



Stott's Colleges

... An Australian tradition since 1883

Student Prospectus for Higher Education Students

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Stott's Colleges Pty Ltd, trading as Stott's Colleges
CRICOS Provider Number: 00197D

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Stott's Colleges

Mission:

“To Stay a Challenging, Relevant Leader in Education and Training”

Since 1883, Stott's Colleges has delivered quality education in Australia and we will continue to meet the needs of our students. We know that good educators are critical for success and that good teaching is also about care and support for the students. Therefore, Stott's Colleges based its delivery of programs on this commitment for continuous care and support.

Stott's Colleges has evolved over the past 120 years to meet the demands of an ever-changing world. From its beginnings as one of the first Business Colleges in Australia, through to the delivery of Diploma and Certificate courses and Pathways to Universities around Australia, Stott's Colleges has grown to become stronger and more committed in providing excellent services for its clients, which are ultimately its students. Stott's Colleges also offers an outstanding Senior High School program at years 11 and 12, which focuses on results, academic achievement and tertiary entrance.

Since 2006, Stott's Colleges has been offering quality Bachelor of Business courses as a Non-Self Accrediting Higher Education Institution. In addition, Stott's Colleges is a Registered Training Organisation and it meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by the Federal, State and Territory Governments in Australia.

In delivering our programs, we support and will promote the principles and practice of Australian democracy, including a commitment to the system of representative government, the rule of law and equal rights for all before the law. We will also ensure that human rights and basic freedoms are respected. These include freedom of religion, freedom of speech and freedom of association. Moreover, every member of Stott's Colleges, including students, are expected to treat each other equally and with respect.

Stott's Colleges' management is also responsive to its clients' needs and regular surveys are conducted in order to ensure continuous improvement of its services. Importantly, Stott's Colleges' organisational hierarchy is structured in such a way as to ensure that continuous improvement of its services is capable of being undertaken effectively.

This prospectus aims to provide you with all the relevant information you need before arriving and commencing your studies with Stott's Colleges. The information include enrolment procedures and payment of fees, information on refund policy, and important information on Stott's Colleges' policies and student support services.

The prospectus also provides important contact information of the relevant administrative, academic and student support officers.

Stott's Colleges wishes your success in studying with us and in your further studies. We also hope you can adjust to Melbourne smoothly and as soon as practicable.

Student Recruitment, Selection and Enrolment Procedure

The applicants for each program offered by Stott's Colleges will be selected in a manner that reflects access and equity principles.

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the following selection criteria.

In line with Government policy, students with intellectual and physical disabilities are encouraged to participate in training.

Bachelor Qualification

For entry into First year:

- Applicants should have successfully completed Year 12 or equivalent, **and**
- A proficiency in English equivalent to IELTS 6.0 (Academic) or higher is also required for International students.
- Note: students over the age of eighteen who can demonstrate capacity for successful study at a tertiary level through work and life experience as judged by the Academic Board may be admitted.

For entry into Second year (or exemption from part of the first year), which constitutes Recognition of Prior Learning for the first year of the degree, the following criteria will apply:

1. Successful completion of the first year units of study of a related Bachelor degree at an accredited tertiary provider.

Students applying for entry into second year, or exemption from part of first year under this provision may apply to have their first year accepted as Recognition of Prior Learning by the Academic Board. The Academic Board may, at its full discretion, decide whether or not, and/or to what extent Stott's Colleges will grant Recognition of Prior Learning for the completed first year. However this Recognition of Prior Learning may never exceed one year in duration and may only be granted for the first year of study. In addition, it will be assessed on a subject by subject basis.

2. Successful completion of Diploma level qualifications accredited as such under the AQF as a VET level courses within the following Training Packages (or subsequent editions of these Training Packages) and accepted as such by the Academic Board. For example, the completion of the following qualifications:

- ❑ FNS04 Financial Services,
- ❑ BSB01 Business Services,
- ❑ ICA99 Information Technology,
- ❑ CHC50702 Community Welfare Work

Students applying for entry into second year or exemption from part of first year under this provision may apply to have their Diploma qualification accepted as Recognition of Prior

Learning by the Academic Board. The Academic Board may, at its discretion, decide whether or not, and/or to what extent Stott's Colleges will grant Recognition of Prior Learning in respect of the Diploma. However the concession in relation to Recognition of Prior Learning may never exceed one year in duration and may only be granted for the first year of study. In addition, this will be assessed on a subject by subject basis.

In order to maintain the quality of our degree and our graduates, Stott's Colleges will only assess Recognition of Prior Learning from Diplomas qualifications designed from specific and relevant training packages and only on a subject-by-subject basis.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be provided with an award corresponding to the completed course.

Enrolment and Selection

Stott's Colleges will ensure the integrity and the academic standards of the course of study by implementing its student selection procedures and requirements. The selection requirements and criteria takes account of the potential of an applicant to succeed in the course and will be cognisant of the different ways through which pre-entry skills and knowledge may be demonstrated.

The selection and admission process is transparent, clear, fair, explicit, and timely and will be applied consistently across applicants. In addition, the selection procedures ensure that applicants are selected on the basis of clearly defined, consistent and equitable selection criteria.

An applicant who is not selected for a course has the right to re-consideration provided that the applicant satisfies all entrance requirements, the original application was lodged correctly and on time and that the applicant's non-selection was due to the incorrect application of Stott's Colleges policies and/or procedures.

Procedures

1. Selection into the Bachelor programs offered at Stott's Colleges is based on applicants meeting entry requirements as documented in the accredited curriculum and course brochures.
 - ❖ Selection of VCE applicants will be based on an Enter Score.
 - ❖ Selection of applicants with a TAFE diploma will be based on demonstrated capacity to undertake a degree-level study.
 - ❖ Judgements about applicants applying under the mature-age category will be made on the basis of potential for success in meeting course aims and objectives and may take into consideration references and work experience.
2. The applicant must provide the following documents to the Registrar of Stott's Colleges:
 - a. Completed application form;
 - b. Certificate of birth or any other evidence of being a citizen or permanent resident of Australia;
 - c. Most recent academic record (that is, evidence of the applicant meeting academic entry requirements); and
 - d. Any other document that may assist in Stott's assessment of the applicant's academic level.

The documentation needs to be forwarded to:

The Registrar
Stott's Colleges
Head Office: 252 Lygon Street
Carlton Victoria 3053
Australia
Phone: + 61 3 9663 3399
Facsimile: + 61 3 9663 3517
Email: registrar@stotts.vic.edu.au

3. Upon receiving those documents, Stott's Colleges will issue;
 - a. A letter of offer setting out the fees, enrolment information and any conditions (if any) of enrolment;
4. In response to the letter of offer, the applicant needs to sign the Acceptance of Offer Form and pays the minimum required amount of the tuition fee to secure a place at Stott's Colleges.
5. Once Stott's Colleges accepts the payment, Stott's Colleges will issue the applicant with an Student Introductory pack which contains, amongst other, the Student Handbook.

Conditions of Enrolment

It is understood that unless you contact the Academic Program Co-ordinator regarding the contents of the Conditions of Enrolment, you have read and understood the following Conditions of Enrolment and agree to accept them. Any further amendments will be advised to you as they occur.

- Stott's Colleges reserve the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice.
- Interest will not be credited to Student Fees or Disbursements and therefore no interest will be recovered by students in the event of a cancellation.
- Students are to abide by the rules and policies of Stott's Colleges for the duration of their enrolment.

Tuition Assurance

- Stott's Colleges is a member of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme. This scheme ensures that should Stott's Colleges become unable to provide the Bachelor of Business, Bachelor of Business (Accounting) or Bachelor of Business (Community Services Management), ACPET will place students in an equivalent course at another Higher Education Provider, with full credit transfer for any units already completed.

Payment Method

Cash, Cheque or Credit Card Payment

Cheques and Bankdrafts should be made payable to "Stott's Colleges"

The Academic Registrar

252 Lygon Street

Carlton, VIC 3053

Cash payments can be made in person at the above-mentioned address. Please ensure to bring the correct money, as limited change is available.

Credit and Debit Cards

Credit Card Payments can be made in person by the card holder at the Colleges

Fax Credit Card Form, fully completed, to the Colleges on +61 3 9663 3517

Telegraphic or Inter-bank Transfer

If payment is made by Telegraphic or Inter-bank Transfer the student number needs to be noted and a fax copy of the receipt needs to be forwarded to the Registrar on +61 3 9663 3517

Note: Telegraphic Transfers may take up to 5 days to appear on the Colleges' Bank Statement.

The bank details are as follows:

Name: Stott's Colleges Trust

BSB: 083 007

Account No: 459873294

Bank: National Australia Bank

Swift Code: NATAAU3303M

330 Collins Street, Melbourne Vic 3000

Refund Policy

Applications for refunds must be made in writing to Stott's Colleges Pty Ltd. Refunds will be issued within 28 days of receipt of a written application and will include a statement including how the refund was calculated. Please note the following clauses:

- i. Enrolment fees are not refundable;
- ii. For packaged courses, the administration service fee is also not refundable;
- iii. There will be no refund if cancellation occurs after course commencement;
- iv. Homestay, homestay placement and airport transfer fees are not refundable if cancelled less than two weeks before arrival;
- v. Early termination of homestay is subject to a 10% cancellation fee on monies paid;
- vi. Fees will be refunded in full if proof of visa rejection is provided;
- vii. Stott's Colleges reserves the right to cancel or not offer a program. If any program is cancelled and/or not offered. In accordance with the provisions of sections 27 and 29 Education Services for Overseas Students Act 2000, and the ESOS regulations 2001 (as amended), one of the following options will be offered:
 - a) Fees will be refunded in full, within two (2) weeks from the date of default; or
 - b) An alternative course or part course can be arranged at the providers' expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.
- viii. Notice of student cancellation must be received in writing before course commencement, fees will be refunded less:
 - i. Fees paid to a representative (if applicable); and
 - ii. A cancellation fee of 20% of course tuition fees
- ix. Tuition fees are not transferable to another person;
- x. Refunds will be paid to the person who enters into the written agreement with the centre; and
- xi. This policy and the availability of complaints and appeal processes do not remove from the student the right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

Other Important Information

Student Orientation

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at Stott's Colleges and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities and accommodation. In addition, Stott's Colleges' staff will be introduced, a tour of Stott's Colleges and the local area will take place and an opportunity to ask questions will be given.

Topics to be covered at orientation include:

- Stott's Colleges and MLC ;
- Structure of academic year;
- Introduction to Course - outline and objectives;
- Requirements and expectations of students (e.g. code of conduct etc);
- Assessment methods;
- Plagiarism and referencing
- Company policies and procedures – Student Handbook issued; and

Use of Personal Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2007.

Stott's Colleges is required, under s19 of the ESOS Act 2000, to inform the Department about:

- changes to student's enrolment; and
- any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

Based on the Australian Quality Training Framework, students can access personal information held by Stott's Colleges and may request corrections to information that is incorrect or out of date. If the student wishes to view his or her record, the student should apply in writing to the Director of Studies/ Co-ordinator.

Tuition Assurance

Under the provisions of the *Higher Education Support Act 2003* (HESA) and the associated Higher Education Provider Guidelines Stott's Colleges Pty Ltd (the First Provider) **is required to provide a tuition assurance arrangement for persons, other than overseas students***, who are enrolled in higher education courses it offers. This requirement is to protect students in the event that Stott's Colleges ceases to provide a course of study in which a student is enrolled. The meaning of 'ceasing to provide a course of study' is set out in the HEP Guidelines at: <http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200510176?OpenDocument>.

In the event that Stott's Colleges 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 Stott's Colleges ceases to provide the course of study of which the unit forms part (this is known as the "**Student Contribution/Tuition Fee Repayment Option**")

Stott's Colleges has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education and Training ("ACPET"). Contact details for ACPET are:

ACPET

Leah Cascan-Valencic

NSW Office Suite 12, Level 12, 329 Pitt Street, Sydney, NSW 2000

Tel: 02 9264 4490 Fax: 02 9264 4550

If Stott's Colleges ceases to provide a course of study, ACPET will send a student enrolled in the course of study 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 ACPET of the choice they have made for each affected unit. ACPET will provide this Offer within twenty *Business Days* after it knows, or should now by reasonable enquiries that the Stott's Colleges has ceased to provide the course or study.

The course/s of study for which Stott's Colleges has ACPET membership are:

Bachelor of Business

Bachelor of Business (Accounting)

Bachelor of Business (Community Services Management)

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 by ACPET. If the student accepts this option, ACPET will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the 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 Stott's Colleges.

The Second Provider nominated by ACPET 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 Stott's Colleges ceased to provide but which the student had not yet started studying.

A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with the Stott's Colleges or to offer replacement/s unit free of charge.

OR

The Student Contribution/Tuition Fee Repayment Option

Under the Student Contribution/Tuition Fee Repayment Option, ACPET undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed because the course ceased to be offered. Students selecting this option will also have their SLE or FEE-HELP balance/s re-credited for the uncompleted units.

*See Education Services for Overseas Students Act 2002 for the definition of overseas student.

General description of facilities

Stott's Colleges has three campuses in Melbourne:

1. **Carlton Campus**

252 Lygon Street, Carlton Victoria 3054
Tel: (+613) 9663 3399; Fax: (+613) 9663 3517

This modern campus is only seven minutes by tram or bus from the Melbourne's Central Business District. It is located on Lygon Street, close to Melbourne University and the heart of Melbourne's intellectual life. Carlton is an inner suburb of Melbourne, famous for its Italian cafes and restaurants, and is well serviced by buses and trams.

The Carlton campus has classrooms across three floors. It also has a computer room and lunch areas for students, as well as kitchenette facilities.

Students enrolled in Stott's Colleges' Business courses will be required to attend classes at this campus.

2. **City Campus**

51 Elizabeth Street, Melbourne Victoria 3000
Tel: (+613) 9899 2666; Fax: (+613) 9614 0907

Our city campus is located in the heart of Melbourne. It is less than one block from the main railway station. Such centrality creates an exciting atmosphere for serious study with everything Melbourne has to offer.

The City Campus has classrooms across five floors and includes two computer rooms, kitchenettes and lunch areas for students.

Students enrolled in Stott's Colleges' Diploma of Community Welfare sectors will be required to attend classes at this campus.

3. **South Melbourne (Bowen) Campus**

Level 2, 7 Bowen Crescent, South Melbourne, Victoria 3205
Tel: (+613) 9867 1122; Fax: (+613) 9867 1166

Our South Melbourne Campus has a number of spacious classrooms, computer rooms and study rooms. It is situated in the beautiful area of St Kilda Road, South Melbourne. It is surrounded by many offices, restaurants and cafes and it is easily accessible by public transport.

Other Facilities

- A fully stocked Library at the Carlton Campus is open for students;
- A refurbished Resource Centre with computer, copy and printing facilities is available
- A LAN, access to the Internet and Audiovisual room will be available for all students to utilise;
- Additional resources are available from the Stott's Colleges Campus in Elizabeth Street ;
- Electronic access to Infotrack on-line database is available for students. The database contains more than 11,000 titles including many Australian and New Zealand Journals and magazines.

Qualifications

Stott's Colleges offers the following accredited and nationally recognised qualifications to overseas students:

<i>Qualification</i>	<i>Course Duration</i>	<i>Tuition Fee</i>
Bachelor of Business	3 years	\$36,000 \$1500 per unit (Total of 24 units)
Bachelor of Business (Accounting)	3 years	\$36,000 \$1500 per unit (Total of 24 units)
Bachelor of Business (Community Services Management)	3 years	\$36,000 \$1500 per unit (Total of 24 units)

Course Delivery

The different courses will be delivered through a range of delivery methods. These include, teacher led classroom delivery, workshops, seminars, tutorials and supervised study. Integrated delivery of some units might also occur.

Course Assessment

In general terms, assessment during training will involve:

- Observation of performance in class, workshops and laboratories;
- Case studies;
- Projects;
- Assignments;
- Presentations;
- Role plays;
- Written tests and exams; and
- Integrated assessment of some units may occur.

Information on Qualifications

Bachelor of Business

CRICOS Code 05075K

The Bachelor of Business is a fully accredited Australian higher education degree. Stott's Colleges Bachelor of Business is designed to provide students with a thorough knowledge of major areas of accounting as well as professional business management skills.

The degree will be extremely useful for students who wish to work as an accountant for major global companies, to start their own business or to work as a manager in small to medium size businesses.

The course has 24 subjects across 6 semesters including subjects in Accounting, Law, Business, Information Systems, Marketing and Human Resources Management. The 6 semesters would normally be completed in a three year period.

The six broad bands of study are:

Accounting

The eight accounting subjects cover basic accounting and business decision-making processes through to the more specialised subjects including Accounting for Taxation and Auditing and Assurance. The Bachelor of Business degree is recognised by the National Institute of Accountants (NIA).

Management

The five management subjects are designed to give a thorough understanding of the role of management in the operation of a business. From Management Fundamentals to Developing Strategy students learn about planning, leadership, organising and controlling a business organisation to successfully attain its goals. The whole bachelor culminates into the preparation of a Business plan with access to a Graduation Investment Fund for successful, innovative and acceptable business plans.

Marketing

Covering in detail the functions of marketing within a business; the subject becomes increasingly complex as the degree program progresses and has a balance between broad theories of marketing and the attainment of practical knowledge about the design and implementation of marketing strategies. Topics covered include Market Strategy, Marketing Mix and An International Perspective, which covers topics such as the role of international strategic alliances in leveraging awareness of products, and the role of culture in formulating expectations of marketing strategies

Law

The law stream encompasses subjects to provide a good understanding of the legal environment in which business operates. Fundamentals of Law deal with topics such as the legal principles of contract and tort law, and the main business organisational structures and their relative advantages or disadvantages. Business and Company Law cover topics such the relationships between business structures and law. It also identifies constitutional, social and legal frameworks which impact upon business and corporations planning. Law and Commerce in Asia provides an important insight into the legal

frameworks that exist in some Asian countries and the ramifications of these frameworks for doing business in Asia

Human Resource Management

Managers and entrepreneurs must be able to manage and lead other people. The Human Resource Management subjects in the degree provide students with knowledge of HRM roles in business organisations. It also covers the legal framework within which we operate, including the Occupational Health and Safety and the new Industrial Relations system in Australia. Teaching also includes strategic HRM and the role of training and evaluation of performance as a function in the growth of a business.

Units

ACC101	Accounting for Business Decisions
ACC201	Accounting Theory
ACC202	Management Accounting
ACC301	Corporate Accounting
ACC302	Corporate Finance
ACC303	Accounting Taxation
ACC304	Auditing and Assurance
BIS101	Business Information Systems
BST101	Business Statistics
ECO101	Foundations of Economics
HRM101	Introduction to HRM
HRM202	HRM and the Law
HRM301	Strategic HRM
LAW101	Fundamentals of Law
LAW201	Business and Company Law
LAW301	Laws and Commerce in Asia
MAN101	Introduction to Management
MAN201	Management fundamentals
MAN202	Leadership, Learning and Management
MAN301	Management, Developing Strategy
MAN302	Preparation of a Business Plan
MRK101	Introduction to Marketing
MRK201	The marketing Mix
MRK202	Marketing, An International Perspective

Entry requirements

- Completion of Year 12 studies or equivalent.

Method of Delivery

Class delivery comprises of lectures and tutorials whereby students are expected to participate and ask questions.

Assessment Method

Assessment might be in the form of written works, oral presentations, case studies and group works.

Career Prospects

Whether it is the accounting stream, general or the community services stream, Stott's Colleges provides students with the education that the business world wants. Graduates of Stott's Colleges' Bachelor of Business courses will have a solid understanding in the financial, legal, management, marketing and IT aspects of business- preparing students for employment into a wide range of jobs.

Bachelor of Business (Accounting)

CRICOS Code 069334G

The Bachelor of Business is a fully accredited Australian higher education degree. Stott's Colleges Bachelor of Business is designed to provide students with a thorough knowledge of major areas of accounting as well as professional business management skills.

The degree will be extremely useful for students who wish to work as an accountant for major global companies, to start their own business or to work as a manager in small to medium size businesses.

The course has 24 subjects across 6 semesters including a Double Major in Accounting and offering additional subjects in Law, Business, Information Systems, Marketing and Human Resources Management. The 6 semesters would normally be completed in a three year period.

The six broad bands of study are:

Accounting

Understanding finance is central to the role of successful managers and entrepreneurs and the double major in accounting provides a thorough understanding of the role of accounting processes and principles, finance, financial reporting and planning in business and corporations. The eight accounting subjects cover basic accounting and business decision-making processes through to the more specialised subjects including Accounting for Taxation and Auditing and Assurance. The Bachelor of Business (Accounting) degree is recognised by the National Institute of Accountants (NIA).

Management

The five management subjects are designed to give a thorough understanding of the role of management in the operation of a business. From Management Fundamentals to Developing Strategy students learn about planning, leadership, organising and controlling a business organisation to successfully attain its goals. The whole bachelor culminates into the preparation of a Business plan with access to a Graduation Investment Fund for successful, innovative and acceptable business plans.

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Covering in detail the functions of marketing within a business; the subject becomes increasingly complex as the degree program progresses and has a balance between broad theories of marketing and the attainment of practical knowledge about the design and implementation of marketing strategies. Topics covered include Market Strategy, Marketing Mix and An International Perspective, which covers topics such as the role of international strategic alliances in leveraging awareness of products, and the role of culture in formulating expectations of marketing strategies

Law

The law stream encompasses subjects to provide a good understanding of the legal environment in which business operates. Fundamentals of Law deal with topics such as the legal principles of contract and tort law, and the main business organisational structures and their relative advantages or disadvantages. Business and Company Law cover topics such the relationships between business structures and law. It also identifies constitutional, social and legal frameworks which impact upon business and corporations planning. Law and Commerce in Asia provides an important insight into the legal frameworks that exist in some Asian countries and the ramifications of these frameworks for doing business in Asia

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Units

ACC101	Accounting for Business Decisions
ACC201	Accounting Theory
ACC202	Management Accounting
ACC301	Corporate Accounting
ACC302	Corporate Finance
ACC303	Accounting Taxation
ACC304	Auditing and Assurance
BIS101	Business Information Systems
BST101	Business Statistics
ECO101	Foundations of Economics
HRM101	Introduction to HRM
HRM202	HRM and the Law
HRM301	Strategic HRM
LAW101	Fundamentals of Law
LAW201	Business and Company Law
LAW301	Laws and Commerce in Asia
MAN101	Introduction to Management
MAN201	Management fundamentals
MAN202	Leadership, Learning and Management
MAN301	Management, Developing Strategy
MAN302	Preparation of a Business Plan
MRK101	Introduction to Marketing
MRK201	The marketing Mix
MRK202	Marketing, An International Perspective

Entry requirements

- Completion of Year 12 studies or equivalent.

Method of Delivery

Class delivery comprises of lectures and tutorials whereby students are expected to participate and ask questions.

Assessment Method

Assessment might be in the form of written works, oral presentations, case studies and group works.

Career Prospects

Whether it is the accounting stream, general or the community services stream, Stott's Colleges provides students with the education that the business world wants. Graduates of Stott's Colleges' Bachelor of Business courses will have a solid understanding in the financial, legal, management, marketing and IT aspects of business- preparing students for employment into a wide range of jobs.

Bachelor of Business (Community Services Management)

CRICOS Code 063246A

The Bachelor of Business (Community Services Management) is designed to give the students a broad understanding of the business practises in the community sector. The course is designed to give the students the necessary skills and knowledge to work on a management level in the sector. The students will have the necessary foundation to go on and complete post-graduate University courses.

Units

ACC101	Accounting for Business Decisions
ACC302	Corporate Finance
BIS101	Business Information Systems
COM201	Legal Processes
COM301	Developing New Networks
COM302	Welfare Law and Ethics
COM303	Community Services Management
ECO101	Foundations of Economics
LAW101	Fundamentals of Law
LAW201	Business and Company Law
MAN101	Introduction to Management Principles
MAN102	Developing Effective Communication Techniques
MAN201	Management Fundamentals
MAN202	Leadership, Learning and Management
MAN203	Performance Management
MAN301	Developing Strategy
MAN302	Preparation of a Business Plan
MAN304	Managing Teams
MAN305	Developing and Implementing Policy
MRK101	Introduction to Marketing
MRK201	The marketing Mix
HRM101	Introduction to Human Resource Management
HRM202	HRM and the Law
HRM301	Strategic Human Resource Management

Entry requirements

- Completion of Year 12 studies or equivalent.

Method of Delivery

Class delivery comprises of lectures and tutorials whereby students are expected to participate and ask questions.

Assessment Method

Assessment might be in the form of written works, oral presentations, case studies and group works.

Career Prospects

Whether it is the accounting stream, general or the community services stream, Stott's Colleges provides students with the education that the business world wants. Graduates of Stott's Colleges' Bachelor of Business courses will have a solid understanding in the financial, legal, management, marketing and IT aspects of business- preparing students for employment into a wide range of jobs.

Student Code of Conduct

The Code of Conduct stipulates the minimum standards that students should adhere to at all times when studying at Stott's Colleges:

- 1) Students must treat Stott's Colleges' staff and other students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- 2) Students must ensure the safety and cleanliness of the study environment;
- 3) Students must not intimidate or attempt to intimidate Stott's Colleges' staff and other students;
- 4) Students must not damage or misuse Stott's Colleges property and other students' properties;
- 5) Students must not use mobile phones during class times;
- 6) Students must not smoke in non-smoking areas.

Students are also expected to:

- 1) Inform themselves of, and comply with, all relevant laws and Stott's Colleges policies and procedures;
- 2) Participate constructively in the learning process and experience;
- 3) Inform themselves of their courses and their unit requirements as well as their individual academic progress;
- 4) Use facilities and services in a honest and responsible manner;
- 5) Recognise that cheating, plagiarism and fabrication or falsifications of data are not acceptable and will be dealt with seriously;
- 6) Recognise, embrace and promote diversity;
- 7) Adhere to the proper use of copyrighted material and the internet.

Corresponding to the above-mentioned standards stipulated in the Code of Conduct, Stott's Colleges' students are afforded the following rights:

- 1) The right to study in an environment free from unlawful discrimination, bullying, intimidation or harassment;
- 2) The right to be provided with accurate and accessible information about all relevant aspects of a course including unit learning outcomes, content, assessment and timetables in a timely manner before the start of each study period;
- 3) The right to have any disputes settled in a fair, efficient and rational manner (this is accomplished by the **Complaints and Appeals Policy**);
- 4) The right to express and share ideas and the right to ask questions in class rooms or in individual consultations with staff; and
- 7) The right to provide feedback on unit or subject quality, educators' delivery performance, student support services and facilities.

Non-Compliance

Students should note that non-compliance with the Code of Conduct will result in an investigation by Stott's Colleges. The following procedures will be followed:

STEP 1: A member of the Stott's Colleges' staff will contact students in the first instance to discuss the issue or the non-compliant behaviour and to determine how the issue might be

rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file.

If the issue or the behaviour constitutes a gross breach of the Code of Conduct, the student will be excluded from his or her class (or suspended) in accordance with the Stott's Colleges' Deferment, Suspension and Cancellation Policy.

If, on the other hand, the breach does not constitute a gross breach of the Code of Conduct, the student will not be excluded from his or her class. However, the student behaviour and conducts will continue to be monitored.

STEP 2: Where the issue or behaviour continues, students will be invited for a personal meeting with the principal or the course co-ordinator to discuss it further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

STEP 3: Should the issue or behaviour continues, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included in the student's personal file.

After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, the student will be notified in writing that their enrolment has been terminated.

At any stage of this procedure, students are able to access the Complaints and Appeals Policy to settle any disputes that may arise.

Stott's Colleges Policies

Student Progress and Intervention Policy and Procedures

Rationale

The rationales of the Student Progress Policy and Procedure are:

1. To set out the procedures for identifying students who are at risk of academic failure;
2. To set out the procedures for providing timely constructive feedback to those students who are at risk of academic failure to enable them to improve their academic performance and to progress through their course; and
3. To set out the procedures for reporting students to the Secretary of DEEWR through Prisms.

Procedures

1. Stott's Colleges will monitor, record and assess the progress of each student at middle and the end of each semester.
2. During the mid semester break (after week 6) warning letters will be sent out to students who have not submitted their first assignments in their subjects.
3. Stott's Colleges records the academic achievement of each student in its student record system. At the end of each semester, the Academic Program Co-ordinator will generate a list of students who are at risk of not making satisfactory academic progress.
4. An "at risk" student is defined as a student who does not satisfactorily pass at least 50% of their study period's enrolment in any given mandatory semester.
5. Stott's College's has in place an intervention strategy for students who are "at risk".
6. Where an intervention policy is implemented, Stott's may extend the student's course duration.
7. Students identified for the first time as "at risk" will be sent a warning letter outlining the consequences of poor academic achievement and can be restricted in their enrolment to a maximum of 3 subjects.
8. The student will be required to attend an interview with the Academic Program Co-ordinator and an intervention strategy will be negotiated.
9. The intervention strategy will consist of any or all of the following depending on student's needs:
 - Subject specific workshops outside of normal class contact hours;
 - Academic English support help desks throughout the semester;
 - Literacy workshops throughout the semester;
 - Study skill workshops;
 - Mandatory attendance;
 - Reflective Learning Journal; and
 - Ongoing periodic meetings with the Program Coordinator.
10. When the student passes more than 50% of the subjects in a semester the student will not be classified "at risk" anymore.

11. If the student is continuing to fail, the student would be advised to reconsider their enrolment and find a more appropriate course.

Deferment, Suspension and Cancellation Policy

Rationale

The policy sets out the limited circumstances whereby a student or Stott's Colleges may defer, suspend or cancel a student's enrolment with the Colleges.

Scope

The policy covers deferment, suspension and cancellation initiated by a local/overseas student or by Stott's Colleges.

1) Deferment of commencement of study requested by student

- a) Stott's Colleges will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student was unable to attend classes;
 - ii) bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided);
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
 - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports).
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the principal/ the course co-ordinator.

2) Suspension of study requested by student

- a) Once the student has commenced the course, Stott's Colleges will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student was unable to attend classes;
 - ii) bereavement involving close family members such as parents or grandparents (where possible a death certificate should be provided);
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
 - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports).
- b) The final decision for assessing and granting a suspension of studies lies with the principal/ the course co-ordinator.

3) Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on their merit by the principal.
- b) All applications for deferment or suspension will be considered within 14 working days.

4) Exclusion from class

- a) Stott's Colleges may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Stott's Colleges' Codes of Conduct as provided for in the Student handbook.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the principal/ Course Co-ordinator;

- c) The length of the exclusion will be determined by the principal or the Course Co-ordinator taking into consideration students' continued access to educational programs, progress and assessments.
- d) Excluded students will be provided with study materials or homework during the period of exclusion. This will be determined by the Course Co-ordinator.
- e) Where the student is under 18, the guardian and parents will be notified of the intended exclusion and they will be responsible for the student whilst the period of exclusion is completed.
- f) **[International students only]** If the exclusions are short term, they will not be recorded on PRISMS. If for any reason, the exclusion will be for a long-term, then Stott's Colleges may alternatively initiate a suspension of studies according to (5)(i).

5) School initiated suspension of studies (28 days +)

- a) Stott's Colleges may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Stott's Colleges' Codes of Conduct;
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the principal;
- c) **[International students only]** Students who have been suspended for more than 28 days are required to return to their home country by DIAC unless special circumstances exist (e.g. the student is medically unfit to travel);
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the principal/ Course Co-ordinator;
- e) **[International students only]** Suspensions will be recorded on PRISMS;

6) School initiated suspension of studies (compassionate and compelling circumstances)

Stott's Colleges may also initiate a deferment or suspension for compassionate and compelling circumstances. These include but are not limited to:

- i) illness, where a medical certificate states that the student was unable to attend classes;
- ii) bereavement involving close family members such as parents; or
- iii) grandparents (where possible, a death certificate should be provided);
- iv) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- v) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)

7) Cancellation of enrolment

- a) Stott's Colleges will cancel the enrolment of a student under the following conditions:
 - i) failure to pay course fees;
 - ii) **[International students only]** failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
 - iii) any behaviour identified as resulting in cancellation in Stott's Colleges' Codes of Conduct;
 - iv) non-commencement of studies without an accompanying application to defer studies (this will be done within 14 days of the student not showing up);
- b) **[International students only]** Stott's Colleges is required to report failure to maintain satisfactory course progress to DIAC which will result in automatic cancellation.

8) Complaints and Appeals

- a) Student requested deferment and suspension are not subject to the Stott's Colleges' *Complaints and Appeals Policy*.

- b) For the duration of the appeals process, the student is required to maintain his or her enrolment and attendance at all classes as normal. The Course co-ordinator / principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

The following procedures apply **for international students only**

- c) Exclusion from class is subject to Stott's Colleges' *Complaints and Appeals Policy*.
- d) **[International students only]** School initiated suspension and cancellation, where the suspension is to be recorded in PRISMS, are subject to Stott's Colleges' *Complaints and Appeals Policy*.
- e) **[International students only]** If students access Stott's Colleges' complaints and appeals processes regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) **[International students only]** Extenuating circumstances include:
 - a) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
 - b) the student is missing;
 - c) the student has medical concerns or severe depression; or psychological issues which lead the school to fear for the student's wellbeing;
 - d) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others; or
 - e) the student is at risk of committing a criminal offence.

9) Record Keeping and Notification

- a) Stott's Colleges will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the Complaints and Appeals policy.

The following procedures apply **for international students only**:

- b) Stott's Colleges will notify DEEWR through PRISMS of deferment, suspension or cancellation of enrolment. The information will be electronically transferred to DIAC.
- c) Stott's Colleges will also inform the student of the potential effect of the deferment, suspension or cancellation on his or her visa. The student should be advised to contact DIAC.
- d) If the student access the registered provider's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.
- e) Extenuating circumstances include:
 - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
 - ii) the student is missing;
 - iii) the student has medical concerns or severe depression; or psychological issues which lead the school to fear for the student's wellbeing;
 - iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others; or
 - v) the student is at risk of committing a criminal offence.

Complaints and Appeals Policy

Under the National Code 2007, education providers are required to have an appropriate complaints handling and appeals process. The education provider must also have in place arrangements for an external and independent person/body to hear complaints arising from the education provider's internal complaints and appeals process.

Under the National Code where a student is under 18, the term 'student' also refers to the student's parent(s)/legal guardian.

Purpose

The purpose of Stott's Colleges' Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint at minimal or no cost. These procedures are conciliatory and non-legal in nature.

Scope

The policy covers the handling of both academic¹ and non-academic² disputes or complaints. All disputes and complaints will be handled professionally, equitably, confidentially and in a timely manner, with a view to achieving satisfactory resolution.

Student Privacy

Stott's Colleges acknowledges and respects the privacy of students. It is required under the *Privacy Act* 1988 (Cth) to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

Record-keeping

Each complaint or appeal and its outcome will be recorded in writing and a written statement of the outcome, including details of the reason for the outcome will be given to the complainant or appellant.

Enrolment

If the student chooses to access Stott's Colleges' complaints and appeals processes, Stott's Colleges will maintain the student's enrolment while the complaints and appeals process is ongoing.

Stott's Colleges will maintain the student's enrolment throughout the internal appeals process (Step 3) for all types of complaints and appeals. However, whether Stott's Colleges must maintain the enrolment throughout an external appeals process depends on the type of appeal.

If the appeal is against Stott's Colleges' decision to report the student for *unsatisfactory course progress and unsatisfactory attendance*, Stott's Colleges must maintain the student's enrolment until the external complaints process is complete and has supported Stott's Colleges' decision to report.

¹ An *academic* complaint can be brought where a complainant feels that his or her academic progress, assessment, curriculum and award in a course of study have not been handled fairly and within the Stott's Colleges policies and procedures.

² A *non-academic* complaint can be brought where a complainant feels that he or she has been unlawfully discriminated against, harassed, vilified or victimised based on his or her race, ethnic origin, nationality, gender, sexual preferences, marital status, pregnancy or potential pregnancy, age, disability and trade union or political affiliation. A *non-academic* complaint can also be brought where a complainant believes that an unfair interpretation of a non-academic Stott's Colleges' policies and procedures has been made by any of the Colleges' staff or students.

If, on the other hand, the appeal is against Stott's Colleges' decision to *defer or suspend a student's enrolment due to misbehaviour* or to *cancel the student's enrolment*, Stott's Colleges is only required to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment.

Learning Opportunities

For the duration of the appeals process, the Course co-ordinator / principal will determine if participation in studies will be in class. Excluded students will be provided with study materials or homework during the period of exclusion and Stott's Colleges recognises that to deny students learning opportunities throughout the complaints and appeals processes may ultimately disadvantage the students in their subsequent studies should the appeals process find in their favour.

Step 1 - Internal Informal Resolution (Teacher, Course Co-ordinator, Bilingual Counsellor or staff member concerned)

- In the first instance, students (complainants) should contact the teacher/ course – coordinator / bilingual student counsellor/ the staff member concerned to attempt an informal discussion and resolution of the complaint.
- If, within 5 working days, the outcome of the discussion is not favourable to the complainant then the complainant is encouraged to lodge a formal complaint.

Step 2 - Internal Formal Resolution (Principal, Course Co-ordinator, Head of Department, Homestay Manager)

- The student should lodge a signed written complaint, in the form of a written letter, to the relevant principal/ Course Co-ordinator/ head of department/ homestay manager who will investigate the complaint.
- The resolution process must begin within 10 working days of the formal lodgement of the complaint.
- Each complainant has the opportunity to present his/her case to the relevant officer. Importantly, students may be accompanied by a support person (for e.g. another student, a relative, a teacher or a bilingual counsellor)
- The relevant personnel will review any relevant documentation, review the informal resolution process to date and notify student of his or her recommendation in writing.
- If the outcome of the process is favourable to the complainant, Stott's Colleges will immediately advise the complainant of this and implement any decision and/or corrective and preventative action required.
- On the other hand, if the student is dissatisfied with the outcome of this process, then he or she may institute an internal appeals process by completing the *Internal Appeal Form*.³

Step 3 – Internal Appeal Process (Appeal Panel)

The internal appeal process can be instigated in the following circumstances:

1. An appeal from Step 2 process;

³ The *Appeal Form* is available from the Administration officer/ the Registrar (Carlton Campus: Level 1&3; Bowen Campus: Administration; Elizabeth Street Campus: Level 1).

2. An appeal, within 20 working days, of notification of an intention to report the student to DIAC relating to deferment, suspension or cancellation of the student's enrolment (please refer to Stott's Colleges **Deferment, Suspension and Cancellation Policy** for further information);
 3. An appeal, within 20 working days, of notification of an intention to report the student to DIAC relating to non achievement of satisfactory attendance; and
 4. An appeal, within 20 working days, of notification of an intention to report the student to DIAC relating to non achievement of satisfactory course progress.
- The appeal resolution phase must commence within 10 working days of lodgement of the *Internal Appeal Form*.
 - An Appeal Panel comprising of the Academic Programs Manager and two other senior staff members who are not directly involved in the matter will conduct the appeal process during the monthly Course Co-ordinators' meeting. An earlier sitting of the Panel may be arranged where the appeal timeframe warrants it.
 - The decision of the Appeal Panel will be communicated to the student in writing within 5 working days unless the Appeal Panel decides that additional investigation, information or monitoring are required. In this case, the student will be notified and once the ultimate decision is reached, the student will immediately be advised of the decision.
 - If the outcome of the process is favourable to the complainant, Stott's Colleges will immediately advise the complainant of this and implement any decision and/or corrective and preventative action required.
 - On the other hand, if the student is dissatisfied with the outcome of this process, then he or she may institute an external appeals process, at minimum or no cost, by completing the *External Appeal Form*.⁴

Step 4 – External Appeal Process- Australian Council of Private Education and Training/ “ACPET”-

The purpose of the external appeals process is to consider whether Stott's Colleges has followed its student complaint and appeals procedure and not to make a decision in place of Stott's Colleges.

- Students must lodge appeals via email and will be required to complete the appeals form which includes payment details. The form is available at ACPET's website: <http://www.acpet.edu.au> or from the Registrar of Stott's Colleges.
- The external appeals procedure will be determined by ACPET. Only paper based appeals will be considered.
- Fees and charged are to be shared equally between students and Stott's Colleges.
 - The total cost of the appeal is \$400 and
 - Students are charged on lodgement of the appeal.

⁴ The *Appeal Form* is available from the Administration officer/ the Registrar (Carlton Campus: Level 1&3; Bowen Campus: Administration; Elizabeth Street Campus: Level 1).

- If the outcome of the process is favourable to the complainant, Stott's Colleges will immediately advise the complainant of this and implement any decision and/or corrective and preventative action required. (Step 3)
- If the outcome of the process supports Stott's Colleges' original decision, Stott's Colleges will implement its original decision.

Student Complaints and Appeals Procedure

Step 1. Internal Informal Resolution
(Relevant officers)

Step 2. Internal Formal Resolution
(Principal, Course Co-ordinator, Head of Department, Homestay Manager)

Step 3. Internal Appeal Process
(Appeal Panel)

Step 4. External Appeal Process
(ACPET)

Recognition of Prior Learning and Credit Transfer Policy

Rationale

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

No student should be required to undertake a unit in a course for which they are already able to demonstrate satisfactory achievement in. This policy therefore aims to maximise the recognition of a student's prior skills and knowledge whilst at all times ensure that academic rigour, integrity and standards of the defined learning outcomes of the specific course of study are not compromised.

Students will benefit from not having to repeat subjects or stages of courses that may have already been completed elsewhere.

Definition

Recognition of prior learning means a student is granted credit or partial credit towards a qualification in recognition of skills and knowledge gained through work experience, life experience and/or formal training which effectively means that they:

- Will be exempt from completing certain units within a course; or
- In the case of recognition of uncredentialed prior learning:
 - i) may be exempted from completing units; or
 - ii) allowed to substitute more advanced units within the course irrespective of prerequisite requirements.

1. External Credit Transfer Procedures

- 1.1. There are two different types of RPL applications:
 - 1.1.1. Standard exemptions/credit for previous formally recognised learning; and/or
 - 1.1.2. Recognition of work and life experiences, including non-formally recognised learning.
- 1.2. Charges levied for a type 1.1.2 RPL application are an administration fee and an assessment fee. If appropriate, these fees are fully/partially refundable on enrolment.
- 1.3. The Application Form for RPL should be lodged with relevant documents attached.
- 1.4. The applicant will be invited to attend an interview process with the Course Co-ordinator to discuss the application.
- 1.5. An assessment and verification of the application will be undertaken. (Further information/documentation may be requested to be supplied and assessed. Original versions of the documents must be sighted by the Course Co-ordinator)
- 1.6. Applicant is then notified of the assessment decision. Where applicable, credit will be given and recorded for similar units completed elsewhere. Exemptions will be granted and recorded for achievement of the equivalence of a unit. All the relevant documents will then be included into the applicant's files.
- 1.7. RPL will be granted for units where it can be substantiated that the applicant has achieved the key learning outcomes.

- 1.8 Applications for RPL will be managed and assessed by a person or persons with relevant qualifications who are authorised to do so by the Academic Board.
- 1.9 Applicants may appeal a decision in accordance with Stott's Colleges *Complaints and Appeals Policy*.

2. Internal Credit Transfer and Articulation Procedure

Stott's Colleges have the following procedures in place for students wishing to transfer between the different Bachelor of Business programs.

- 2.1 Students must apply using the "Students Application/ Letter of release" form.
- 2.2 If transfer is approved by the Academic Program Co-ordinator, the Registrar issues a new Letter of Offer and a CoE (if required) and shall make appropriate changes in the student database.
- 2.3 The Academic Program Co-ordinator transfers the student's previous results to the new program and informs the student in writing of the outcome of this articulation.
- 2.4 The units in the old program will only articulate into the units with the same unit code or where appropriate to an elective unit.
- 2.5 Students who are not satisfied with outcome of this articulation process can initiate proceedings in accordance with Stott's Colleges *Complaints and Appeals Policy*.

3. Administration and Reporting

- 3.1 If Stott's Colleges' grants the student course credit and this leads to a shortening of the student's course, Stott's Colleges' registrar must:
 - 3.1.1. if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
 - 3.1.2. if the course credit is granted after the student visa grant, report the change of course duration via PRISMS.

Student Support Services

Rationale

Stott's Colleges based its provision of services to students on the commitment of continuous care. This is reflected in the various support services programs and initiatives that it provides to students before commencement of their studies, during their studies and when they complete their studies. Our student support officers are committed to support and assist students in various areas of their academic lives.

Pre-commencement

Before commencing study with Stott's Colleges, students (local and international) or their education agents will be assisted by the registrar, the administration officer and the relevant bilingual officers in preparing their application for study, their departure and arrival and where relevant, their accommodation in Australia. Students are encouraged to directly contact the following officers for support services or for more information relating to their courses before they commence their studies:

- Mandy Simonds (Registrar)
Tel: (+613) 9663 3399
Email: registrar@stotts.vic.edu.au
- Sue Parker (Administration officer)
Tel: (+613) 9663 3399
Email: sueparker@melblang.com.au
- Miki Tanaka (for Japanese students)
Tel: (+613) 9663 3399
Email: miki@melblang.com.au
- Rose Nguyen (for Vietnamese students)
Tel: (+613) 9663 3399
Email: roschongnguyen@melblang.com.au
- Chien Vu (for Vietnamese students)/ Academic Program Co-ordinator
Tel: (+613) 9663 3399
Email: chien.vu@stotts.vic.edu.au
- Huong Pham (for Vietnamese students)
Tel: (+613) 9663 3399
Email: mlcmktg2@netspace.net.au
- Benjamin Saporta (for Indian, Nepalese and Middle Eastern students)
Tel: (+613) 9663 3399
Email: b.saporta@melblang.com.au
- Rachel Tan (for Indonesian students)
Tel: (+613) 9663 3399
Email: rachelt@melblang.com.au

- Wen Shan (for Chinese students)
Tel: (+613) 9663 3399
Email: wen@melblang.com.au
- Julia Zhang (for Chinese students)
Tel: (+613) 9663 3399
Email: juliaz@melblang.com.au
- Gordon Dickson (for Chinese students)
Tel: (+613) 9663 3399
- Mauricio Diaz (for Columbian students)
Tel: (+613) 9663 3399
Email: m.diaz@stotts.vic.edu.au
- Karis Sim (Diploma of Community Welfare Work- Administration Officer)
Tel: (+613) 9663 3399
Email: karis.sim@stotts.vic.edu.au
- Sven Bergstrom (Academic Program Co-ordinator: Bachelor of Business)
Tel: (+613) 9663 3399
Email: sven@stotts.vic.edu.au
- Nikita Dulic (IT Support)
Tel: (+613) 9663 3399/ 9867 1122
Email: n.dulics@stotts.vic.edu.au
- Fernando Lopez (Student Support Services Officer)
Tel: (+613) 9663 3399
Email: Fernando@stotts.vic.edu.au
- Anne Armstrong (Librarian)
Tel: (+613) 9663 3399
Email: librarian@stotts.vic.edu.au
- John Cumming (Guardianship Australia)
Tel: (+613) 9663 3399
Email: mlchome@netspace.net.au

During enrolment

Once students have commenced their studies with Stott's Colleges, students can always contact the above officers whenever they have questions regarding their studies. In addition to the availability of these officers, Stott's Colleges will also provide a **comprehensive orientation program** whereby students are introduced to their campuses, Stott's Colleges' facilities and staff, Stott's Colleges' policies and Codes of Conduct and the availability of student support services.

Stott's Colleges has comprehensive **Student Support Service** programs that are designed to target *students who are at risk of failing, who are having language difficulties, who are behind in their studies and or students who are lacking life skills*. The student services sessions/classes will provide students with supports in the following areas:

- Reading and comprehension of the assignments and lesson notes;

- Verbal and visual presentation skills;
- Referencing skills;
- Researching from texts, journals and the internet;
- On going practise of presentation and conversing in English;
- Developing the confidence and esteem of the students to be able to assimilate into, enjoy and comprehend their future classes;
- Creating letters of application and resumes for future employment.

The librarian(s) will also assist students in the areas of research, referencing and other related services.

Information Technology Support

The Information Technology (IT) support officer will be available at the campus twice a week. The scheduled availability times will be posted on the computer lab door. In addition, the librarian can also provide students with basic IT support.

Consultation

Further, Stott's Colleges has an open-door policy in its dealings with students. Students are always welcomed and encouraged to speak or consult the relevant staff of Stott's Colleges once they have an issue or concern. This enables staff and lecturers to identify the students and refer them to the appropriate services more efficiently and effectively.

Full-time staff are available at the campus when they are not teaching. A copy of a particular staff's teaching timetable will be placed on the staff's door. Part-time staff will also be available for consultation at least 1 hour depending on unit load. Alternatively, students can also contact both the full-time and part-time staff through phone or email.

Importantly, the student support services officer will be available by appointment 2 hours per week or more based on the number of appointments made.

External Services

In addition, Stott's Colleges also offers the **Student Support Link Program** to be utilised by students who are experiencing considerable difficulties that might impact on their studies and course attendance. The students will be given information about the availability of relevant services in their local area or region.

This program ensures that students are referred and linked to the most appropriate agencies and services within their area. Stott's Colleges will follow up with the students as to the outcome of the referral service and as to whether or not the students' needs have been assisted.

Stott's Colleges' staff will be pro-active in identifying and referring students who need support services from within or outside of Stott's Colleges. A student who has been identified as needing support services will be sent a letter inviting him or her to speak to the student support services officer or to attend any student support services class.

Graduating

Students who are about to finish their studies with Stott's Colleges will also have the opportunity to consult the Academic Program Co-ordinator about their potential career pathways or their opportunities for further study within or outside of Stott's Colleges.

Continuous Improvement

As part of our commitment of continuous care and improvement, Stott's Colleges also conduct surveys each semester in order to ensure the continuous improvement of our service provisions to students and to ensure that its students support services programs are effectively targeting the needs of its students.

Costs

As part of our commitment of continuous care, Stott's Colleges' Student Support Services classes can be utilised by students at no cost. This is also the case with student referrals to external agencies as assisted by Stott's Colleges. It should however be noted, when Stott's Colleges refer students to external agencies or organisations, students might be required *by those external bodies* to pay service fees.

Important Contact Details

The following is the list of other important contact details that students should be aware of:

No.	Services	Contact Number
1.	Police, Ambulance, Fire	000
2.	National Security Hotline	1800 123 400
3.	Victoria State Emergency Service	132 500
4.	Interpreting Services	131 450
5.	Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
6.	Abortion Grief Counselling	1300 363 550
7.	Centres Against Sexual Assault	1800 806 292
8.	DirectLine (24hr telephone counselling, information and referral)	1800 888 236
9.	Gambler's Help	1800 156 789
10.	Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
11.	Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
12.	Suicide Help Line Victoria (24hr crisis intervention, support and information)	1300 651 251
13.	Disability Information and Support (9.00 am to 5.00pm, Monday to Friday)	1800 783 783
14.	Royal Children's Hospital	9345 5522
15.	St Vincent's Hospital (Melbourne)	9288 2211
16.	The Royal Dental Hospital of Melbourne	9341 1000
17.	The Royal Melbourne Hospital	9342 7000
18.	The Royal Victorian Eye & Ear Hospital	9929 8666
19.	The Royal Women's Hospital	9344 2000
20.	Medical One (23 QV Terrace, 292 Swanston Street, Melbourne 3000)	8663 7000
21.	Alcoholics Anonymous	9429 1833
22.	North Melbourne Legal Service (504 Victoria Street, North Melbourne 3051)	9328 1885
23.	Fitzroy Legal Service (124 Johnston Street, Fitzroy 3065)	9419 3744

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