Student Handbook

Business Programs

College of Leadership and Business
Student Handbook

January 2021

Contents

Welcome from the CEO

Firstly, thank you very much for enrolling into your Business Degree with the College of Leadership and Business (COLAB). As a private provider of higher education, our primary purpose is to offer high quality tertiary programs education to external students throughout Australia.

Students of the College business courses graduate with the knowledge and skills to perform competently as professionals in a variety of business settings. Our course structures include a variety of contemporary business theories and models across a range of business content areas to enable you to develop both professionally and personally. Upon completion of your course, you will be equipped to work in a variety of business fields.

The College and its staff are dedicated to developing high-quality applicable courses and programs, and providing an exceptional level of education and service to all students. The College also advocates a high level of professional and ethical standards in graduates.

This Student Handbook has been prepared to inform you of the various aspects of studying with the College and your course.

On behalf of all our staff here at the College, I wish you much success as you embark on this exciting journey through your degree.

Kind regards,

Sandra Poletto
Chief Executive Officer

Mission Statement

The College of Leadership and Business is a private, non-university tertiary provider of higher education committed to offering high quality business education to students. The College's Bachelor of Business is an entry-level tertiary course ideally suited to graduates of Diploma or Advanced Diploma courses or new students who are taking their first step in to the field of business studies. The College's Graduate Certificate in Business, and Master of Business Administration are higher level tertiary courses suited to students who wish to develop their knowledge and skill to integrate advanced concepts into realistic and complex business environments.

Students of our Business Courses graduate with the knowledge and skills to perform competently in a variety of employment settings. The courses are structured programs of contemporary business knowledge and skills which provides students with a sound theoretical base on which to develop progressively as business professionals and personally as individuals. Graduates will demonstrate knowledge and skills that are ethical and appropriate, develop life-long learning skills to grow as professionals, and will add value to their workplace and industry.

The College and its staff are dedicated to developing high quality programs, and providing an exceptional standard of education and service to all students. The College also recognises the important role it has in supporting the achievements of students with disabilities and students for whom English is a second language by ensuring equal opportunities and access to tertiary education.

Code of Practice

Students completing a higher education program will acquire a solid grounding in foundational and theoretical knowledge, and the ability to apply theory and constructs of models and methodologies to real life situations. The courses enable students to develop on both a personal and professional level. To this end, the College will:

- Protect the interests of its students by:
    - Developing and implementing policies that ensure quality education is delivered.
    - Promoting its courses with integrity, accuracy and in a professional manner at all times.
    - Disclosing all relevant course and policy information to students prior to their enrolment.
    - Always considering the wellbeing and interests of students in the development, delivery, evaluation and review of its courses and subjects, and
    - Conducting evaluations of grading and assessment to ensure validity, fairness and accuracy of marking is upheld.
- Support students by providing:
    - Quality education programmes and plans.
    - Individualised learning support.
    - Information on study and lifelong learning options, and
    - Workplace assignments/placements.
- Develop and deliver a high standard of education by:
    - Providing students with progressive and industry-leading knowledge and skills.
    - Valuing and reflecting the multicultural diversity of Australia, both in course content and services to students.
    - Encouraging a mindset of 'life-long' learning in graduates, and
    - Promoting a high standard of moral, ethical and professional standards.
- Review its courses and subjects with due consideration to stakeholders such as industry, students and professionals.
- Ensure that its courses and services, including assessments, are delivered by suitably qualified and experienced staff.
- Ensure that staff members demonstrate leadership in their fields, innovation, commitment and excellence in teaching, scholarship/research, and in professional/industry experience and passion.
- Encourage and support staff to equip themselves through continual professional development, scholarship, consultancy, industry involvement and research to contribute to teaching advancement.
- Provide a safe and equitable working environment for all staff, free from all forms of discrimination and harassment.
- Abide and comply by all relevant laws and legislation in Australia.
- Honour all guarantees outlined in this Mission Statement and Code of Practice.

The Course Structure – Bachelor of Business

The following subjects comprise the Bachelor of Business course. All subjects are studied over the duration of one Semester.

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Semester Availability#**
First Year				
CORE101*	Scholarship: Academic Writing and Study Skills	6	Nil	S1, S2 & S3
CORE102	Communication Skills	6	Nil	S1, S2 & S3
BUS101	Organisational Behaviour	6	Nil	S1 & S3
BUS102	Global Business	6	Nil	S1 & S3
BUS103	Introductory Economics	6	CORE101	S2
BUS104	Introduction to Human Resource Management	6	Nil	S2
BUS105	Marketing Fundamentals	6	Nil	S2
BUS106	Data Analysis	6	Nil	S2
Second Year				
BUS 201	Business Law	6	CORE102	S1
BUS 202	Managing and Leading People	6	CORE102, BUS101	S1
Specialisation	Specialisation subject (HRM/MGT/MKT)	6	-	S1
Specialisation	Specialisation subject (HRM/MGT/MKT)	6	-	S1
BUS203	Accounting for Business	6	BUS103	S2
BUS204	Ethics and Sustainability	6	BUS201	S2
Specialisation	Specialisation subject (HRM/MGT/MKT)	6	-	S2
Specialisation	Specialisation subject (HRM/MGT/MKT)	6	-	S2
Third Year				
BUS301	Strategic Management	6	BUS101	S1
BUS302	Cross Cultural Considerations in Business	6	BUS102, CORE102	S1
Specialisation	Specialisation subject (HRM/MGT/MKT)	6	-	S1
Specialisation	Specialisation subject (HRM/MGT/MKT)	6	-	S1
BUS303	Managing Business with Information Systems	6	BUS102	S2
BUS304	Innovation and Entrepreneurship	6	BUS103, BUS105, BUS301	S2
Specialisation	Specialisation subject (HRM/MGT/MKT)	6	-	S2
COU305	Research Methods	6	CORE101	S2 & S3

(Human Resource Management specialisation)

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Semester Availability#**
First Year				
HRM201	Recruitment and Selection	6	BUS104, CORE102	S1
HRM202	Pay and Performance	6	BUS104	S1
HRM203	Work, Health and Safety	6	BUS104	S2
HRM204	Learning and Development	6	BUS104, CORE102	S2
HRM301	Employment Relations	6	BUS104	S1
HRM302	Career Planning and Development	6	BUS104	S1
HRM303	International Human Resource Management	6	HRM201, HRM202, HRM204	S2

(Leadership and Management specialisation)

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Semester Availability#**
HRM202	Pay and Performance	6	BUS104	S1
MGT201	Leadership and Management Fundamentals	6	BUS202	S1
MGT202	Operations Management	6	BUS102	S2
MGT203	Decision Making in Business	6	MGT201	S2
HRM301	Employment Relations	6	BUS104	S1
MGT301	Project Management	6	BUS102, BUS106, BUS202	S1
MGT302	International Business Strategy	6	BUS102	S2

(Marketing specialisation)

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Semester Availability#**
MKT201	Consumer Behaviour	6	BUS105	S1
MKT202	Marketing Communications	6	BUS105	S1
MKT203	Services Marketing	6	MKT201	S2
MKT204	International Marketing	6	MKT201	S2
MKT301	Strategic Marketing	6	MKT204	S1
MKT302	International Distribution and Retailing Strategy	6	MKT204	S1
MKT303	Marketing Analytics	6	MKT204	S2

* CORE101 must be completed in your first semester.
 # Semester availability of subjects is correct at time of publication of this Student Handbook and may be changed by the College from time to time. Minimum enrolment numbers apply as specified on the Semester Enrolment Form for a subject to be offered.
** Semester 3 - additional subjects to those listed are offered in Semester 3 and are influenced by student preference and demand. Subjects available are notified to students in August/September each year on the Semester 3 Enrolment Form.

After completion of all subjects, the Bachelor of Business qualification is awarded by Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business. The institution is registered as a Higher Education Provider (Provider Number: PRV12083) by the Tertiary Education Quality and Standards Agency (TEQSA) with its higher education courses also being accredited by TEQSA. Confirmation of the College's registration and accreditation status of its courses can be obtained from the National Register on the TEQSA website at: www.teqsa.gov.au .

Students studying on a full-time basis, we suggest that you progress through the course as follows to complete this course within three years:

Subject Code	Subject Title
First Year, Semester One	
CORE101	Scholarship: Academic Writing and Study Skills
CORE102	Communication Skills
BUS101	Organisational Behaviour
BUS102	Global Business
First Year, Semester Two	
BUS103	Introductory Economics
BUS104	Introduction to Human Resource Management
BUS105	Marketing Fundamentals
BUS106	Data Analysis
Second Year, Semester One	
BUS201	Business Law
BUS202	Managing and Leading People
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Second Year, Semester Two	
BUS203	Accounting for Business
BUS204	Ethics and Sustainability
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Third Year, Semester One	
BUS301	Strategic Management
BUS302	Cross Cultural Considerations in Business
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Third Year, Semester Two	
BUS303	Business Information Systems
BUS304	Innovation and Entrepreneurship
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
COU305	Research Methods

Students studying on a part time basis, we recommend you progress through the course as follows to complete this course in six years:

Subject Code	Subject Title
First Year, Semester One	
CORE101	Scholarship: Academic Writing and Study Skills
CORE102	Communication Skills
First Year, Semester Two	
BUS101	Organisational Behaviour
BUS102	Global Business
Second Year, Semester One	
BUS103	Introductory Economics
BUS104	Introduction to Human Resource Management
Second Year, Semester Two	
BUS105	Marketing Fundamentals
BUS106	Data Analysis
Third Year, Semester One	
BUS201	Business Law
BUS202	Managing and Leading People
Third Year, Semester Two	
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Fourth Year, Semester One	
BUS203	Accounting for Business
BUS204	Ethics and sustainability
Fourth Year, Semester Two	
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Fifth Year, Semester One	
BUS301	Strategic Management
BUS302	Cross Cultural Management
Fifth Year, Semester Two	
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
Sixth Year, Semester One	
BUS303	Managing Business with Information Systems
BUS304	Innovation and Entrepreneurship
Sixth Year, Semester Two	
Specialisation subject	Specialisation subject (HRM/MGT/MKT)
COU305	Research Methods

The College offers a **third semester** commencing in November each year and finishing in the following February for students to progress faster through their course. The subjects on offer during Semester 3 may vary from year to year and is at the discretion of the College. Decisions on subjects offered during Semester 3 are decided due to student preference and demand.

Students are required to successfully complete (pass) all subjects listed above for the course in order to be awarded a Bachelor of Business. Students cannot enrol into a latter subject until all Pre-requisites for the subject have been passed.

Students are required to complete the course within **10 years** of their enrolment into the course.

The Course Structure – Graduate Certificate in Business

The following subjects comprise the Graduate Certificate in Business course. All subjects are studied over the duration of one Term.

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Term Availability #
Year 1, Term 1				
MB01	Management and Leadership	8	Nil	T1, T2, T3, T4
MB02	Accounting and Business Analysis	8	Nil	T1, T2, T3, T4
Year 1, Term 2				
MB03	Managing People	8	Nil	T2, T3, T4
MB04	Marketing Management	8	Nil	T2, T3, T4

 # Term availability of subjects is correct at time of publication of this Student Handbook and may be changed by the College from time to time. Minimum enrolment numbers apply as specified on the Term Enrolment Form for a subject to be offered.

After completion of all subjects, the Graduate Certificate in Business qualification is awarded by Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business. The institution is registered as a Higher Education Provider (Provider Number: PRV12083) by the Tertiary Education Quality and Standards Agency (TEQSA) with its higher education courses also being accredited by TEQSA. Confirmation of the College's registration and accreditation status of its courses can be obtained from the National Register on the TEQSA website at: www.teqsa.gov.au .

Students studying on a full-time basis, we suggest that you progress through the course as follows to complete this course within 6 months:

Subject Code	Subject Title
First Year, Term One	
MB01	Management and Leadership
MB02	Accounting and Business Analysis
First Year, Term Two	
MB03	Managing People
MB04	Marketing Management

Students studying on a part time basis, we recommend you progress through the course as follows to complete this course in two years:

Subject Code	Subject Title
First Year, Term One	
MB01	Management and Leadership
First Year, Term Two	
MB03	Managing People
First Year, Term Three	
MB02	Accounting and Business Analysis
First Year, Term Four	
MB04	Marketing Management

Students are required to successfully complete (pass) all subjects listed above for the course in order to be awarded a Graduate Certificate in Business. Students cannot enrol into a latter subject until all Pre-requisites for the subject have been passed.

Students are required to complete the course within 2 years of their enrolment into the course.

The Course Structure – Master of Business Administration

The following subjects comprise the Master of Business Administration course. All subjects are studied over the duration of one Term.

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Term Availability #
First Year, Term One				
MB01	Management and Leadership	8	Nil	T1, T2, T3, T4
MB02	Accounting and Business Analysis	8	Nil	T1, T2, T3, T4
First Year, Term Two				
MB03	Managing People	8	Nil	T1, T2, T3, T4
MB04	Marketing Management	8	Nil	T1, T2, T3, T4
First Year, Term Three				
MB05	Contemporary Business Environments	8	MB01	T1, T2, T3, T4
MB06	Economics for Managers	8	MB02	T1, T2, T3, T4
First Year, Term Four				
MB07	Decision-Making for Business	8	MB02	T1, T2, T3, T4
MB08	Business Strategy	8	MB05	T1, T2, T3, T4
Second Year, Term One				
	Specialisation subject	8		Available 2 terms each year
MB09	Industry Project 1	8	MB07, MB08	T1, T3
Second Year, Term Two				
	Specialisation subject	8		Available 2 terms each year
MB10	Industry Project 2	8	Specialisation 1, MB09 Industry Project 1	T2, T4

Specialisations				

Entrepreneurship

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Term Availability #
MBE01	Entrepreneurship and Venture Creation	8	MB04, MB08	T1, T3
MBE02	Venture Commercialisation	8	MBE01	T2, T4

Human Resources

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Term Availability #
MBH01	HR Challenges and Future Directions	8	MB03	T1, T3
MBH02	Strategic Human Resource Management	8	MBH01	T2, T4

Finance

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Term Availability #
MBF01	Corporate Finance	8	MB02, MB06	T1, T3
MBF02	Financial Strategy and Markets	8	MBF01	T2, T4

Marketing

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Term Availability #
MBM01	Consumer Behaviour and Communication	8	MB04	T1, T3
MBM02	Strategic Marketing	8	MBM01	T2, T4

Project Management

Subject Code	Subject Title	Credit Points	Pre-requisite Subjects	Term Availability #
MBP01	Project Processes and Systems	8	Nil	T1, T3
MBP02	Managing Projects	8	MBP01	T2, T4

 # Term availability of subjects is correct at time of publication of this Student Handbook and may be changed by the College from time to time. Minimum enrolment numbers apply as specified on the Term Enrolment Form for a subject to be offered.

After completion of all subjects, the Master of Business Administration qualification is awarded by Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business. The institution is registered as a Higher Education Provider (Provider Number: PRV12083) by the Tertiary Education Quality and Standards Agency (TEQSA) with its higher education courses also being accredited by TEQSA. Confirmation of the College's registration and accreditation status of its courses can be obtained from the National Register on the TEQSA website at: www.teqsa.gov.au .

Students studying on a full-time basis, we suggest that you progress through the course as follows to complete this course within 18 months:

Subject Code	Subject Title
First Year, Term One	
MB01	Management and Leadership
MB02	Accounting and Business Analysis
First Year, Term Two	
MB03	Managing People
MB04	Marketing Management
First Year, Term Three	
MB05	Contemporary Business Environments
MB06	Economics for Managers
First Year, Term Four	
MB07	Decision-Making for Business
MB08	Business Strategy
Second Year, Term One	
	Specialisation subject
MB09	Industry Project 1
Second Year, Term Two	
	Specialisation subject
MB10	Industry Project 2

Students studying on a part time basis, we recommend you progress through the course as follows to complete this course in six years:

Subject Code	Subject Title
First Year, Term One	
MB01	Management and Leadership
First Year, Term Two	
MB02	Accounting and Business Analysis
First Year, Term Three	
MB03	Managing People
First Year, Term Four	
MB04	Marketing Management
Second Year, Term One	
MB05	Contemporary Business Environments
Second Year, Term Two	
MB06	Economics for Managers
Second Year, Term Three	
MB07	Decision-making for Business
Second Year, Term Four	
MB08	Business Strategy
Third Year, Term One	
	Specialisation subject
Third Year, Term Two	
	Specialisation subject
Third Year, Term Three	
MB09	Industry Project 1
Third Year, Term Four	
MB10	Industry Project 2

Students are required to successfully complete (pass) all subjects listed above for the course in order to be awarded a Master of Business Administration. Students cannot enrol into a latter subject until all Pre-requisites for the subject have been passed.

Students are required to complete the course within **6 years** of their enrolment into the course.

Semester/Term and Census Dates

Semester/Term dates and Census Dates are shown on the Higher Education section of the College's website at www.colab.edu.au.

Bachelor of Business: Each semester is structured as 12 weeks of structured study, with an additional one or two weeks at the end of each Semester allocated for the submission and completion of assessment.

Graduate Certificate of Business and Master of Business Administration: Each term is structured as 8 weeks of structured study, with an additional one or two weeks at the end of each term allocated for the submission and completion of assessment.

Course Learning Outcomes – Bachelor of Business

The Bachelor of Business is a three-year, full time or six-year, part time tertiary education program in Business that enables students to:

- Acquire and apply a comprehensive knowledge of the concepts and principles from seminal and contemporary business literature that underpins current business practice.
- Apply a range of theoretical concepts with their associated frameworks to analyse business situations and formulate strategies and recommendations to solve practical business problems.
- Review and evaluate research, and apply an understanding of research results to continually develop business knowledge and practice.
- Critically apply business theories and approaches to understand and explain real world business problems.
- Construct communication which is logical and professionally presented.
- Reflect on feedback to identify and action learning opportunities and self-improvement.
- Identify and evaluate key ethical issues and implications for professional business practice to address ethical considerations in the contemporary business context.

Course Learning Outcomes – Graduate Certificate in Business

The Graduate Certificate in Business is a 6-month, full time or two-year, part time tertiary education program in Business that enables students to:

- Demonstrate advanced knowledge of management, marketing, human resources, economics and related practices to develop and evaluate solutions to current and future business problems
- Employ advanced problem-solving strategies in relation to management, marketing, human resources and economics to identify risks, formulate response and achieve outcomes.
- Communicate effectively and professionally within a business environment
- Demonstrate ability to function autonomously in complex, unfamiliar environments
- Demonstrate capacity to lead and take responsibility for managing professional practices and team performance in complex business environments
- Critically reflect on feedback to identify and action learning opportunities and self-improvement.

Course Learning Outcomes – Master of Business Administration

The Master of Business Administration is an 18-month, full time or six-year, part time tertiary education program in Business that enables students to:

- Demonstrate critical awareness and advanced knowledge of modern business theory and practices to generate and evaluate solutions to current and future business concerns
- Employ advanced problem-solving strategies to identify risks, formulate response and achieve targeted outcomes.
- Communicate effectively and professionally within a specialised business environment
- Demonstrate ability to function autonomously in complex, unfamiliar environments
- Demonstrate capacity to lead and take responsibility for managing professional practices and team performance in complex business environments
- Critically reflect on feedback to identify and action learning opportunities and self-improvement.
- Conduct and generate solid research based on sound methodology and methods applicable to business.

Enrolling For Each Semester/Term and Text Book Orders

You will be advised of important dates during the semester/term such as start and finish dates and Census Dates progressively in writing. Semester/term dates and Census dates are also shown on the Student's section of the College's website at www.colab.edu.au.

For new students, a Semester/Term Enrolment Form and Textbook Order Form have either already been sent to you or have been included in the Enrolment Pack and should be completed and returned by the due date shown on the form. These forms are sent to continuing students after each semester/term.

Students are encouraged to submit their online textbook order through Booktopia www.coop.com.au/booktopia, or Zookal https://www.zookal.com/textbooks prior to commencing their studies for the semester/term. Students are able to source textbooks from other suppliers if they choose.

The Semester/Term Enrolment Form lists the subjects that are available in the next semester/term. On the Semester/Term Enrolment Form, students nominate the subjects they intend to study for each semester/term. Subjects selected should be in accordance with the recommended course structure for the Course and should take into account pre-requisite study requirements.

Completed Semester/Term Enrolment Forms are to be returned, by the due date, to Student Support Staff. Student Support Staff will process the student's enrolment for the following semester/term and provide a confirmation letter providing details of pertinent matters.

Prior to the commencement of each Semester/Term, the current Study Guide and recommended readings are uploaded onto the Higher Education Learning Portal (HELP) for students to access. Students are able to print a copy of the electronic documents if they choose to.

If you have any questions about which subjects to complete in which semester/term, please contact Student Support Staff on 1800 334 348.

Students Receiving Austudy, Abstudy, Youth Allowance or PES Funding

The Bachelor of Business is an approved course for students eligible to receive Austudy, Abstudy, Youth Allowance or Pensioner Education Supplement (PES). For information regarding any of these government benefits or your eligibility, please contact Centrelink on 13 24 90 (for Austudy, Youth Allowance or PES) or 13 23 17 (for Abstudy). When submitting an application form for these benefits you may be asked to provide proof of your enrolment. Your Course Enrolment Confirmation letter provides confirmation of your enrolment. Please contact Student Support Staff for this letter.

If you are receiving Austudy, Youth Allowance or PES funding while you are completing your Degree, you should be aware that Centrelink has very firm guidelines regarding a student's obligations. It is extremely important to remember that if you do not meet your obligations you will be asked to pay back some of the funding that you have received, so it is important to take a note of these guidelines. The College recommends that students who cannot meet their obligations for whatever reason (illness, special circumstances) contact Centrelink as soon as possible.

If you are receiving Austudy, Abstudy, Youth Allowance or PES you must enrol into all required subjects for the semester and complete all assessment for your subjects on time. To be eligible for Austudy or Youth Allowance, you must be studying the course as a Full Time student. On average this will be approximately 25 hours each week.

If your study commitment changes and you will no longer be studying as a full time student, you must advise Centrelink as soon as possible. Centrelink will ask to be reimbursed for any payments received during the lapse of ceasing as a full time student and notifying them that this has occurred.

If you are receiving the PES benefit, both Full time and Part Time study options are available at:
- 100% workload (four subjects each semester except the two semesters with practicum subjects are completed. Full time for these semesters is the practicum plus two other subjects),
- 50% workload or above (two subjects per semester), or
- 25% workload (one subject per semester).

Once again, if your study commitment changes and you are no longer studying at a rate consistent with your nominated workload, you must advise Centrelink as soon as possible.

From time to time during your studies, Centrelink will ask the College to advise them of your progress through your course and **the College is obliged to provide this information to them**. The College will not accept any responsibility for the outcome of the reporting of this information to Centrelink.

When you reach the end of your course, you must advise Centrelink immediately that you have completed your full time studies.

Please be aware that:

- We may disclose your personal information to Australian government agencies, including Services Australia (the Agency), where this is required or authorised by Australian law.

- Information about your enrolment with us may be disclosed if you are claiming or receiving a payment from Services Australia.

- You are still required to notify Services Australia of any change in circumstances that may affect your payment.

- Personal information disclosed to Services Australia is protected by law, including the **Privacy Act 1988**. More information about the way that Services Australia handles personal information can be found at https://www.humanservices.gov.au/individuals/privacy.

Students who have not claimed or received payment from Centrelink will not have their information shared with the Department of Human Services.

Your Academic Staff

The College is very proud of the calibre and experience of our academic staff. The Business Programs are overseen by a Program Leader supported by the Academic Lecturers. The contact details of the Lecturer/s for the subject/s in which you are enrolled will be provided to you at the commencement of the semester/term.

Students seeking educational support during their studies are encouraged to contact the Academic Lecturer for each individual subject by calling the Study Assistance Line on 1300 139 239, or emailing their Lecturer directly. Each Lecturer emails their students in the first week of the semester/term. They will pass on their contact details at that time including their email address.

General Policies

Your Student Agreement

Upon enrolment into the Business program, you have signed an Application Form. The Application Form includes the following Student Agreement statement:

In making this application, I agree, state and acknowledge that:

I understand that this form is an application to study a higher education course with the College and that the College is the deciding authority on whether my application is accepted or not. I accept the College's decision in respect to my acceptance into the course.

If offered a place in the course and upon receipt of my Course Enrolment Pack, I acknowledge my commitment to the College and understand the initial and ongoing costs incurred by the College in respect of my enrolment. I understand that the subject fees, and any other associated fees, apply only for those subjects in which I am presently enrolled, and can be reviewed and changed at the College's discretion for future Semesters/Terms. I agree to follow the College's Course Cancellation Policy and understand that I, in the event of cancellation of my enrolment in the course, am liable for the full cost of the subjects I have completed to date in my course of study with the College. Additionally, if I cancel from the course after the Census Date in the Semester/Term, I am also liable for the full cost of the subjects in which I am currently enrolled.

To discontinue my course or enrolment in any subjects, I am required to submit my request in writing.

I also agree to follow the College's Subject Cancellation Policy and understand that I am able to withdraw from studying a subject before the Census Date of the Semester/Term without suffering any financial penalty. If I withdraw from the subject after the Census Date in the Semester/Term, then I am liable for the whole cost of the subject. I also understand that I am able to withdraw from a subject without academic penalty before the end of the sixth week of the Semester/Term.

I also understand that if I have not paid my subject fees for the Semester/Term or returned the required documentation for FEE-HELP assistance before the Census Date of the Semester/Term, I am liable for the full cost of the subject/s in which I am enrolled for the Semester/Term. I also understand that I am liable for subject fees in the event of repeating a subject.

I also acknowledge that I am liable for the following costs in addition to the course fees disclosed on this Course Application Form and Semester/Term Enrolment Forms:
  1. *The purchase of compulsory textbooks and/or software (if required); and*
  2. *Personal expenses such as travel, accommodation and meals while attending any College location.*
  3. *Additional postage and handling fees will apply for study materials posted internationally.*

I also agree to abide by the requirements and conditions of the following College Policies: Application for Course Enrolment and Entry Requirements, Student Conduct Policy, Assessment Processes and Procedures, Plagiarism, Copyright Policy, Statement of Tuition Assurance, Grievance Handling and Resolution, Selection of Students and any other policies that come into effect during my dealings with the College. I acknowledge that I am able to access all College Policies on the College website at www.colab.edu.au. I will follow the policies of the College unless approval to do otherwise is received in writing.

I also acknowledge that I will need to have access to a computer system with at least the following specifications:
* *Windows 10 or later Operating System*
* *Microsoft Office 2013 or later software programs*
* *Internet access ADSL or better, with a minimum of 1.2Mbps download/1.2Mbps upload*
* *Access to a web cam and microphone*

This will enable me to access the College's Higher Education Learning Portal (HELP) and Online Library to perform research on the internet for assessment. The College's Fortitude Valley premises has a computer laboratory with systems that meet these requirements and are available for my use if required.

I agree to receive communication from the Institute, including but not limited to my confirmation of enrolment and my Commonwealth Assistance Notices, via electronic means. If I wish to receive communications in hard copy, I agree to advise the Institute.

I understand that from time to time, assessments requiring verbal demonstration or presentation may be recorded, and that online examinations will be monitored by an external online examination proctoring service.

I understand that personal information provided by me will be used to either obtain and/or validate a Unique Student Identifier for me which is required to issue my certificate for the qualification and enables COLAB to report my progress and completion of the course. I also confirm that the personal information I have provided is true and correct and understand that the information will be reported to government authorities as required under higher education reporting arrangements. I acknowledge that if I have advised that I require assistance with Language, Literacy or Numeracy or that I have a disability or special need and require additional learning support, a COLAB higher education staff member will contact me for an assessment and discussion of my requirements.

All books, Logos, concepts, Documents and Recordings which are received by me from the College are protected by copyright and will not be reproduced or copied or loaned to any other person or institution. College programs and courses are subject to changing accreditation and academic standards. I further acknowledge that the course or program I am enrolled in may change from time to time due to academic or accreditation requirements.

The relationship between the College and myself shall not constitute a relationship of partnership or joint venture or any other relationship where the College or agent of the College can be held responsible in any way for any actions or words of myself or any associates or employees. Any usage of the Marks and the Names College of Leadership and Business or Australian Institute of Professional Counsellors and any other goodwill established thereby shall ensure to the exclusive benefit of the owner of the Marks and the Names.

I will respect the good name of the College and will maintain the highest possible standards of confidentiality, ethics and behaviour in all relevant practices concerning my clients and the College, and will at no time take any action or utter any words which might in any way damage the College or its Agents.

Course Investment Policy

Please refer to http://www.colab.edu.au for current subject fees and indicative additional and non-tuition costs.

On your Application Form, you chose one course payment option to pay for your course. You are able to:

Option 1:   Pay for your course using FEE-HELP (if you are eligible).
Option 2:   Pay for each semester/term of your studies upfront.
Option 3:   Pay for a portion of your fees upfront and the remaining portion using FEE-HELP.

If your application is successful and you accept your placement, the investment for each subject is payable via the following methods after accepting your placement:

1.   If you are choosing to pay all or part of your subject fees through FEE-HELP, you will need to return your *Request for FEE-HELP Assistance* form for the semester/term by the due date indicated in your enrolment letter.
2.   Payment by credit card, cheque or money order for the semester/term by the due date indicated in your semester/term enrolment letter (usually within two weeks of the semester/term commencing).
3.   If you are paying some of your fees yourself and some through FEE-HELP, then returning your *Request for FEE-HELP Assistance* form and payment of the remaining amount by credit card, cheque or money order by the due date of the semester/term.

If accepted into the course, you nominate your preferred payment method on your Confirmation of Acceptance form to confirm your place in the course. Please note that the subject fees, and any other associated fees, are current only for the subjects in which you are presently enrolled, and can be reviewed and changed at the College's discretion for future semesters/terms.

Subjects where credit is granted
Students are able to apply for credit of previous studies and experience as described in the RPL and Credit Transfer Policy and are not required to pay the subject fee for each subject in which credit is granted.

Students articulating from the business Diplomas completed with Estrada or COLAB are automatically eligible to receive credit for some subjects in the Bachelor of Business program as detailed in the RPL and Credit Transfer Policy. The College will take this automatic awarding of credit into account when processing enrolments for graduates of the Diploma with the student's Course Enrolment Confirmation Letter detailing the reductions in course fees applicable to students receiving this automatic credit.

Students who have not returned their *Request for FEE-HELP Assistance* form or paid their fees by the due date will not be able to:

        a. continue their studies in the semester/term
        b. enrol in subjects for future semesters/terms
        c. access their semester/term or subject results
        d. submit assessment for marking or undertake practical assessments
        e. access the Higher Education Learning Portal or COLAB Online Library, or
        f. access study support services.

This may result in academic penalty (receiving a mark of 'Fail' for subjects) to students because they have not completed the requisite assessment and coursework.

Fees for Additional Items

There are some items and services that students will need to pay additional charges for during their course of study:

1. Textbooks and Software: Most subjects in the Business programs require students to purchase compulsory textbooks, and occasionally software. Textbook requirements vary between subjects and there are price variations between textbooks and software. Students receive a Textbook List with their Confirmation of Semester/Term Enrolment pack. Students are able to source textbooks and software from other suppliers if they choose. Students are encouraged to submit their online textbook order through Booktopia www.coop.com.au/booktopia, or Zookal https://www.zookal.com/textbooks prior to commencing their studies for the semester/term.
2. Postage and handling: Additional postage and handling fees will apply for study materials posted internationally. Postage will also apply for external students borrowing hard copy books from the College's library.

Please refer to http://www.colab.edu.au for current indicative costs in relation to the above.

Cancelling from your Course

Course Cancellation Policy
Students are able to withdraw from their course of study at any time. **All cancellations are to be put in writing and addressed to the Senior Student Support Officer** at Locked Bag 15, Fortitude Valley QLD 4006 or support@colab.edu.au after notifying the Senior Student Support Officer via phone or e-mail. The following Course Cancellation Policy applies:

Students are liable for the full cost of the subjects they have completed to date in their course of study with the College. Additionally, if the student cancels from the course after the Census Date in the semester/term, the student is also liable for the full cost of the subjects in which they are currently enrolled.

To discontinue their course, students will need to submit their request in writing and return all course materials including the Study Guides and Books of Readings for any currently enrolled subjects and any other items bearing the name of the College before their cancellation is processed. Upon completion of the cancellation process, students will receive an updated academic transcript of the studies they have completed.

Subject Cancellation Policy
Students are able to withdraw from a subject/s on or before the Census Date for the semester/term without suffering any financial penalty. In the event of a student withdrawing from a subject on or before the census date for that subject, 100% of tuition fees paid up-front for that subject will be refunded to the student; and/or if the student has sought FEE-HELP assistance they will not incur a FEE-HELP debt for that subject. If a student withdraws from the subject/s after the Census Date, then the student is liable for the whole cost of the subject/s. Hence, students who have sought FEE-HELP will incur a FEE-HELP debt for that subject/s, and students who have paid the subject fee/s out of their own funds will not receive a refund. Students are able to withdraw from a subject without academic penalty before the end of the sixth week of the semester/term.

Special Consideration
In the event of discontinuing or deferring their studies, students are able to apply for special consideration for the cancellation, reduction or transfer of any outstanding fees via the avenues detailed in the *Re-crediting a FEE-HELP Balance* Policy and *Grievance Handling and Resolution* Policy. All applications are to be submitted in

writing with genuine and valid reasons being provided. It is beneficial if students provide evidence supporting their reasons (for example, medical certificates or letters from doctors/specialists).

Repeating Subjects

Students are required to repeat a subject in the event of receiving a Fail mark for the subject. Students are liable for the full cost of the subject current at the time of re-enrolling in the subject. Eligible students are entitled to FEE-HELP assistance for repeated subjects provided that the repeated subject still contributes to the requirements of the course.

In the event of failing a subject twice, students are required to attend a review session (conducted either face to face or by phone) with their Lecturer in order to develop an Individual Learning Plan to assist their successful completion of the subject.

Maintaining Eligibility for FEE-HELP

New students commencing their course after 1 January 2018 and choosing to pay their tuition fees using FEE-HELP are required to maintain a minimum successful completion rate in subjects (units of study) in which they remain enrolled after the respective semester Census Date.

Under the *Education Legislation Amendment (Provider Integrity and Other Measures) Act 2017*, this is determined as:

- Having undertaken 8 or more subjects in the course of study, the student is required to have successfully completed (i.e., passed) at least 50% of the subjects (units of study) in which they remained enrolled after the semester Census Date.
- For students seeking to move between Institute higher education courses of study and completed 4 or more subjects (units of study) in a higher education course with the Institute, the student is to have successfully completed (i.e., passed) at least 50% of subjects (units of study) in which they remained enrolled after the semester Census Date.

Students seeking an exemption from the above eligibility requirements due to special circumstances, are able to have their situation considered under the *Grievance Handling and Resolution Policy*. Students are required to present information and documentation which evidence significant and special circumstances that a reasonable person would consider would directly impact the student's successful completion of the subject/subjects after the Census Date of the Semester in which the student was enrolled in the subject/subjects.

Student Review Procedures for Re-Crediting a FEE-HELP Balance

The Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business ("the College") will conduct this procedure in compliance with the *Higher Education Support Act 2003* and Higher Education Provider Guidelines.

For the purposes of this procedure a student is a person other than an international student[1] who is enrolled in a higher education course with the College.

The College will:
- set a census date for each unit of study (subject) that is no earlier than 20% of the way through the unit of study;
- ensure that all students are informed upon enrolment of the census date for each unit of study in the manner and by the date prescribed in the Higher Education Provider Guidelines;
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

Special Circumstances

If a student withdraws from a unit of study after the census date for that unit of study, or has been unable to successfully complete a unit of study, and believes this was due to special circumstances then the student may apply to have their FEE-HELP balance re-credited for the affected units of study.

The College will re-credit the student's FEE-HELP balance if it is satisfied that special circumstances apply that:
- are beyond the student's control; and

---

[1] [1]As defined by the *Education Services for Overseas Students Act 2000*

- did not make their full impact on the student until on or after the census date for the unit(s) of study in question; and
- make it impracticable for the student to complete the requirements for the unit(s) of study in question.

The College will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

Initial applications for the re-crediting of a student's FEE-HELP balance are to be made, in writing, to the Senior Student Support Officer and sent to:

> College of Leadership and Business
> Locked Bag 15
> Fortitude Valley QLD 4006

The procedure for the re-crediting of a FEE-HELP balance is as follows:

(a) When a student withdraws from a unit of study, the College shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;

(b) When a student fails to meet the requirements of a unit of study, the College shall confirm the failure by giving notice to the student in writing of the final result for that unit of study after results have been properly approved;

(c) In the circumstance of withdrawing from a unit, the student must apply in writing to the Senior Student Support Officer within 12 months from the date specified in the notice as the day of withdrawal;

(d) In the circumstance of not meeting the requirements of a unit of study, the student must apply in writing within 12 months after the period during which the student was enrolled in the unit;

(e) The College may exercise its discretion to waive the 12-month timeframe if, in its opinion, it was not possible for the application to be made before the end of the 12-month period;

(f) The Senior Student Support Officer will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student's case;

(g) If the application is successful, the College will re-credit the student's FEE-HELP balance with an amount equal to the amounts of FEE-HELP assistance that the student has received for the affected unit(s) of study and the student's FEE-HELP debt for those units of study will be removed;

(h) The Senior Student Support Officer shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;

(i) The Senior Student Support Officer shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day of receipt of the decision or such longer period as the Student Support Officer allows.

Review of a decision

If a student is not satisfied with the decision made by the Senior Student Support Officer in relation to re-crediting their FEE-HELP balance they may request a review of the decision. The review shall be carried out by the Review Officer, who is the Chief Executive Officer and is senior to the original decision maker.

Any such request is to be submitted to the Review Officer in writing and:

(a) must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period; and

(b) must specify the reasons for making the request and include any supporting documentation; and

(c) Sent to:
> College of Leadership and Business
> Locked Bag 15
> Fortitude Valley QLD 4006

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal within 28 days for a review of that decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:
      (a)   seek all relevant information from the person who made the original decision;
      (b)   review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

The Review Officer may:
      (a)   confirm the decision;
      (b)   vary the decision; or
      (c)   set the decision aside and substitute a new decision;

The Review Officer will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal within 28 days of receiving the written advice of a decision for a review of that decision and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal as found at www.aat.gov.au.

Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal within 28 days for consideration of the College's decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to the College either in the original application or the request for review.

The Secretary of the Department of Education, Skills and Employment (DESE) or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the DESE's receipt of a notification from the AAT, the DESE will notify the College that an appeal has been lodged. Upon receipt of this notification from the DESE, the Review Officer will provide the DoE with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

Selection of Students

Policy
The Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business ("the College") upholds the principle that all students and applicants seeking to enrol are treated fairly and equitably. To ensure this the College has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Students will be selected on merit based on the published criteria. The College will ensure that throughout the process of selection and enrolment, applicants are treated courteously and expeditiously.

Enrolment and selection information is included in the Course Prospectus provided to prospective students prior to applying for enrolment and on the College's website so students are aware of the process both before and during enrolment.

Relationship to the Higher Education Support Act 2003
In accordance with the *Higher Education Support Act 2003* the College will have open, fair and transparent procedures that are based on merit for making decisions about:
    a) the selection, from among persons who seek to enrol with the College in a unit of study who are, or would be, entitled to FEE-HELP assistance; and
    b) the treatment of students who are, or would be, entitled to FEE-HELP assistance undertaking a unit study.

The above undertakings do not prevent the College taking into account, in making decisions about the selection and treatment of students, educational disadvantages that a particular student has experienced.

The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

Procedure
There are two stages to the entry process. They are:
1. Submit a *Course Application Form* and necessary supporting documentation.
2. Determination of application by the Program Leader - Business.

Application for Course Enrolment and Entry Requirements
To enrol into the Bachelor of Business, Graduate Certificate in Business or Master of Business Administration, applicants are required to submit their enrolment via the College of Leadership and Business website www.colab.edu.au, along with any supporting documentation that is required for entry to the course.

Course Application Forms are to be received at least four weeks prior to the commencement of the course. This allows ample opportunity for assessment of the prospective student's application and provision of the necessary materials for the student to commence their first semester/term of studies. Successful applicants will be advised at least two weeks prior to their first semester/term of study of the acceptance of their application.

Standard Admission Requirements:

Bachelor of Business
Applicants are required to have either:
1. A Diploma level qualification (any field of study), **or**
2. Completed Year 12 with at least a sound achievement in English and one Mathematics subject.

For those applicants who do not meet the standard admission requirements above, the following special entry requirements will apply:

1. *Completion of a year-long tertiary studies preparation program (e.g. TAFE Certificate IV in Adult Tertiary Preparation),* **or**
2. *Completion of at least 12 months of tertiary studies with a GPA of at least 4.0 (on a 7.0 point scale),* **or**
3. *Consideration of results from the Special Tertiary Admissions Test (STAT) – the prospective student must have achieved a STAT overall score of 160 or better, or 155 or better in the verbal sub score. (Please note that STAT results are not acceptable for current Year 12 students),* **or**

All certified copies of Completion Certificates, Academic Transcripts and STAT results are to be supplied by the applicant. Please note that if applicants are seeking entry through partial completion of other tertiary studies, they are eligible for entry if their GPA is equal to or higher than 4.0 (on a 7.0 point scale). Applicants being considered on the basis of the STAT results will be eligible for admission if their STAT overall score is 160 or better, or 155 or better in the verbal sub score.

All applicants seeking entry via special admission procedures are encouraged to also supply any of the following additional documents in support of their application:

- *CV or resume*
- *Letters confirming employment positions, responsibilities and accountabilities including durations from employers/workplace supervisors*
- *For applicants identifying as Aboriginal and/or Torres Strait Islander peoples, letter confirming Aboriginal and/or Torres Strait Islander status under the common seal of an incorporated community organisation.*
- *Details of any training or development courses completed*
- *Proof of membership or affiliation with professional organisations, associations or community engagement.*
- *Referee reports (personal or professional) outlining the applicant's ability to adequately manage the demands of tertiary study*
- *A brief statement from the applicant indicating their reasons for seeking entry to the course and undertaking tertiary study.*

All applicants are to supply a certified copy of the qualification or high school certification with their *Course Application Form*.

Graduate Certificate in Business
Applicants are required to have:
1. A Bachelor's Degree (AQF Level 7) in any field and at least two years relevant management, supervisory or technical experience, **or**
2. An Advanced Diploma or Associate Degree (AQF Level 6) and at least three years relevant management, supervisory or technical experience, **or**

3. At least five years relevant technical or professional experience with at least three years management or supervisory experience.

All applicants are to supply the following documentation to support their application for entry:
- *Curriculum vitae including work history, management/supervisory/technical/professional experience, duties and responsibilities for each role, and start and end dates of employment.*
- *Written references/statements of service from employers and/or line managers/supervisors confirming roles held, responsibilities and duties, and dates and length of employment.*
- *Personal competency essay (300 words) which addresses the applicant's experience in general management skills including: Planning, Team Management or Supervision, Implementation, and Monitoring, Review and Improvement.*

Master of Business Administration
Applicants are required to have:
1. A Bachelor's Degree (AQF Level 7) in any field and at least four years relevant management or supervisory experience, **or**
2. A Graduate Certificate, Graduate Diploma or Bachelor (Honours) qualification (AQF Level 8) in any field, and at least three years relevant management or supervisory experience.

All applicants are to supply the following documentation to support their application for entry:
- *Curriculum vitae including work history, management/supervisory/technical/professional experience, duties and responsibilities for each role, and start and end dates of employment.*
- *Written references/statements of service from employers and/or line managers/supervisors confirming roles held, responsibilities and duties, and dates and length of employment.*
- *Personal competency essay (300 words) which addresses the applicant's experience in general management skills including: Planning, Team Management or Supervision, Implementation, and Monitoring, Review and Improvement.*

Assessing Applications
Upon receipt, the Senior Student Support Officer screens the application for its completion and correctness. Applications that do not contain all necessary supporting documentation, including the essay, will not be processed until all documentation is supplied.

All application information for the applicant (eg, application information, Personal Competency Essay, Referee Letters) are then passed to the Program Leader – Business who is the approving authority for an applicant's entry to the course.

The application and selection process will enable applicants to be rated on satisfaction of minimum educational level for entry to the course.

The application is rated by the Program Leader – Business who then determines if the applicant will be offered a place in the course.

In the event that student numbers have been exceeded for the course, the applications of those applicants who have met all selection criteria but not been offered a place will be held on file for consideration at the next intake. Applicants in this situation will be advised in writing of this outcome.

Once accepted, the new student will be advised in writing of their offer of a place in the course. This written notification will be sent with a *Course Enrolment Pack*.

Statement of Tuition Assurance
Under the provisions of the *Higher Education Support Act 2003* (HESA) and the associated Higher Education Provider Guidelines the Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business ("the College") is required to provide a tuition assurance arrangement for persons, other than international students[1], who are enrolled in higher education courses it offers. This requirement is to protect students in the event that the College ceases to provide a course of study in which a student is enrolled.

---

[1] As defined by the Education Services for Overseas Students Act 2000

The meaning of 'ceasing to provide a course of study' is set out in the HEP Guidelines which can be found at: https://www.legislation.gov.au/Details/F2012L02136.

In the event that the College ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of:

a) an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units. This is known as the "**Course Assurance Option**";

or

b) a refund of his or her up-front payments for any unit of study that the student commences but does not complete because the College ceases to provide the course of study of which the unit forms part. This is known as the "**Student Contribution / Tuition Fee Repayment Option**".

The College has met the tuition assurance requirements of the HESA through the Australian Government's Tuition Protection Service (TPS) for students utilising FEE-HELP to pay their tuition fees, and the provision of a Bank Guarantee for students paying their own tuition fees.

Activation of Tuition Assurance Arrangements
If the College ceases to provide a higher education course of study, each student enrolled in the course of study will be sent a Written Tuition Assurance Offer ("the Offer") advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify of the choice they have made for each affected unit. This Offer is provided within twenty business days after notification by the College to the TPS.

A student may choose either:

The Course Assurance Option
Under the course assurance option, a student will be offered a place in a similar course of study. If the student accepts this option the necessary arrangements are made to ensure a student is able to enrol with the Second Provider in a similar course of study. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any student contribution or tuition fee for any replacement units (that is, units that the student had commenced but not completed because the course ceased to be offered). A student will receive full credit from the Second Provider for any units of study successfully completed at the College.

The Second Provider nominated may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study that the College ceased to provide.

A student is not obliged to enrol in a course of study with a Second Provider under the Course Assurance Option. However, if they enrol with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with the College or to offer any replacement units free of charge.

OR

The Student Contribution/Tuition Fee Repayment Option
Under the *Student Contribution/Tuition Fee Repayment Option,* the TPS or the College (through the Bank Guarantee) undertakes to refund the student's HELP debt, or pay the student the total of any up-front payments already paid by the student, for any units of study that the student has commenced but not completed because the College has ceased to provide the course of study.

Students selecting this option who have applied for FEE-HELP assistance will have their FEE-HELP balance re-credited for uncompleted units.

Applying for Recognition of Prior Learning

Students are able to apply for Recognition of Prior Learning (RPL) or Credit Transfer to receive credit for one or more subjects** in their chosen Business Program (up to a maximum of 8 subjects). This enhances student progression through the course and provides recognition for students entering the course with relevant prior studies and work experience. Students granted RPL or credit are not disadvantaged in

achieving the expected learning outcomes of the course, and the integrity of the qualification must be maintained.

The College's approach to granting of credit in recognition of prior learning complies with the best practice principles outlined in the *AQF Qualifications Pathways Policy* (Australian Qualifications Framework Handbook, January 2013) and ensures pathways are available into and between qualifications. Applications for Recognition of Prior Learning (RPL) or Credit Transfer are:

- Assessed according to evidence-base and in a clear, equitable, accessible and transparent manner.
- Applied consistently and fairly with decisions subject to appeal and review.
- Recognise prior learning where it is relevant and current.
- Decided in a timely manner with decisions being academically defensible, taking into account the learning outcomes, and the student's chance of success in the course.
- Formally documented for students with reasons provided for not granting credit.

In assessing applications for Recognition of Prior Learning (RPL) and Credit Transfer:

- Entry requirements for the course are still required to be met, and an offer of credit does not guarantee admission to a specific course.
- Applications for Recognition of Prior Learning are determined by the Program Leader – Business in accord with the framework of this policy.
- Regardless of the credit granted, the requirements of the course must be fulfilled and cannot be automatically transferred to another course.
- Decisions made on Recognition of Prior Learning for the Bachelor of Business are reviewed by the Chief Executive Officer.

The onus is on the applicant to provide appropriate evidence to demonstrate the relevant skills, knowledge and understanding in subjects where credit is being sought.

Recognition of Prior Learning (RPL)
RPL recognises that students, due to relevant life and work experiences, may already possess the requisite skills and knowledge for subject/s in the Business program. Students who have been working within a business environment for a number of years are able to apply for recognition of this prior learning or experience. Exemption can be applied for one or more course subjects** (up to a maximum of 8 subjects).

Assessing credit from prior experience takes into account the authenticity, currency, quality, relevance, transferability and comparability of the experience to the requirements of the subject for which credit is being applied.

Credit Transfer
Credit Transfer refers to obtaining credit towards another course on the basis of having completed previous study of an equivalent subject or unit. Students who have completed similar units to those included in the Business Program are welcome to apply for Credit Transfer. Students who have completed or partially completed another business course are particularly encouraged to apply for Credit Transfer.

Credit will not normally be granted for formal study completed more than 10 years prior to application unless there is evidence of continued relevance of this study for the course towards which credit is sought. Credit is granted where there is substantial overlap with the content and/or learning outcomes of the subject for which credit is being applied.

When assessing credit based on prior study, consideration is given to the objectives of the course, methods of delivery and assessment, admission requirements, course durations, the breadth and depth of the course material, practical training requirements, and experience requirements.

**Students can only obtain credit for a following total maximum of subjects inclusive of whether this credit has been obtained via RPL or credit transfer:
  *Bachelor of Business – 8 subjects maximum
  *Graduate Certificate of Business – 2 subjects maximum
  *Master of Business Administration – 4 subjects maximum

Students Articulating from COLAB and Estrada College Diplomas into the Bachelor of Business
Students progressing into the Bachelor of Business from the COLAB or Estrada College Diplomas of Business (BSB50215)/Business Administration (BSB50415) /Leadership & Management

(BSB51915)/Human Resources Management (BSB50615)/Project Management (BSB51415) will automatically receive credit for the following subjects:

CORE102   Communication Skills
BUS104   Introduction to Human Resource Management
MGT301   Project Management

In addition, students progressing into the Bachelor of Business from the COLAB or Estrada College Diplomas in Leadership & Management (BSB51915)/Human Resources Management (BSB50615)/Project Management (BSB51415) will automatically receive credit for the following additional subject:

HRM203   Work, Health and Safety

The student's record will be automatically updated and a confirmation letter sent to the student. Students are not required to formally apply through the RPL process.

Applying for RPL or Credit Transfer
Students are able to apply for RPL or Credit Transfer by sending in the RPL/Credit Transfer Application Form and all necessary supporting documentation as detailed on the Application Form to:

RPL/Credit Transfer Applications
COLAB
Locked Bag 15, Fortitude Valley QLD 4006

Students can apply for credit transfer at any time after acceptance into the Business program and prior to enrolling into the subject/s for which credit is sought.

The RPL/Credit Transfer Application Form can be obtained by calling COLAB on 1800 334 348 or emailing support@colab.edu.au.

Submitting your Application
Simply complete the Application Form and collate your supporting documentation and send to the address above. Your application will be assessed by the Program Leader – Business within 28 days of receipt and you will be notified in writing of the outcome of the application. Reasoning is provided where credit is not granted.

The student's Academic Transcript received at the end of the semester/term will show the credit that has been awarded to date during your studies.

The following documentation will need to be submitted:

1. For applications based on previous study, a certified copy of the student's Academic Transcript will need to be submitted along with subject/unit documentation that includes the aims and objectives of the subject/unit, syllabus outline, contact hours, texts and assessment information.
2. For applications based on previous experience, letters of support from current/previous employers will need to be included. Letters should include duties performed, length of tenure, position and contact details of the writer.

Applications that do not include all supporting documentation will be returned for resubmission. Supplied documentation that is photocopied will need to be certified as a copy of the original by an acceptable certifier (Justice of the Peace, Commissioner of Declaration).

How much does applying for credit cost?
There is no fee for applying for RPL or credit. Students are not required to pay the subject fee for each subject in which credit is granted.

Appeals of Decisions
Students are able to appeal decisions made on the granting of credit. The grounds for appeal are that the decision is inconsistent with this policy. Please refer to the 'Appeals against an assessment result' section of the *Grievance Handling and Resolution Policy and Procedure*. After appeal, students who remain dissatisfied with the outcome of their appeal against a decision regarding the award of credit may refer to the Grievance Handling and Resolution Policy and Procedure.

Articulation Arrangements with Other Providers

Bachelor of Business

Prospective students with Diploma-level qualifications from any Registered Training Organisation or Higher Education Provider satisfy the educational entry requirements for entry into the College's Bachelor of Business.

Prospective students with a nationally recognised Diploma of Business/Business Administration/Leadership & Management/Human Resources Management/Project Management issued by a Registered Training Organisation will satisfy the educational entry requirements for entry into the College's Bachelor of Business and will receive credit for the following subjects:

CORE102	Communication Skills
BUS104	Introduction to Human Resource Management
MGT301	Project Management

Graduates of the College's Bachelor of Business satisfy the educational entry requirements for entry into post-graduate qualifications in business.

Students Articulating from COLAB's and Estrada College's Previous Business Diplomas

Student progressing into the Bachelor of Business from the following Diplomas of Business (BSB50207)/ Business Administration (BSB50407)/Management (BSB51107)/Human Resources Management (BSB50607) (Curriculum Codes DBA/DBAA/DMA/DHRA) will automatically receive credit for the following subjects:

CORE102	Communication Skills
BUS104	Introduction to Human Resource Management
MGT301	Project Management

Student progressing into the Bachelor of Business from BSB51207 Diploma of Marketing (Curriculum Code DMKA) will automatically receive credit for the following subjects:

CORE102	Communication Skills
BUS104	Introduction to Human Resource Management
BUS105	Marketing Fundamentals

The student's record will be automatically updated and a confirmation letter sent to the student. Students are not required to formally apply through the RPL process.

Graduate Certificate in Business

Prospective students with Bachelor-level degree from any Higher Education Provider, or with an Advanced Diploma or Associate Degree, in combination with management/supervisory/technical experience, satisfy the educational entry requirements for entry into the College's Graduate Certificate in Business.

Graduates of the College's Bachelor of Business, along with at least two years relevant management/supervisory/technical experience, satisfy the educational entry requirements for entry into post-graduate qualifications in business.

Master of Business Administration

Prospective students with Bachelor-level or Graduate Certificate-level degrees' from any Higher Education Provider, in combination with management/supervisory experience satisfy the educational entry requirements into the College's Master of Business Administration.

Students progressing into the Master of Business Administration from the College's Graduate Certificate in Business will receive automatic credit for the following subjects:

MB01	Management and Leadership
MB02	Accounting and Business Analysis

MB03   Managing People
MB04   Marketing Management

Graduates of the College's Bachelor of Business or Graduate Certificate in Business, along with relevant management/supervisory experience, satisfy the educational entry requirements for entry into post-graduate qualifications in business.

Deferring your Studies

Students are able to apply for a deferral of their studies for a maximum number of 2 consecutive semesters/terms for each period of deferral requested throughout the duration of their course. Students are expected to progress through their course once they have gained entry into their chosen Business Program. If deferral has not been formally applied for by the student and subsequently approved by the College, then students are expected to be enrolled for the semester/term.

Applications for deferral should be submitted prior to enrolling for the semester/term. Requests for deferral received during the semester/term will be treated as withdrawals from the semester/term and processed in accordance with the appropriate Cancellation Policy.

Students are to submit their request to defer their studies in writing, with suitable reasoning, to the Senior Student Support Officer, COLAB, Locked Bag 15, Fortitude Valley QLD 4006 or emailed to support@colab.edu.au.

The Senior Student Support Officer will confirm the outcome of the request in writing within 28 days of receipt. Any decisions will take into account the timeframe remaining for students to complete their studies within the maximum duration for the course. A copy of the letter is kept on the student's record.

Student Conduct Policy

The College of Leadership and Business is a professional educational institute. College staff are required to provide a high level of educational and administrative service to all enquirers and students.

To maintain the integrity of this service, students also have obligations, including:

- Treating all College staff and other students with respect and courtesy at all times including during telephone conversations, in College offices and training rooms, and in web or email communication.
- Complying with all reasonable instructions and requests made by College staff. This incorporates participating willingly and positively in all lessons, role plays, activities, discussions and assessments.
- Abiding by all College Policies as detailed on the College website (www.colab.edu.au) and in the Student Handbook.
- Conducting themselves in a polite and professional manner at all times in language and behaviour. This includes not disrupting teaching, assessment and learning processes.
- Being punctual in attendance at training and assessment functions (classes, tutorials, appointments or examinations), and attending such dressed in appropriate clothing of modest cut.
- Conducting themselves in a safe manner at all times.
- Using College furniture, equipment, computers and electronic devices responsibly.
- Not discriminating against, intimidating, or harassing College staff or other students.

Students who are found to be in breach of any of the above obligations, or who have engaged in any other action deemed inappropriate by College management, will be advised in writing of the breach and of the expected level of conduct in all future communications and dealings with the College.

If, at the time of the breach, the student is in attendance at a College premise or examination, or any College service, the student may, after a verbal warning, be asked to leave the premises at the discretion of the Lecturer, Senior Student Support Officer, Program Leader or other College representative.

All incidents of misconduct are reported to the Program Leader, who is responsible for investigating the situation, informing the College's CEO of the matter, and responding to the student.

In cases of serious misconduct or repeated breaches of this Student Conduct Policy, the student's course enrolment may be discontinued. If at any time, the student is not satisfied with the College's approach or

decision regarding the student's conduct, a written complaint can be lodged as per the College's Grievance Handling and Resolution Policy.

Privacy and Personal Information Policy

Overview

In the course of its business, the Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business ("the College") may collect information from students or persons seeking to enrol with the College, either electronically or in hard copy format, including information that personally identifies individual users. The College may also record various communications between individuals and the College.

In collecting personal information, the College will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Collection and use of personal information

The College will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the College. The College will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of the College. The information requested from individuals by the College will only be used to provide you with the educational service you require to successfully complete your course; obtain feedback from you about the course, service and facilities we have provided; advise you of upcoming seminars, tutorials and relevant events; administer and manage your course, including billing and collecting debts; further develop and improve our business and educational systems; inform you about new products and services that we may introduce from time to time; assess an individual's entitlement to FEE HELP assistance and to allocate a Commonwealth Higher Education Student Support Number (CHESSN) and/or a Unique Student Identifier (USI); and to report to government agencies as required by law. If an individual chooses not to give the College certain information then the College may be unable to enrol that person in a course or supply them with appropriate information.

Your personal information will be held by the College for a period up to 30 years.

Disclosure of personal information

For the purposes set out above, we may disclose your personal information to the following organisations:
- Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
- Licensees that provide educational services and qualifications under the Australian Institute of Professional Counsellors Pty Ltd banner.
- Government and regulatory authorities during audit of the service we provide to you or information reporting requirements.
- Centrelink for those students whom are studying either full or part time under the Austudy/Abstudy scheme.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Personal information about students studying with the College may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), the Tertiary Education Quality and Standards Agency (TEQSA), the Commonwealth Department with responsibility for administering the *Higher Education Support Act* 2003.

The College will not disclose an individual's personal information to another person or organisation unless:
a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
b) the individual concerned has given written consent to the disclosure;
c) the College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
d) the disclosure is required or authorised by or under law; or
e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the College shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of the College or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Security and integrity of personal information
The College is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

The College will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which is was collected, is accurate, up to date and complete.

The College will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where the College has no further use for personal information for any purpose disclosed by the College, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

Right to access and correct records
Individuals have the right to access or obtain a copy of the personal information that the College holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that the College holds about them; however the College may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by the College should be sent to:

> Chief Executive Officer
> AIPC/COLAB Head Office
> Locked Bag 15
> Fortitude Valley QLD 4006 or
>
> Emailed to: sandra@colab.edu.au

Complaints about an alleged breach of the APPs
Where an individual believes that the College has breached a Privacy Principle in relation to that individual they may lodge a complaint using the College's grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Publication
These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with the College by publication on the College's website: http://www.colab.edu.au/. Alternatively, a copy of this policy may be requested by contacting the College using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, the College will advise students on enrolment about these procedures and where they are located.

Student Wellbeing and Safety Policy

The College recognises the right of all students and staff to a learning environment where equality of opportunity, inclusion and diversity are valued, promoted and practised.

The College has zero tolerance for sexual assault, harassment (including sexual harassment), bullying and discrimination and expects that students, regardless of background or intrinsic characteristics, are able to participate fully in College activities and will feel that their contribution is welcomed, valued and supported.

In accordance with the Student Conduct Policy, all students are expected to observe reasonable standards of behaviour with respect to all College activities and property, thereby refraining from harassment (including sexual harassment), discrimination, bullying and other forms of intimidating or unlawful behaviour including sexual assault, against other students and staff.

The College is committed to providing additional and personal support services and referrals for students affected by these behaviours in accordance with Additional and Personal Support Services for Students Policy.

If an individual is in immediate danger or requires urgent medical attention, emergency services will be contacted on 000 (112 from mobile phones).

Description

This policy applies to the conduct of all students enrolled at the College (undergraduate and postgraduate) when engaged in College related activities on campus, in transit to/from campus, off campus and online.

All staff have a responsibility to behave professionally and with respect for others in accordance with the Code of Conduct and relevant legislation.

Definitions

Sexual Assault

Sexual assault is any unwanted or forced sexual act or behaviour that occurs without consent. Sexual assault occurs when a person indecently assaults another person or procures another person, without their consent, to commit a sexual act (Section 352 of the Queensland Criminal Code Act 1899).

Consent must be freely and voluntarily given by a person with the cognitive capacity to do so.

Consent is not freely and voluntarily given if a person is:

- forced to engage in the sexual act;

- unconscious or asleep

- under the influence of drugs or alcohol

- threatened or intimidated

- in fear of bodily harm, or

- under a mistaken belief that the person was their sexual partner.

Sexual assault is	Sexual assault is not
- sexual intercourse without consent; - oral sex without consent; - anal sex without consent; - groping and inappropriate touching of a sexual nature without consent.	a consensual sexual act or behaviour.

Harassment
Harassment is repeated behaviour that is directed at an individual or group of students or staff and is offensive, humiliating, intimidating or threatening. The behaviour is often unwelcome and makes it difficult for effective work or study to be conducted.

Harassment occurs in circumstances where a reasonable person would have expected that the behaviour was going to be offensive, humiliating or intimidating and may be sexual in nature or based on gender, race, disability, sexual orientation or a range of other factors listed in the Queensland Anti-Discrimination Act (1991).

Harassment is	Harassment is not
• sending offensive emails or text messages; • continually displaying offensive or pornographic signs, posters or screen savers; • telling insulting jokes about particular racial groups; • making derogatory comments or taunts about a person or group of people; • sabotaging a person's study or work; • abusing someone verbally in relation to an attribute such as calling someone a name that mocks them; • asking repeated intrusive questions about someone's personal life.	• except in the case of sexual harassment, a single or isolated conflict or remark; • gestures or remarks that arise from a relationship of mutual consent such as giving a friend a hug or compliment.

Sexual Harassment
Sexual Harassment is defined as 'Any form of <u>unwelcome</u> sexual attention that is offensive, humiliating or intimidating'. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material. The behaviour does not have to be repeated for it to constitute sexual harassment. Sexual harassment is unlawful under the Queensland Anti-Discrimination Act (1991) and the Sex Discrimination Act 1984 (Cth).
There are three essential elements in the Legal Test for Sexual Harassment. They are -

a. The behaviour must be unwelcome

b. It must be of a sexual nature

c. It must be reasonable in the circumstances that the person, who was harassed, felt offended, humiliated or intimidated.

Note though, that sexual interaction or flirtation, which is based on mutual attraction or friendship, is not sexual harassment, because it is not unwelcome. If the behaviour is invited and reciprocated, it will not be unlawful.

Sexual Harassment is prohibited regardless of the gender of the parties, so a person can complain if they are harassed by someone of the same sex.

Sexual harassment is	Sexual harassment is not
One-off or repeated incidences of: • unwanted physical contact such as patting, pinching or touching in a sexual way; • unnecessary familiarity such as deliberately brushing against a person; • sexual propositions; • unwelcome and uncalled for remarks or insinuations about a person's sex or	• sexual contact that has been engaged in with consent of the recipient, when the consent has not been obtained through fear, intimation, threats or force or where there is a power imbalance in the relationship; • flirting that is invited and not unwelcome; • attraction or friendship that is invited

private life;	and not unwelcome;
• suggestive comments about a person's appearance or body;	• conduct of a non-sexual nature such as unreasonably requesting a person to do a favour that is not sexual in nature (which may be considered harassment or bullying).
• offensive telephone calls, texts, emails or social media posts of a sexual nature;	
• subjecting a person to sexually offensive screen savers or images in electronic or other form.	

Bullying

Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons.

Bullying within a workplace is where an individual or group of individuals repeatedly behaves unreasonably towards a worker or a group of workers at work and the behaviour creates a risk to health and safety (Fair Work Act 2009).

Except in the case of sexual harassment, a single incident of unreasonable or harassing behaviour does not, of itself, constitute bullying.

Bullying is	**Bullying is not**
• abuse including threats, insults, gestures or offensive language which may be verbal or in written form such as via text, email or through social media (cyberbullying); • repeated unreasonable criticism of another student's work; • repeatedly and deliberately excluding someone from a group; • behaviour intended to frighten, intimidate or degrade a person; • deliberating supplying incorrect information or withholding information from a person; • spreading misinformation about someone; • inappropriate comments about a person's appearance; • physical abuse; or • teasing or pranking a person repeatedly that causes discomfort.	• a one off offensive comment about a person that is never repeated and is not of a sexual nature; • having an argument, conflict or disagreement with another student (where there is no power imbalance); • constructively critiquing another student's work; • having a difference of opinion and expressing it to others in an appropriate way; or • not liking someone or being rejected socially by an individual or group of students.

Discrimination

Discrimination occurs when a person is treated less favourably than another person because of an attribute (direct discrimination), or when a requirement that is the same for everyone has an unfair effect on some people because of an attribute (indirect discrimination).

Discrimination is any distinction, exclusion or preference made on the basis of race, colour, age, medical or criminal record, sex, religion, marital status, sexual preference, impairment, mental or physical disability, political opinion, national extraction or social origin that has the effect of nullifying or impairing equality of opportunity or treatment.

Discrimination is	Discrimination is not
• subjecting a person to humiliating initiation ceremonies to be accepted into a group, where an attribute made them a target for the initiation; • spreading gossip or rumours about a person based on an attribute;	• making a complaint about another student on the basis of their contributions to a group assessment task; • behaviour that may be considered bullying but is not directed to a person because of an attribute;
• refusing to work as a group with a person because of an attribute (for example, because a student was older, a particular Nationality or sexual orientation or had family responsibilities; • deliberately excluding a person from a study group because of a perception they may be slower than other students due to an attribute such as age, impairment or sex; • telling jokes about racial groups; • posting to social media ridiculing a person on the basis of an attribute such as gender identity, sexual orientation or race.	• providing peer review feedback that is critical of the quality of another student's work; • having a one-off conflict with a person of a different race when the conflict is not due to that person's race; • adjusting to accommodate another student such as changing a meeting day or location to accommodate a student with a religious commitment, family responsibility or disability requiring a change of location.

Prevention

The College aims to eliminate all forms of sexual assault, harassment, sexual harassment, bullying and discrimination and commits to providing a safe, equitable, inclusive environment for students to participate in College activities.

The College commits to the promotion of core values to prevent sexual assault, harassment, sexual harassment, bullying and discrimination by students by providing a zero-tolerance message regarding such behaviours and communicating with students about expectations around respectful student behaviour.

The College will clearly communicate options for reporting incidents of sexual assault, harassment, sexual harassment, bullying and discrimination, and how to seek support through this Student Handbook and the Grievance Handling and Resolution Policy.

The College will inform all staff of their responsibilities under this policy and raise awareness to prevent these behaviours and promote a safe, equitable and inclusive learning environment.

Reporting and Disclosing Incidents

The College encourages individuals to report incidents of sexual assault, harassment, sexual harassment, bullying and discrimination. The incident may be reported by the victim, bystander or another person (with consent). A complaint may be reported in accordance with this policy at any time following an incident, regardless of whether or not the incident has been reported to police.

The College will support individuals who have been affected by sexual assault, sexual harassment, harassment, bullying and discrimination to manage their response on their own terms and when they feel safe and confident to do so. There are occasions however where limits to confidentiality should be observed, specifically in instances of child sexual abuse/assault or where there is a continued/immediate threat to the safety of the individual or others.

An individual who has been the subject of sexual assault, harassment, sexual harassment, bullying or discrimination may wish to disclose to a fellow student or staff member of their choice. The health, safety and wellbeing of the person disclosing is of the utmost priority. To be effective in their response, staff and students can follow these basic principles:

1. Ensure privacy

2. Listen, show empathy and respect

3. Refer and recommend specialised support

4. Acknowledge that the survivor may or may not wish to report the incident formally.

5. Look after yourself

The manner in which a person responds to a disclosure of sexual assault, harassment, sexual harassment, bullying or discrimination can have a significant impact on the individual's ability to seek further assistance and recover from any trauma. Students and staff are encouraged to refer the matter to the Program Leader or obtain information from the CEO if they are approached by an individual with a matter that they do not feel equipped to deal with.

The College does not tolerate victimisation and will take reasonable steps to ensure that all individuals involved are not victimised.

Self Help
An individual may review their options and choose to attempt to resolve an incident without formally reporting or disclosing their concern.

When an individual feels confident and safe to do so, they may choose to contact the alleged perpetrator (either orally or in writing) and communicate to them that the behaviour is unwelcome and request it cease.

If an individual engages in self-help and the alleged perpetrator continues the offending behaviour, they may seek to move to informal disclosure or lodge a formal complaint.

Self-help is not an option for incidents relating to violence or sexual violence.

Informal Disclosure
If an individual does not wish to engage in self-help, or self-help has been insufficient in dealing with the issue, they may wish to disclose the incident to the College without taking action against the alleged perpetrator.

Informal disclosures are to inform the College of risks and events and will not result in an investigation or referral of an alleged perpetrator under the Student Conduct Policy or Grievance Handling and Resolution Policy.

The individual may choose to provide a verbal account of the incident to a staff member or fellow student in order to gain information about their support and reporting options. An individual may choose to record an informal disclosure via email to the Program Leader, providing relevant details about the incident.

The Program Leader will keep a record of any informal disclosures should a compliant choose to raise a formal complaint in the future, where the alleged perpetrator remains a student of the College.

The College's response to the informal disclosure will be guided by the wishes of the complainant. Should the complainant request action be taken against the perpetrator, a formal complaint will be lodged in accordance with the Student Conduct Policy and Grievance Handling and Resolution Policy.

Formal Complaint
At any time, an individual may lodge a formal complaint through the Grievance Handling and Resolution Policy.

Grievance Handling and Resolution Policy and Procedure
The Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business ("the College") is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible.

The College aims to:
- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focussed and helps the College to prevent grievances from recurring;

- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of the College's services and activities.

A grievance may be an expression of dissatisfaction with:
- The enrolment, induction/orientation process;
- The quality of education provided;
- Academic matters including student progress, assessment, curriculum and awards in a course of study;
- Handling of personal information and access to personal records;
- The way someone has been treated.

This *Grievance Handling and Resolution Policy and Procedure* is designed to ensure that the College responds effectively to individual cases of dissatisfaction. All grievances are responded to respectfully and confidentially. At any time during the process, the student is able to seek independent professional advice and/or have another person or third party communicate or advocate on their behalf. Permission from the student that another person or third party is communicating or acting on their behalf is required in writing (signed letter posted, emailed or faxed).

Policy coverage
In relation to non-academic grievances, the term "complainant" applies to both current students of the College and persons seeking to enrol with the College.

These grievance procedures will be made available to complainants regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence.

Before an issue becomes a formal grievance
The College strives to deal with grievances as soon as they emerge in order to avoid further disruption or the need for a formal complaint.

In the first instance, if a complainant has a grievance about any aspect of service provided, they are encouraged to speak immediately and in the first instance with the Senior Student Support Officer or an Academic staff member to resolve the issue. Please note that it is not mandatory for complainants to raise a grievance informally.

Procedure
This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that the College holds in relation to an individual.
During all stages of this procedure the College will take all steps to ensure that:
- the complainant and any respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, the College will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome;
- there is no cost to the complainant to utilise stage one or stage two of this grievance procedure. If an external appeal is lodged under stage three, mediator charges will be shared by the complainant and the College.

Appeals against an assessment result:
The College provides an avenue for students to appeal the awarding of subject and assessment results. Students are able to appeal against their results within 28 days from issue of the result.

The appeal should be forwarded in writing with a copy of the completed assessment/s including the Lecturer's assessment comments to:

Program Leader
AIPC/COLAB Head Office
Locked Bag 15
Fortitude Valley QLD 4006 or

Emailed to raja@colab.edu.au

Upon receipt, the Program Leader will review the result and notify the student in writing of the outcome, including reasons for the decision, within 14 days of receipt of the appeal.

If the student is not satisfied with the decision of the Program Leader then they may appeal the decision as described in Stage 2 below.

All other grievances
The following procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include matters related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non-academic nature include all other matters. Students who wish to appeal an assessment result should use the procedure outlined above in lieu of Stage One below.

Stage One – Formal Grievance:
Formal grievances must be submitted in writing to the Operations Manager.

The address to send this correspondence is:
Operations Manager
AIPC/COLAB College Head Office
Locked Bag 15
Fortitude Valley, QLD, 4006 or

Emailed to megan@colab.edu.au

Receipt of the grievance will be acknowledged in writing within 7 days. The grievance handling process will commence within ten working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Operations Manager, or their nominee (who must be independent of the grievance), will then assess the grievance, determine the outcome and provide a written report to the complainant on their decision within 28 days.

The complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two - Appeal:
If a complainant is dissatisfied with the outcome of Stage One (or their appeal against an assessment result) they may lodge an appeal in writing with the Chief Executive Officer.

The appeal should be forwarded to:
Chief Executive Officer
c/- AIPC/COLAB Head Office
Locked Bag 15
Fortitude Valley, QLD, 4006 or
Emailed to sandra@colab.edu.au

The complaint's appeal will be determined by the Chief Executive Officer which will conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The

complainant will be advised in writing the outcome of their appeal, including the reasons for the decision within 28 days of lodgement of the appeal.

The complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three – External Review:
If the complainant is not satisfied with the outcome of Stage Two they may lodge an external appeal to Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their appeal.

Contact Details for Resolution Institute:
Resolution Institute Head Office
Level 1, 13-15 Bridge Street
Sydney NSW 2000

Ph: 1800 651 650   Fax: (02) 9251 3366
Email: infoaus@resolution.institute
Website: www.resolution.institute

Complainants who wish to lodge an external appeal can contact Resolution Institute and request details of a suitable Mediator. Resolution Institute have a free referral service to a Mediator and the Mediator will charge a fee for the first four hours of their services, with an hourly rate applying thereafter. 50% of the fee will be borne by the College and 50% by the student.

The College agrees to participate in good faith in the mediation process and be bound by the external Mediator's recommendations. The Chief Executive Officer will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external Mediator.

If the complaint still remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

Record keeping & confidentiality
Records of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Chief Executive Officer. These records will be maintained at AIPC/COLAB Head Office, 47 Baxter Street, Fortitude Valley, Qld, 4006.

All records relating to complaints will be treated as confidential and will be covered by the College's *Privacy and Personal Information Policy*.

Additional information
Nothing in this *Grievance Handling and Resolution Policy and Procedure* limits the rights of students or persons seeking to enrol with the College to take action under Australia's Consumer Protection laws. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law. Also, these dispute resolution procedures do not circumscribe an individual's rights to pursue other legal remedies.

Approval and training
This Policy and Procedure was agreed to and ratified by the Board of Directors of Australian Institute of Professional Counsellors Pty Ltd as trustee for AIPC Trust on 3 June 2014. The CEO ensures this Policy and Procedure is included in the Student Handbook and is available for all students on the College's website at www.colab.edu.au.

For the purposes of communicating to and training staff, this Policy and Procedure is included in the Policies and Procedures Manual, Staff Handbook and is covered during the staff induction process (facilitated by the CEO).

Changing your Contact Details

Please advise any changes to your contact details such as address, telephone numbers or email address in writing to the Senior Student Support Officer at Locked Bag 15, Fortitude Valley QLD 4006 or emailing support@colab.edu.au.

To change your name, you will need to provide a certified copy of your Marriage Certificate or Deed Poll document.

Copyright Policy

AIPC complies with all requirements of the Copyright Act 1968. This includes:

- Only reproducing up to 10% or one chapter of a text book when used for educational purposes.
- Holding a CAL license.

All logos, marks, books, texts, manuals, documents, CD's and other educational and administrative material whatsoever owned by the Australian Institute of Professional Counsellors/College of Leadership and Business and associated entities are protected by copyright and must not be copied or reproduced either in part or whole or used for gain without the written approval of the Director.

Computer Requirements

To successfully complete their studies, it is recommended that students have access to a computer system with the following specifications:

- Windows 10 or later Operating System
- Microsoft Office 2013 or later software programs
- Internet access ADSL or better, with a minimum of 1.2Mbps download/1.2Mbps upload
- Access to a web cam and microphone

Access to a computer system is required as it enables students to have access to the College's Online Library Catalogue and to perform research on the internet for assessment.

The College's Fortitude Valley campus has a computer laboratory with systems that meet the above requirements and are available for student use. The Melbourne, Sydney and Perth Student Support Centres each have three computer systems that meet the above requirements which are also available for students to use.

Providing Education to Students with a Disability

The College of Leadership and Business acknowledges the diverse nature of its student population and aims to meet the educational needs of all students, irrespective of their background. The College will endeavour to meet the individual needs of students through the integration of access and equity principles. The College will endeavour to ensure that equity principles for all students are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The College will make reasonable adjustments to education delivery and assessment to increase opportunities for students to participate in their courses.

Students disclose details of their disability on their application form. Upon offer and acceptance of their place in the course, the student is contacted by AIPC/COLAB's Academic Coach for a discussion on their requirements. Students who would like to discuss their individual study and assessment needs are able to contact the Study Assistance Line on 1300 139 239, email support@colab.edu.au or write to: Program Leader, COLAB, Locked Bag 15, Fortitude Valley Qld 4006. The College may request that a student supply evidence of the nature and extent of their disability or specific learning requirements.

Specific learning requirements, options and preferences of each individual student will be discussed during an interview and an Individual Learning Plan for delivery of education and assessment is prepared based on the student's individual needs.

The College expresses and demonstrates its commitment to student access and equity by:

1. Ensuring access and equity issues are considered during resource and curriculum development.
2. The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
3. Encouraging reasonable adjustments to education delivery and assessment that will support and assist students with a disability or other special requirements to participate fully in the course without disadvantage.
4. Presenting learning materials in a manner that embraces cultural diversity.

5. Providing reasonable time extensions to cater for students with varying time requirements.
6. Providing opportunities for re-assessment if required.
7. Interviewing students who express a special need in education delivery and assessment, discussing individual needs, options and preferences and preparing a customised plan for delivery of training and assessment.
8. Making reasonable adjustments to the way in which learning materials are supplied to students including learning materials supplied in alternative formats.
9. Making reasonable adjustments to the way in which the course requirements are assessed by having provision for oral rather than written questioning and alternative assessment modalities such as audio and videotaped answers. COLAB will negotiate other reasonable assessment options available for students with a disability or other specific learning requirement if necessary.
10. Utilising a broad student selection criteria.
11. Ensuring that the staff are appropriately informed and aware of access and equity issues.

Additional and Personal Support Services

The College recognises that students may require assistance and support for various personal matters. Personal support services can be accessed through the College if required. These include:

Personal Counselling
If students are in need of personal counselling, they are recommended to visit the Australian Counselling Association website https://www.theaca.net.au/find-registered-counsellor.php where they will be provided with the names and contact details of counsellors in their locality. All Counsellors that students are referred to are Members of ACA, hold appropriate counselling qualifications and will specialise in the particular area of counselling that students require support and guidance with.

Health and Welfare
If students require assistance with health or welfare matters, they are to contact the Senior Student Support Officer. The Senior Student Support Officer will advise of available health or welfare services available in their local area pertinent to the student's needs for their consideration.

Emergency Services
To effectively manage any incidents occurring at an Institute campus, Emergency Services (000) will be contacted by an Institute staff member, if and as needed, to ensure the safety and wellbeing of all staff and students. In the absence of an Institute staff member, students are able to contact Emergency Services on 000.

Emergency Services is to be contacted if someone is seriously injured or in need of urgent medical help, life or property is being threatened, or a serious accident or crime has occurred. During the call, explain the nature of the emergency and provide the address of the Institute's campus, being:

Level 2, 140 – 148 Brunswick Street, Fortitude Valley, QLD, 4006, or
Level 4, 60 Macquarie Street, Parramatta, NSW, 2150, or
Level 9, 474 Flinders Street, Melbourne, VIC, 3000
Unit 5, 14 Brodie Hall Drive, Bentley, WA, 6102

Career Services and Advice
If students require assistance with career services or advice, they are to contact the Senior Student Support Officer. The Senior Student Support Officer will advise of employment and career service providers and Career Counsellors available in the student's local area.

Financial Planning
Students who require assistance with financial planning and/or budgeting are to advise the Senior Student Support Officer. The student will be referred to a reputable and licensed Financial Services Advisor in their locality. Students will only be referred to Financial Services Advisors that are registered/licensed under the Financial Services Act.

Advocacy
At any time during their dealings with the College, students are able to have another person or third party of their choice communicate with the College on their behalf. Permission from the student that the person or third party is communicating on their behalf is required in writing (signed letter posted, emailed or faxed) to:

Senior Student Support Officer
College of Leadership and Business
Locked Bag 15
Fortitude Valley QLD 4509

Fax: 07 3257 7195
Email: support@colab.edu.au

The Senior Student Support Officer will advise the Program Leader and Lecturers of receipt of this written permission. The written permission is held on the student's file.

Legal Advice
Students requiring legal advice in relation to their studies or personal matters are to advise the Senior Student Support Officer. The student will be referred to a reputable and qualified legal service or representative in their locality.

English Language Support

Students are able to access support for improving English language writing skills through The English Language Place (www.englishlanguageplace.com.au).
Please refer to their website for service information. Indicative costs are:

- Part draft up to 500 words $40
- Part draft up to 1000 words $60
- Full draft for proofreading and comments - $100 up to 2000 words.

Academic Information and Requirements

Orientation

In your Enrolment Pack, you will find information about our Orientation Sessions of which you can attend either in-person or via Teleconference. The session includes an introduction to Academic staff, Library orientation, information on studying with the College, and services provided to students. Continuing students are able to participate in Orientation Sessions as a 'refresher' if they so require.

Please inform Student Support Staff by calling (07)3112 2000 or send an email to support@colab.edu.au and indicate which session you will be attending. Students will be provided with dial-in instructions of the Online Orientation Session and are to notify Student Support Staff of their attendance.

Provision of Learning Resources and Course Materials

Students are provided an electronic copy of a Study Guide and any required readings for each subject which is accessed and downloaded from the Higher Education Learning Portal (HELP). All subjects will require the student to purchase additional textbook/s (as outlined under the Semester/Term Dates and Enrolments section). Students are encouraged to submit their online textbook order through Booktopia www.coop.com.au/booktopia, or Zookal https://www.zookal.com/textbooks prior to commencing their studies for the semester/term.

Studying Externally

External delivery of the Business programs involves students following a directed study schedule for each week of the subject.

In addition to accessing the set text/s for the subject, each external student is provided with:

- An electronic copy of the Study Guide, which is a week-by-week teaching guide that contains instructions, information, theory, practice exercises and self-assessment exercises relevant to the content covered in each week of the subject. The Study Guide also contains an overview of the subject, its learning outcomes, study schedule, contact details for the Lecturer, avenues available to students to obtain assistance with their studies, and assessment requirements and due dates; and
- Links/PDFs for any required readings which include all required readings in addition to the set text/s for the subject.

Students undertake directed study by utilising the Study Guide. The Study Guide introduces new concepts, skills and theories for each week of content outlined in the subject's Subject Outline. It provides information on the week's content, instructs students when to read relevant sections of the set text/s and required readings, and includes practice questions, exercises and self-assessment exercises. Directed study enables external students to develop and implement life-long learning skills.

Students also have the option of attending regular webinars for each subject, and teleconferences may also be offered. Recording of webinars are provided for students unable to make the live sessions.

It is strongly recommended that students engage with the directed study requirements for each unit.

All students studying externally will need to allocate some personal time each week during the semester/term for self-directed learning to revise content covered in the Study Guide and texts and readings, further reading, and assessment research and preparation.

Using the Higher Education Learning Portal (HELP) and Online Library

Prior to the semester/term beginning, all students are provided with a username and password to access the Higher Education Learning Portal (HELP) at https://help.aipc.net.au and Online Library at https://au.accessit.online/AST03

The Higher Education Learning Portal enables students to access Study Guides and readings for the subjects in which they are enrolled, communicate with other staff and students via the forum, and access the Online Library.

The Online Library enables access to:

1. The College's Library Catalogue of hard copy resources (including searching the catalogue, borrowing resources and placing Holds on already borrowed resources)
2. Electronic Databases of journals and readings
3. Various other online portals of resources and readings.

Specific Instructions on how to access and use the Online Library can be found on the site.

Students requiring IT assistance for the Higher Education Learning Portal and Online Library are to contact the Student Support staff on 1800 334 348 or support@colab.edu.au who will troubleshoot in the first instance, and refer the matter to IT staff if needed.

Assessment Overview

Assessments are an integral element of learning and teaching within the Business Programs. Each subject within the degree consists of summative (SA) and, at times, formative assessments (FA).

The purpose of summative assessment (SA) is to provide students with a mark for a task. This contributes to the final overall grade for the subject. Examples of SA include, but are not limited to, essays, examinations, presentations, case studies and small group projects.

Formative assessments (FA) provide students with feedback to enable them to improve achievement on current and subsequent tasks. A FA is not graded, and does not contribute to the final grade for the subject. Examples of FA are forum discussions and teleconferences. A lecturer may conduct a FA at any point during the subject learning period.

The expectations and due dates for all assessments are presented, in detail, in the subject guides and online via the Higher Education Learning Portal (HELP).

Students encounter the following types of assessment during their studies:

Assessment Type	Description
Case Study Analysis	A written analysis of a particular case and its relationship to theoretical constructs presented.
Self-reflection journal	An essay evaluating students' own understanding and analysis of a given number of topics.
Written essay	A written piece allowing students to describe, argue, analyse, interpret, critique or evaluate provided topics.
Online Exam	Assessment of knowledge attained throughout a unit of study.
Business Plan Report	Written report of analysing a particular real world business company's case to identify, justify issues, provide relevant solutions/recommendations and establish its relationship to theoretical constructs presented.
Reference List	A list of citations (books, journal articles, newspaper articles, documents and the like) presented using Harvard format and style.
Article Review and Reflection	Written review and critical reflections on a suggested article from reading list. May include discussion in regard to the key literature, data collection, methodology and assumptions.
Written Assessment	States/outlines a specific topic. Written tasks linking to particular topic theory and concepts.
Business Pitch Video	Online communication of the business design to communicate business idea to different stakeholders.
Presentation – video or audio	PowerPoint, video or audio presentations to illustrate business concepts using practical examples.
Discussion by Teleconference or Webinar	Group discussions for up to 6 students facilitated by the Lecturer.
Annotated Bibliography	Annotated bibliography of four (4) different types of resources related to a topic.
Problem Solving Tasks	Problem solving tasks based on scenarios.
Project Management Tools	Various types of charters for managing projects.
Journals	Journal entries on specific topics

Budget Preparation	Preparing budget for a business company using Excel
Interview and Role Analysis	Interviewing a business leader to explore his/her role
Database Design	Designing a business database using Microsoft Access

Undergraduate Programs
First year Bachelor of Business assessments utilise a scaffolding approach. This assessment methodology enables students to develop necessary skills in the general areas of academic writing, research and presentation while learning the content of the course they are studying.

Second year and third year students engage in assessments that draw upon the general knowledge gained in the first year of study and further seek to engage and challenge student learning.

Postgraduate Programs
Assessments at postgraduate level seek to extend student knowledge and application in their discipline and/or specialist area. Emphasis is placed on student's capacity to write and research at a high level with a sophisticated understanding of content. Assessment methodology reflects student confidence and ability to critically review, analyse and synthesise knowledge to identify and provide solutions to complex problems with independence and accountability.

Undertaking Industry Projects

The Master of Business Administration includes an Industry Project undertaken over two units. These units are a compulsory component of the course and involve students undertaking a project within a real organisation.

Accessing Organisations
The Lecturer contacts each student to discuss WIL and project options. COLAB recognises that some students may already have an organisation where they would like to undertake their project. While students are expected to participate actively in the process of identifying potential organisations for their placement, the Lecturer makes contact with potential organisations to ascertain availability and project opportunity with the organisation. The Lecturer provides support and advice to the student in negotiating and arranging the project with appropriate organisations.

If the student has sourced their own organisation for the Industry Project, the following information is provided to the Industry Project Lecturer who contacts the organisation to determine suitability for WIL: organisation's contact details, summary of services, and name and position of their contact person within the organisation.

The Lecturer provides the student with learning materials needed to successfully complete the Industry Project. The Lecturer also ensures relevant information for the student to carry out the industry project is made available to the organisation where the project is being undertaken, and the contact person at the organisation.

The Industry Project Lecturer, in conjunction with the Program Leader-Business are responsible for confirming that ALL proposed organisations:
   a. Have capacity to provide the student with experiences that fulfil the learning outcomes of the Industry Project unit;
   b. Ensures that both the student and the organisation gain value from the arrangement;
   c. Have suitable supervision and health and safety requirements in place;
   d. Have documented policies and procedures in place to meet legislative obligations

The Program Leader – Business is responsible for the final approval of all organisations prior to the commencement of the Industry Project.

Responsibilities of the Student during the Industry Project
When undertaking the Industry Project, students are expected to:
- liaise and interact effectively with the Industry Project Lecturer and possible/proposed organisations to successfully arrange their Industry Project
- undertake a project at an organisation the Institute has approved for the Industry Project
- abide by all workplace policies and procedures

- liaise with the organisation on the hours and access required to undertake the Industry Project.
- attend all required sessions with the Industry Project Lecturer to discuss progress of the project.
- conduct themselves in a safe, ethical and professional manner at all times
- maintain confidentiality at all times
- only perform activities and access information in accordance with the project scope and as agreed to by the organisation's contact person or other appropriate staff member
- advise the organisation's contact person or Industry Project Lecturer, if difficulty occurs during the Industry Project
- where appropriate, comply with undergoing a Criminal History Check and/or any other specific requirements of the workplace.

Responsibilities of the Organisation during the Industry Project
- The Organisation is to provide a suitable and safe working environment which will allow the student to access information and resources in the workplace to the level required i to successfully complete the assessment requirements of the Industry Project.
- The Organisation is to provide a contact person whom the student can liaise with during the project.
- The Organisation contact will participate in a mid-project review to provide feedback to the Industry Project Lecturer regarding student progress on the Industry Project
- The Organisation will notify the Industry Project Lecturer if there are any concerns about the student's progress or conduct.

Dispute Resolution
If a problem arises for a student or the Organisation during the Industry Project, the following process should be followed:
1. A meeting (face to face, or over the phone) occurs between the student, the organisation's contact person, and the College's Lecturer responsible for the Industry Project subject. The objective of the meeting is to reach a mutually satisfactory outcome for all parties.
2. In the event of the dispute continuing or a satisfactory outcome not occurring, the matter is to be referred to the Program Leader for the appropriate action to take in order to resolve the situation with all parties.
3. If the grievance continues, the following options are available to students:
   - The student can submit a complaint to the Chief Executive Officer (Locked Bag 15, Fortitude Valley QLD 4006) or outside agencies such as Resolution Institute, the Anti-Discrimination Commission or Human Rights and Equal Opportunity Commission, or
   - An alternative Organisation may need to be arranged for the student.

Accessing Academic Support during the Industry Project
Students are required to attend regular webinars during the Industry Project subjects to report and discuss progress and seek guidance as needed. Students are also encouraged to contact their Academic Lecturer by phone or email if and as needed during the Industry Project.

Examinations

Some subjects may require the completion of an Examination during the Semester/Term. Students will be advised of the date and time for their examination for this subject at least 4 weeks prior to the exam occurring. At this time, students will also be advised of any resources, aids, materials or equipment they are able to take with them into the exam. Students are able to undertake the Exam at the College's premises at Level 2, 140 Brunswick St, Fortitude Valley QLD 4006, the Sydney, Melbourne or Perth Student Support Centres, or online. If undertaking the Exam at the College's premises, students are to notify the Senior Student Support Officer of this.

All online examinations are digitally proctored and invigilated. Student Support staff ensure all students have the appropriate details to log in and complete the exam.

Exams are coordinated by a Student Support staff member or an approved Examiner who administers the exam in accordance with the guidelines provided with the exam (eg, perusal time, etc). Online exams are monitored online through Zoom. All students are required to participate in an ID check prior to undertaking each online exam. Students are to ensure that their computer requirements are met for the undertaking of exams, as per the Student Agreement.

All students studying a subject are required to make themselves available for the exam and are to arrive/log-in 20 minutes prior to the exam commencing. This provides adequate time for the Examiner to complete any documentation, explain the administrative requirements of the exam, and ensure the exam system is working in accordance with the exam requirements.

If a student is unable to attend the exam due to *extenuating circumstances*, then the student will need to provide evidence of the circumstance to the Program Leader and apply to resit the exam. Please refer to the Special Consideration Policy for the application process, acceptable reasons for applying for special consideration and application timeframes **Policy**. All circumstances are to be supported by suitable evidence such as doctors/specialist certificates/letters and/or statutory declaration. Extenuating circumstances <u>do not</u> include holiday, travel, social or leisure events, or study workload.

In approved situations, the Program Leader is able to approve the student is able to sit the exam at a later date, upon their signing of a disclaimer acknowledging they have no knowledge of the content of the exam.

If the student's reasons for not attending the exam are not extenuating or the student does not supply suitable evidence, **they will be awarded a zero mark** for the exam and will be required to repeat the subject.

Students with disabilities may be eligible for an extension in time allocated for the examination. The Academic Coach will discuss individual requirements with the student prior to the examination occurring and are to be approved in writing by the respective Program Leader or Lecturer.

Study Assistance and Support

The College understands that completing tertiary studies is challenging and that it is important all students receive an equivalent study experience with the College. The following study assistance and support services are available for students to obtain additional academic support. It is strongly recommended that students make contact with their Lecturer if requiring additional academic assistance.

1. **Study Assistance Line**
   Students studying externally and with questions about the academic content of their studies are able to call the toll free Study Assistance Line on 1300 139 239 to receive academic support and guidance over the phone. Calls from students will be referred to the Lecturer for the subject with students being able to discuss and clarify concepts and assessment requirements.

   Students are advised at the commencement of the semester/term of days and times of availability by their respective Lecturer during the semester/term.

2. **Online Study Assistance**
   All students are able to email their Lecturer or post on the subject's discussion forums on the Higher Education Learning Portal (HELP) any academic questions they may have at any time during their studies. Emails and posts will be responded to in a timely manner by the Lecturer.

4. **Webinars and Teleconferences**
   Students are invited to attend webinars and/or teleconferences regularly throughout the semester/term. Webinars will cover key concepts within the subject, assessment requirements, and provide students with the opportunity to have any questions answered.

5. **Student Success Companion**
   The Student Success Companion provides detailed information to students on how to study effectively. It also provides specific guidelines and advice on how to research, compile, reference and present assignments. The Guide can be downloaded from the COLAB Higher Education Learning Portal at https://help.aipc.net.au or by calling the Student Support Officer on 1800 334 348. The Student Success Companion is also provided to all new students upon their enrolment with the College.

6. **Student Contacts**
   At various times during the semester/term, the Lecturer for each subject and Student Support Officer will contact students by phone, email or the HELP portal to communicate information about their studies, or any other important matters occurring during the semester/term. Students are strongly

encouraged to contact their Lecturer/s and the Student Support Officer by phone, email or the HELP portal during the semester/term for assistance as they need to.

7. Appointments/Communications with Student Support Officer

All students are able to talk with the Senior Student Support Officer to discuss any non-academic issues about their studies or enrolment with the College. The Senior Student Support Officer can be contacted on 1800 334 348 or support@colab.edu.au. External students are particularly encouraged to contact the Senior Student Support Officer by telephone or email at any time during studies.

Submitting Assessments

Written Assessments

Each subject has a number of compulsory written assessments that all students are required to complete.

Assessments that do not require students to attend an exam, oral presentation or demonstrate practical skills are classed as written assessments.

Written assessments are to be submitted using the Harvard style of referencing and formatting. This style of formatting is learnt in detail within the degree.

All written assignments should remain within 10% above or below the recommended word count. This does not include word allocation to referencing, title or contents pages, etc. Marks may be deducted for assignments that are more than 10% over the word count. Any other specific subject requirements will be included in the assessment information for the respective subject. Please discuss this with the lecturer for your subject.

Completed assessments should be either posted, emailed or submitted online.

Use the following as a checklist before submitting each assessment:
• Has the assessment been completed in its entirety?
• Is your name and student number, subject and assessment number included on the assessment item?
• Have you made a copy of all of your work (in case of loss in the mail)?
• Is your title page securely attached?

When submitting an electronic copy of your written assessment by uploading through the Higher Education Learning Portal, please follow the upload instructions available on the Higher Education Learning Portal.

Whilst the College does its best to have assessments marked and returned to students as quickly as possible, students need to allow up to three weeks for their return.

Verbal Assessments

Some subjects may require submission of a video or audio recording. Students are able to upload their recording to Vimeo, YouTube or Google Drive and email or upload the link through the Higher Education Learning Portal. Specific instructions on how to submit a video or audio recording will be provided by the Lecturer.

Requesting an Extension for Assessments

If a student is unable to submit their assessment by the due date, then the student will need to apply using the Assessment Extension Application Form, located in the Academic Success Module on your HELP platform. Please refer to the Special Consideration Policy for the application process, acceptable reasons for applying for special consideration, and application and response timeframes.

Late Submissions of Assessments

For each day an assessment is handed in late without an approved reason, a **deduction of 5% per day (including weekends)** will be made to the raw score for that assessment. For example, an assessment with a total raw score out of 40 would see a 5% reduction of 2 marks per day for each day it was handed in late without an approved reason.

Approval for late submissions are authorised by **the Lecturer for that subject only**. Students must consult with the Lecturer of the relevant subject prior to submitting their assessment past the due date to clarify whether or not a late penalty will apply. If consultation is not made with the Lecturer, a late penalty will automatically be applied.

In some instances it may not be easy to pre-empt circumstances that may result in the assessment being handed in late. Therefore, in such circumstances, due consideration will be given by the Lecturer if the student was not able to consult with their lecturer prior to the assessment being due. Acceptance of extenuating circumstances and reasons given are at the subject Lecturer's discretion.

If an assignment is more than two weeks overdue, **without any acceptable extenuating cause**, the student will receive a fail mark for the assessment.

Special Consideration Policy

The College understands there are extenuating circumstances that arise where a student may not be able to submit an assignment by the due date or sit an examination on the required date.

The following are considered acceptable grounds for approving an extension to an assignment due date, altering an assessment for a teleconference/webinar, or changing the date and time to sit an examination:

1. Illness or a serious health problem or serious incapacity. A medical certificate is to be provided to justify this reason.
2. Serious personal or emotional trauma.
3. A sporting or cultural commitment at state, national or international representative level.
4. In very exceptional circumstances, an important planned family or social commitment or unavoidable work commitment.

In all instances, medical certificates/letters (either original or certified copy by a JP) are to be provided with applications based on medical grounds. For non-medical grounds, a statutory declaration stating the facts along with any corroborative evidence is to accompany the application. Documented evidence must be posted to verify that the document is either an original or that the certification by the JP is original. **Emailed evidence will not be accepted**

Where possible, the student should apply for special consideration within 14 days prior to the assignment, examination, or teleconference/webinar falling due. If this is not possible, as much advance notice should be provided as possible. In situations of urgency, application within 72 hours after the assignment due date, examination date, or teleconference/webinar commencing is acceptable.

For examinations, application in writing is to be provided to the Program Leader, whom will consider the student's circumstances, and respond in writing with the outcome within 7 days of receipt of the application.

Please refer to the Examination Policy for further explanation on arrangements to be made if the application for extension is agreed to.

For an extension to an assignment due date, or if there are difficulties with attending a teleconference/webinar at the scheduled time the student is to apply in writing to the subject's Lecturer, whom will consider the student's circumstances, and confirm in writing, either via post or email, the outcome within 3 days of receipt of the application. If a student requires an extension of more than 14 days for the submission of the assignment, the matter is to be referred to the Program Leader for their consideration.

The following circumstances are not acceptable grounds for approval of special consideration:
1. Holiday arrangements, including for overseas travel.
2. Misreading an examination timetable or assignment due date.
3. Social and leisure events, including sporting or cultural commitments (except at a state, national or international representative level).
4. Applications made after 72 hours after the assignment due date or examination date.
5. Study workload.

Grading Policy

All assessments and exams are graded on the following scale:

Grade	Code	Percentages	Description
High Distinction	HD	85% – 100%	Exceptional performance demonstrating proficiency in all learning objectives for the course.
Distinction	D	75% – 84%	Excellent performance demonstrating an advanced level of understanding and achievement in the course.

Credit	C	65% – 74%	Good performance demonstrating a high level of understanding and achievement in the course.
Pass	P	50% – 64%	Satisfactory performance satisfying basic learning requirements of the course.
Fail	F	40% – 49%	Unsatisfactory performance, fails to satisfy basic learning requirements.

All students are to receive a mark of Pass or higher in order to pass the assessment. Students are required to receive at least a Pass mark for all assessments and exams that the subject contains in order to pass the subject.

Students who receive a mark of Fail for the subject are required to re-enrol for the subject. The Grievance Handling and Resolution Policy provides information for students who would like to appeal the awarding of a grade for an assessment or a subject.

Academic Misconduct

In accordance with the highest standards of scholarly practice, students must present original work which expresses their own understanding of theory and its application. The words, ideas, and intellectual property of others used by students in their work and assessments must at all times be appropriately acknowledged.

Academic misconduct can occur in many forms and covers a range of intentional, premeditated, reckless, recurring or otherwise inexcusable actions or behaviours. These include:

- Cheating – breaking rules or engaging in dishonest practices in formal and informal assessment, including the use of prohibited material or equipment and unauthorised consultation with other persons during assessment.
- Plagiarism – copying, paraphrasing or summarising the words, ideas, and intellectual property of others without appropriate acknowledgement. Students are responsible for informing themselves about appropriate methods of acknowledgement.
- Collusion – committing an act of academic misconduct in unauthorised collaboration with another individual. Authorised collaboration (e.g., group projects) is distinguished from collusion.
- Fabrication – includes, but is not limited to, the creation of fictitious data or citations, wilfully omitting data, and claiming work is original, comprehensive, or genuine when it is not.
- Recycling – other than where expressly allowed, the submission of work for assessment that has been previously submitted by the student for another assessment submitted by the student, partially, or in whole, for another assessment.

All circumstances of suspected Academic Misconduct will be treated seriously. The College may also use software to assist with the detection of Academic Misconduct.

The following steps outline the processes for determining and responding to cases of suspected academic misconduct:
1. Lecturer becomes aware of possible academic misconduct.
2. Lecturer contacts student to raise concerns.
3. If the Lecturer is satisfied that there has been no academic misconduct, and instead the issue was one of poor academic practice, then the student is informed in writing, details are recorded on file, and the matter is closed.
4. If the Lecturer remains concerned that academic misconduct has occurred the student is informed in writing and the matter is referred to the Program Leader.
5. The Program Leader investigates the matter to determine if misconduct has occurred (intentional or otherwise). This process may include, but is not limited to, examination of the student's assessment or other material, consultation with the Lecturer, and meeting or discussion with the student.
6. If a decision is made that academic misconduct has not occurred, the student is informed in writing, the outcome is noted on the student's file, and the matter is closed. The student is required to resubmit the written assessment within 14 days.
7. If a decision is made that academic misconduct has occurred, the Program Leader is required to decide whether the academic misconduct was likely intentional or unintentional.
8. If a decision is made that academic misconduct has occurred, the following actions may be taken:
    a. The student will receive a written warning (only applicable to unintentional academic misconduct) as determined by the Program Leader, or

b. The student will receive a mark reduction (with the maximum mark possible being 50%), and a written warning, or

c. The student will be required to re-submit the assessment item (with the maximum mark possible being 50%), and will receive a written warning, or

d. Depending on the severity, and/or frequency, of the academic misconduct, the student's course enrolment may be discontinued. Severity will be considered relevant to and in conjunction with the student's length of time in the course and intent of the student in the act of misconduct. Repeated incidences of academic misconduct are to be treated seriously.

The student will be informed of the outcome in writing and the outcome will be noted on the student's file.

If the student is not satisfied with the College's approach or decision regarding the student's conduct, the student may appeal the decision or lodge a written complaint with the Chief Executive Officer in accordance with the College's Grievance Handling and Resolution Policy.

In some instances, student behaviours of concern will be determined to result from poor academic practice, as distinguished from academic misconduct. Poor academic practice is unintentional, careless, inadvertent, or otherwise excusable behaviour mitigated by personal, health-related or other circumstances.

In cases where a student's behaviour is assessed as poor academic practice, the following processes will be followed. The student will:
1. Receive academic support relevant to their specific needs,
2. Have the opportunity to re-submit the assessment within 14 days of being notified of the matter. The maximum grade the student can achieve for the assessment item is a 'pass' mark for the assessment.
3. Be referred to personal counselling, health or welfare services, if deemed appropriate, and
4. Be informed in writing of the decision, action taken and expected future behaviour.

The student's file will be updated regarding details of the situation and action taken.

The Academic Misconduct Policy is in place to protect the academic interests of students and the College.

Providing Feedback and Suggestions, and Completing Surveys

At various times during your studies, you will be asked for your feedback and opinion on studying with the College. While it is not compulsory to participate in these surveys, we value the input of our students and sincerely request that you take the time to provide your feedback. Please be assured that your feedback remains confidential and will not be used in any way to adversely affect your studies or enrolment with the College.

Students are also able to submit suggestions regarding improvements or changes to College higher education programs, policies or services through the Online Suggestion Portal available at: www.aipc.net.au/studentsuggestions. All suggestions are referred to the respective College committee (Board of Directors, Higher Education Board, or Course Advisory Committee) for consideration at their next meeting. Each committee meets three times per year and will consider suggestions lodged at their next available meeting. Outcomes from each suggestion are reported on the Online Suggestion Portal page within 14 days of each meeting.

Graduating

Once all of your course requirements have been successfully completed, you will be eligible to graduate from the Bachelor of Business, Graduate Certificate in Business, or Master of Business Administration. You will be provided a Testamur of your qualification and Academic Transcript for the Bachelor of Business, Graduate Certificate in Business, or Master of Business Administration issued by Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As College of Leadership and Business, and invited to attend a Graduation Ceremony.

Issuing Replacement Qualifications

In the event of loss or damage, a graduated student is able to request re-issue of their Testamur and/or Academic Transcript.

To do this, simply contact the Senior Student Support Officer to request a Replacement Testamur Request form. A fee of $50 per document applies to re-issuing replacement Testamurs and/or Academic Transcripts.

Upon approval of the request to issue the replacement Testamur or Academic Transcript, printing of the replacement documentation is arranged.

Academic Transcripts

At the completion of your course and issuing of your Testamur, the College issues a complete Academic Transcript listing the grades of all subjects attempted and/or completed during the course.

If students require an Academic Transcript at any time during their studies, including at the end of a semester/term, please contact the Senior Student Support Officer by email support@colab.net.au or by calling 1800 334 348.