immediately login to your MOODLE account to check your results. If the result is Satisfactory, you have completed this part of the assessment. However, if the result is Not Satisfactory, you need to read the assessor’s comments on Moodle to find out what you need to fix. You should attend PASS classes for tutoring.

You can check your results and course progress on Moodle at any time. Your results are confidential and we will not give them to anyone else unless you tell us in writing.

Special consideration & Reasonable adjustment

If serious and exceptional circumstances prevent you from performing at your best, you may ask for special consideration. You will need to provide supporting documentation, such as a medical certificate, statutory declaration, etc. Greystone College offers ‘reasonable adjustment’ to learning and assessment where approved by the Director of Training.

Assessment Appeals

If you are not satisfied with any academic decision, procedure or issue, you can speak with a Student Advisor or contact VET Student Support via email. You can also ask the Director of Training to review your situation. Greystone College appeals are simple, fast and fair. Our four-stage process begins with the assessor/Assistant Director of Training and progresses to the Director of Training, the Campus Director and finally an independent person or panel where necessary. Students have 21 days to lodge an appeal after an assessment decision has been sent to them.

Course Progress

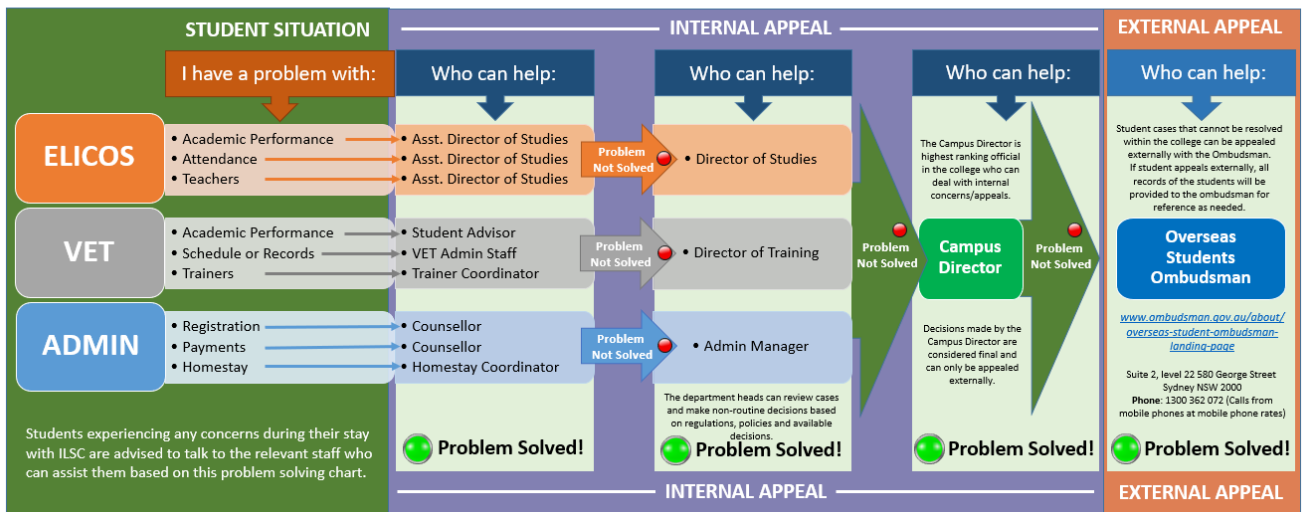
Greystone College will track your performance, but it is also your responsibility to monitor and track your own performance, and to communicate regularly with the college about your progress.

You must maintain satisfactory course progress by successfully completing 50% or more of course requirements during each twelve week study period. Greystone College is required to report students failing to comply with their visa conditions to the Department of Home Affairs.

Intervention strategies

Greystone College has an intervention strategy for students who don't make satisfactory progress. At the end of each compulsory study period, all students are assessed against our [Course Progress policy](#), and if your progress is not satisfactory, you will be notified by email. In exceptional cases Greystone College may implement the intervention strategy earlier.

STUDENT PROBLEM SOLVING CHART



Bootcamp

Greystone College offers regular Bootcamps for all students. Bootcamps give you the chance to attend extra tutorials during the scheduled break. You will be notified by email of the times and dates with a link for online booking. Printed schedules will be displayed in the school.

Evaluation and Feedback

We welcome your views and we ask you to provide feedback to help us improve our products and services. Feedback channels include online surveys, email, focus groups and discussion with trainers and other support staff.

You can give feedback on any aspect of your Greystone College experience at any time. If a staff member of Greystone College and ILSC has made extra efforts to help you, please let us know. If you have suggestions about how we can improve the college, or how we can do more to help students please share your ideas with us. We want to make Greystone College a wonderful study environment for all students.

Continuing Studies and Qualification Packages at Greystone College

If you are studying more than one course at Greystone College, you may need to provide evidence of improved English skills before starting a higher-level course. English entry requirements for courses at Greystone College are informed in the table below.

If you are not sure of your English level, please talk to your Student Advisor or a member of the Greystone College VET support team. They can advise you of your language support and study options.

BUSINESS	TOEIC	IELTS	ILSC Level
Certificate II in Business BSB20115	500 with a minimum reading score of 200	4.0 with a minimum band score of 4.0	B4
Certificate II in Customer Engagement BSB20215	500 with a minimum reading score of 200	4 with a minimum band score of 4.0	B4
Certificate III in Business BSB30115	525 with a minimum reading score of 250	4.5 with a minimum band score of 4.0	I1
Certificate IV in Business BSB40215	600 with a minimum reading score of 300	5 with a minimum band score of 5.0	I2
Certificate IV in International Trade BSB41115	650 with a minimum reading score of 350	5.5 with a minimum band score of 5.0	I3
Certificate IV in Marketing and Communication BSB42415	650 with a minimum reading score of 350	5.5 with a minimum band score of 5.0	I3
Diploma of Marketing and Communication BSB52415	650 with a minimum reading score of 350	5.5 with a minimum band score of 5.0	I3
Diploma of International Business BSB50815	650 with a minimum reading score of 350	5.5 with a minimum band score of 5.0	I3
Diploma of Leadership and Management BSB51915	650 with a minimum reading score of 350	5.5 with a minimum band score of 5.0	I3
Diploma of Project Management BSB51415	650 with a minimum reading score of 350	5.5 with a minimum band score of 5.0	I3

Issuing of Qualifications and Statements of Attainment

Certificates are issued within thirty days after the final assessment in a course being completed. Greystone College issues Qualifications and Statements of Attainment (SOAs) according to the Australian Qualification Framework (AQF) for nationally recognised training.

We are not required to issue Qualifications or SOAs unless all student fees have been paid and any other obligations met. We are not required to issue 'interim' documentation at any time.

Note: AQF certification documentation cannot be issued until students provide their USI (Unique Student Identifier – www.usi.gov.au) and it is verified by relevant staff member.

- **Qualifications** – can be issued only when you have been marked competent across all the relevant units of competency.
- **A Record of Results** – accompanies a qualification and lists all units of competency that form the qualification.
- **A Statement of Attainment (SOA)** – can be issued if you successfully complete one or more units of competency, but don't meet all requirements for a qualification.

Certificates and SOAs can be collected from reception after you receive email notification from VET Student Support:

- a) You will need to sign for your certificate.
- b) Greystone College does not provide digitized or scanned versions of AQF certification documentation.
- c) Greystone College may post documents to you (at your expense) only at the postal address shown in your student account or to an alternative address informed by you in writing.
 - We will not send certificates to anyone else without your written permission. It is your responsibility to ensure that Greystone College has your correct address.

Certificate Replacement

Requests for replacement of Certificates and Statements of Attainment must be made to the VET Administration Team in writing. A replacement fee of \$50.00 and shipping costs apply.

STUDENT WELLBEING & SUPPORT

a) Counselling and Learning Support

We understand that many issues can affect you. Personal and money matters can make life difficult and other factors, such as part-time work or simply being home-sick, can affect your studies. Every campus has many staff to help you, including:

- Our VET student support team
- Student Advisors
- Trainers
- Accommodation Coordinator
- U-Path Coordinator
- Director of Training
- Assistant Director of Training and Head Trainers
- Campus Director

If our campus staff can't help you, or if you require additional support, we can direct you to the appropriate service.

Student Advisors can speak to you in your own language. Languages vary from campus to campus, but usually include:

- Japanese
- Korean
- Spanish
- Thai
- Portuguese
- Chinese (Mandarin)
- German

Even if your language is not spoken, there is always someone to help you with:

- Personal or family issues
- Some health situations
- Stressful situations
- Mental health/depression/anxiety

b) Language, Literacy and Numeracy (LLN)

If you need help in this area, speak to a Student Advisor. They can give you information on LLN courses or refer you to a professional provider for help with these skills.

Australian Council for Adult Literacy www.acal.edu.au

Queensland Council for Adult Literacy www.qcal.org.au

Reading Writing Hotline www.readingwritinghotline.edu.au

LLN is an integrated part of the course program. Greystone College has LLN resources and staff to you. We can develop a confidential support plan to assist you.

ACADEMIC INTEGRITY

Greystone's Academic Integrity Policy is your guarantee of quality education and qualifications that are respected around the world. We take firm action against violations of academic integrity. You must provide details on the sources of information you use in your assessment.

For example, give the *Web address (URL), author, textbook name and author, page numbers etc.* You must include this information (i) where the information is used in your assessment and (ii) at the end of the assessment in a "Reference List" or "List of Sources".

The following are Violations of Academic Integrity and may lead to serious penalties.

Plagiarism = using other people's sentences as your own, for example:

- Copying from the Internet, books or other printed material without providing a reference
- Copying an essay, assignment or report from another student
- Letting another student copy your essay, assignment or report
- Buying or selling essays, assignments or reports.

Cheating = taking information from another source (the internet, a book, etc.) or person to complete a test, for example:

- Taking a test or exam for another student
- Letting a student take a test or exam for you
- Copying test answers from another student (even if paraphrased or summarized)
- Letting another student copy your answers
- Giving other students any information about exam questions

- Using notes, smart phones, etc during a test or exam.

Collusion = occurs when people work together on an assessment that should be done alone.

If it is suspected that a student has plagiarised, cheated or colluded the trainer will report this to the Director of Training or the Assistant Director of Training. If a violation is confirmed, penalties will be imposed. In serious cases, a student may be expelled from Greystone College and reported to immigration authorities (Department of Home Affairs) for violation of student visa conditions.

STUDENT CODE OF CONDUCT

Greystone College expects students to display proper academic and personal conduct. These expectations apply to all current students, and may also apply to past students. They apply to all activities related to the course, including excursions and research activities, and assessments, online or otherwise. Please see the [Student Code of Conduct Policy](#).

Behaviour

- Students must follow Australian laws.
- All students are expected to treat each other with respect.
 - Do not swear or use insulting language (including threats, racist language and sexist language).
 - Show respect for all trainers, classmates and staff regardless of age, gender, nationality, religion or the way they look.
- Do not share files on the Internet using Peer-to-Peer (P2P) file sharing. Breach of this policy can bring serious penalties, including expulsion.
- Greystone College may remove disruptive students from the training environment.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Please treat facilities and equipment with care and respect. You may have to pay for deliberate damage. Please notify trainers or staff if anything is broken, or if equipment is not working.
- Speak English everywhere on campus.

Attendance

VET students at Greystone College are expected to attend 20 hours of training, of which 14 hours is delivered in face-to-face training per week, and attendance is monitored by the trainer. You will also be expected to complete 6 hours of online learning, which you can access through MOODLE. All classes include essential knowledge and skills, therefore it will be very difficult to succeed if you do not attend.

You should not take any holiday or leave that is not specified in your enrolment. You must inform Greystone College if you plan to take a holiday or break, or to leave Australia for any reason.

Mobile Phones

All phones must be turned off during training. In an emergency where you need to be contacted, please advise your trainer/assessor.

Computer Usage

Greystone College has a computer lab at each campus. Students are free to use these computers during campus hours. (There may be limited access at some times). Your trainer may also provide you with a laptop using our mobile lab during class to undertake specific learning activities.

When using Greystone College computers students should not:

- Copy software
- Play computer games
- Breach Australian copyright regulations
- Attempt to gain unauthorised access to system programs or computer equipment
- Remove any equipment
- Send harassing or frivolous messages, such as spam
- View or send sexually explicit, pornographic or other offensive material
- Communicate in a manner that is inappropriate to a public forum
- Eat or drink.

Greystone College has automated file deletion and computers are "wiped" every 24 hours. You should save your documents on a "cloud" site or external drive such as a USB. Greystone College is not responsible for any loss of data.

Misconduct

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault)
- Interfering with another person's property
- Removing, damaging or mistreating Greystone College property or equipment
- Cheating/colluding/plagiarism
- Disrupting training or interfering with another person's ability to learn
- Breach of confidentiality
- Inappropriate language
- Serious negligence, including WHS non-compliance
- Discrimination, harassment, intimidation or victimisation
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Disciplinary Processes

Greystone College may implement disciplinary processes should a student behave inappropriately.

Any breaches of discipline may result in:

- Verbal Warning
- Written Warning
- Probation
- Suspension or Expulsion from training activities or programs
- A report to police or other authorities.

Informing Greystone College of personal detail changes

It is a visa condition that students provide their personal details upon enrolment, including:

- Phone number
- Living address
- Change of name
- Email address
- Passport number

You must ensure that Greystone College always has your current contact details including living address, email address and telephone number. If any of these change, you must inform Greystone College immediately.

Dress & Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing
- Appropriate footwear

Personal hygiene includes daily bathing, use of deodorant, and keeping hair clean.

GENERAL INFORMATION

Security

Please be careful with your possessions. Greystone College cannot be held responsible for anything that is lost or stolen. Do not leave any valuables - cameras, phones, money, passports etc - in classrooms at any time.

Your Student ID card

You will be issued a Student ID Card at orientation. Please keep it with you at all times. Should you require a replacement card see Student Services. A fee of \$30 applies to replace a card.

Accommodation:

Greystone College has an Accommodation Coordinator at each campus. Accommodation options include Homestay, Student Rooms and Share Accommodation. Please speak directly to the Campus Accommodation Coordinator or view the Greystone College website.

Greystone College Activities Program

Excursions and Guest Speakers

Each term your trainer will organise at least 1 excursion and 1 guest speaker for your class. These activities relate directly to the units you are studying during this period and offer valuable learning outcomes.

Activities during the week

Connect with friends at Greystone College and explore our cities with activities, such as barbecues, cycling, discovering one of the many cafes, exploring local museums and art galleries, kayaking, movie nights. Activities typically have low fees and Greystone's activities coordinator will be your guide.

Weekend Activities

Get out of town with Greystone College! Explore our incredible coastline and amazing urban sites. Get your adrenalin pumping on weekends. Learn to surf, skydive, camp, explore the hinterland, go whale watching or relax on the beach.

School Events

We are busy all year round bringing the Greystone College community together with Christmas and Halloween parties, special events, summer boat cruises and barbecues. Come share in the good times with new friends from all around the world.

Each campus has learning workshops that you can join to help with your conversation skills, or to get helpful tips for finding work in Australia.

LIVING AND WORKING IN AUSTRALIA

Cost of Living

Make sure you have enough funds to cover unexpected expenses. In addition to tuition fees, airfares and OSHC, living costs may include: rent, food, groceries, transport, utilities, entertainment and clothing. Please visit the Study in Australia website <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs> to find out more about living in Australia.

If you bring dependent family members to Australia you will need to support them. Children between 5 and 16 years of age must attend school if they are in Australia for more than three months, and you will need to pay full fees for them in both public and private schools.

Banks and Money

You will need to use Australian currency. Money Exchange facilities are located at international airports, banks and major shopping centres.

We recommend that you set up an Australian bank account. You will need to provide your visa and evidence of residency. Major banks have branches all in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities.

Overseas Student Health Cover (OSHC)

International students, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. This covers visits to the doctor, ambulances, some hospital treatment and some medicines. Some OSHC products provide more protection than others.

Employment

Everyone working in Australia has basic rights at work. These rights entitle you to:

- A minimum wage and superannuation.
- Protection against unfair dismissal.
- Leave, breaks and rest periods.
- A healthy and safe work environment

To learn more about your work rights visit [Fair Work Ombudsman](#) website.

To make sure you are properly paid, go to: <https://calculate.fairwork.gov.au/findyouraward>

An Australian workplace should be safe. Your employer must comply with workplace health and safety laws and ensure you are covered by insurance. For a list of your rights and protections read [“Working Safely in Australia”](#) created by Safe Work Australia on their website.

Your Tax File Number

Once you have working rights, you will need to apply for a Tax File Number (TFN). You can apply for a TFN online, using the [TFN Application Form](#) on the ATO website.

Smoking

Australia has very strict smoking rules. No smoking is allowed inside any closed public space. This includes all ILSC buildings, toilets and stairwells. Students who wish to smoke must go outside and well away from the building entrances.



Place cigarette butts in the ashtrays and bins provided, and dispose of other rubbish carefully. Each state has tough penalties for littering.

City	Smoke-free areas	Fines
Sydney	<ul style="list-style-type: none"> • Within 4 metres of a pedestrian access point to a public building. • Pedestrian malls including Pitt St Mall (between Market & King St) • Within 10 metres of children’s play equipment, swimming pool complexes, spectator areas of sports grounds or others recreational areas while organised sporting events are being held. Railway platforms, light rail stations and ferry wharves, bus stops, light rail stops and taxi ranks. 	City of Sydney Council may issue on-the-spot fines if you are caught smoking in a no-smoking area (between \$550 and \$1100).
Brisbane	<ul style="list-style-type: none"> • Pedestrian malls and public transport waiting points, including Queen St Mall (between Edward St & George St) • Within 5 metres of non-residential building entrances. • Within 10 metres of children’s play equipment, patrolled beaches (between flags), artificial beaches (eg. Street Beach Southbank), commercial outdoor eating and drinking areas, major sport stadiums. 	Brisbane City Council may issue on-the-spot fines of \$220 to anyone found smoking in a no-smoking area.
Melbourne	<ul style="list-style-type: none"> • Designated smoke-free areas include The Causeway, Howey Place, Block Place, Equitable Place, Goldsbrough Lane, QV Melbourne, City Square and The Tan and Princes Park running tracks. • Within 4 metres of an entrance to all Victorian childcare centres, kindergartens, preschools and schools, children’s indoor play centres, public hospitals, registered community health centres and in all covered areas of train platforms, tram and bus shelters. • Within 10 metres of children’s play equipment. 	City of Melbourne Council may issue on-the-spot fines of more than \$300 to anyone found smoking in a no-smoking area.

YOUR RIGHTS

Your Student Records

You have the right to access your personal records at any time. To do this you must make a written request and present photo identification to Student Services.

Your Safety

Emergencies - If you are in a life-threatening emergency, call 000 (zero, zero, zero). This is a free call. The operator will ask you which service you need: Police, Fire or Ambulance. Remember, if you are on campus, we have trained staff available to offer first aid.

Personal - Our cities are generally safe places; however, as in all big cities, you should always be aware of your surroundings, and don't take unnecessary risks.

Sun and Water - Australia is well known for beaches, surfing and activities such as skin-diving. Before you visit any of our beautiful beaches, visit the [Beachsafe](#) website to learn more about some unpredictable dangers.

Consumer Protection

Australia has strong consumer protection laws that protect you every time you buy any product or service. If you have problems with something you buy, anything from a pair of socks to a computer, a car, or an insurance policy, you are protected.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find out more, or contact the relevant government agency in your state.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial.

If you have a complaint or problem, you can find out more about this service on their website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

ESOS Act for your protection

Studying at Greystone College on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services. The [Education Services for Overseas Students Act 2000](#) (ESOS Act) governs:

- the registration process and obligations of registered international education providers
- the Tuition Protection Service
- enforcement and compliance arrangements

Legal Services

Students may get legal advice in relation to visas, employment and other matters by contacting Legal Aid. The contact details for each state are:

Brisbane:	www.legalaid.qld.gov.au	1300 651 188
Sydney:	www.legalaid.nsw.gov.au	1300 888 529
Melbourne:	www.legalaid.vic.gov.au	1300 792 387

Places of Worship

Australia is a multicultural country and has a strong mixture of people from diverse cultural and religious backgrounds. Each city has many places of worship. Greystone College can offer only limited facilities for prayer rooms on campus. For information on other prayer rooms please see these websites:

Brisbane:	https://idca.org.au/mosques-and-centres/qld/#Brisbane%20City
Melbourne:	https://goprayer.com.au/
Sydney:	http://www.icnsw.org.au/

Work Health and Safety

Greystone College is committed to providing a safe working and learning environment. All staff and students share responsibility for safety, and everybody is expected to follow safety standards outlined in the staff induction and student orientation. These standards aim to:

- Prevent accidents and ill health caused by work/learning conditions
- Protect you from any health hazard from the work and study environment, and
- Maintain an environment that is safe, healthy and promotes your well-being.

Students have a duty to:

- Not wilfully or recklessly interfere or misuse anything provided by Greystone
- Ensure that students are not affected by drugs or alcohol whilst on Greystone College campus or attending a Greystone College activity
- Take reasonable care of themselves, classmates and others at Greystone College
- Comply with all procedures and reasonable instructions (verbal and written)
- Carry a student identification card at all times whilst on a Greystone campus.

In an emergency:

- Observe signage identifying exit points
- Do not use the lift
- Be guided by the “Emergency Exit Maps” located on the back of each classroom door
- Follow the instructions of the trainer and Greystone College staff.



Each campus has fully trained first aid officers, and equipment identified with this symbol. If the situation is life-threatening, please call 000 from a landline or 112 from a mobile phone.



Workplace Harassment

Greystone College recognises the rights of all staff and students to work and learn in an environment free from harassment, bullying and unlawful discrimination, and we will not tolerate these things by anyone.

Harassment is any behaviour towards others which is:

- Offensive, belittling, intimidating or threatening
- Unwelcome and unsolicited
- Makes the environment unpleasant, humiliating or intimidating

If you think you are being harassed you should immediately report it to senior staff. You will find more detail in Greystone's [Appeals and Complaints Policy](#).

Access and Equity

Greystone College rejects all forms of discrimination, including discrimination due to income, age, disability, social and ethnic background, religious convictions or gender. We aim to provide an enjoyable and harmonious environment where everybody can progress to the full extent of their ability. You will find more detail in Greystone's [Code of Conduct and Behaviour](#).

Privacy

Greystone College must gather personal information to maintain accurate records of students enrolled with us, but your personal information and student records is confidential and we don't give it to anyone without your permission. Please refer to our [Privacy Policy](#) for more information.

Legislative Requirements

Greystone College complies with all relevant State and Commonwealth Government legislation and regulatory requirements applicable to the industry, including (but not limited to):

- National Vocational Education and Training Regulator Act 2017
<https://www.legislation.gov.au/Details/C2017A00065>
- Standards for RTO's 2015
<https://www.asqa.gov.au/about/australias-vet-sector/standards-registered-training-organisations-rtos-2015>
- Education Services for Overseas Students Act 2000
<https://www.legislation.gov.au/Details/C2018C00210>
- Education Services for Overseas Students Regulations 2019
<https://www.legislation.gov.au/Series/F2001B00153>
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
<https://www.legislation.gov.au/Details/C2014C00181>
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>
- Student Identifiers Act 2014
<https://www.legislation.gov.au/Details/C2017C00038>
- Data Provision Requirements 2012
<https://www.legislation.gov.au/Details/F2013C00497>
- Work Health and Safety Act 2011
<https://www.legislation.gov.au/Details/C2018C00293>

Greystone College operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into Greystone College [policies](#) and your signed Written Agreement.

YOUR FUTURE – YOUR VOICE

At Greystone College, our mission is to meet your needs, and to help you meet your ambitions, and realise your dreams. You can help us by telling us what you need, what you want, and what you think of Greystone College. Tell us what we're doing well, and where we can improve.

We ask you to complete a survey in your first week on campus, at the end of each unit you study, and again at the end of your course. You can also provide informal feedback at any time. Simply speak to your Student Advisor or any other member of staff. Whether positive or negative, your feedback is important. It helps us manage and develop Greystone College to offer all students, the most enjoyable, satisfying and transformative learning experience.