



ROYAL BUILDING ACADEMY

Student Handbook

RTO NAME:	Royal Building Academy Pty Ltd t/a Royal Building Academy (RBA)
RTO ID:	46138
CRICOS Number:	04216G
CAMPUS ADDRESS:	218 Station Street, Norlane, Victoria 3214
Year	2025

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Our Commitment to Traditional Custodians

Royal Building Academy respectfully acknowledges the Traditional Custodians of the lands on which our campus is located. We recognise their deep and enduring connection to the land, waterways, skies, and community a connection that has existed for tens of thousands of years and continues to this day.

We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples. We honour their resilience, cultures, spiritual beliefs, languages, and the rich knowledge systems that have been passed through generations.

As an education provider, we acknowledge the invaluable contributions of Aboriginal and Torres Strait Islander peoples to learning, storytelling, and the continuation of knowledge. We are committed to fostering a culturally inclusive and respectful learning environment that recognises and supports the voices, rights, and aspirations of First Nations peoples.

May we continue to walk together in a spirit of reconciliation, learning, and shared respect.



Diversity, Equity and LGBTQI+ Inclusion

RBA proudly embraces diversity in all its forms. We are committed to providing a safe, supportive, and inclusive learning environment for all students, regardless of gender identity, sexual orientation, cultural background, ability, faith, or age.

We stand with LGBTQI+ community and recognise the unique challenges and contributions of LGBTQI+ students and staff. Discrimination or harassment of any kind is not tolerated. Our student support team is trained to offer respectful, confidential assistance to LGBTQI+ individuals. We ensure that our policies, practices, facilities, and services are inclusive and affirming.

At RBA, you are seen, heard, and supported just as you are.

Welcome to Royal Building Academy (RBA):

From the Chief Executive Officer

Thank you for considering Royal Building Academy Pty Ltd t/a Royal Building Academy (RBA) for your educational study journey in Australia!

We endeavour to make your stay in Australia productive and enjoyable. We pride ourselves not only in fostering academic excellence but also in making our students educational experience satisfying such that student will remember their time at Royal Building Academy (RBA) for the rest of their lives.

Royal Building Academy (RBA) is committed to providing theoretical and practical approaches to deliver quality education to international students. Royal Building Academy (RBA) endeavours to bridge the knowledge gap between students and industry requirements by focusing on both theoretical and practical knowledge.

On behalf of our staff and teachers, I warmly welcome you to Royal Building Academy ("RBA").

This Student Handbook has been developed to provide important information to make an informed decision about your future study plans. It contains information about the courses we offer; fees and costs, admission procedures at RBA and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at RBA.

We look forward to welcoming you to our vibrant and diverse community within RBA and the broader Australian environment.

Mr. Amrinder Singh

CEO

Royal Building Academy Pty Ltd. | RBA

About Royal Building Academy (RBA)

Royal Building Academy (RBA) is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia. RBA is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students. We are focused on providing quality vocational training, enabling students to advance their careers by attaining their training and educational goals

Royal Building Academy (RBA) delivers Business Services (BSB), Cabinet Making and Timber Technology (MSF), Civil Construction Design and Painting & Decorating (CPC) courses. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience. We are committed to delivering education that is not only compliant and high-quality, but also inclusive, culturally respectful, and student focused. Our approach includes individualised support, intervention strategies for students at risk, and access to wellbeing and counselling services.

At RBA, we understand the aspirations of our students and have focused our philosophy on imparting premium quality education. The institution caters to the needs of students in the field of vocational education. We are committed to providing a warm and caring educational environment for students of all backgrounds, including international, First Nations, and LGBTQI+ students.

We endeavour to apply best practices in training and assessment, with a dedicated team of qualified trainers and administration staff with extensive experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing RBA as their pathway to success.

We also value student feedback as a core part of our continuous improvement process helping us tailor our services and support systems to meet evolving needs.

If there are any queries about our Institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below

Address Campus Location

218 Station Street, Norlane, Victoria 3214, Australia

Contact Information

Tel: 130039959

Email: info@rba.vic.edu.au

Web: www.rba.vic.edu.au

Our Vision

Our vision is to offer courses that meet the expectations of students in line with flexibility of study, work focused material and assessment and reasonable cost that meets the expectations of our diverse student cohort.

We are committed to providing inclusive and culturally safe learning environments that uphold the principles of equity, diversity, and student wellbeing in accordance with the Outcome Standards for RTOs 2025 and the National Code 2018.

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Our Mission

We encourage our students to pursue meaningful study that will foster a strong contribution to their community within Australia and their home countries and to build a foundation for lifelong learning. We encourage free and open thinking, critical evaluation of knowledge and information and balanced opinion and conclusion. Our mission includes supporting overseas students in a manner that meets their unique needs and aligns with the ESOS Act 2000, promoting fair and ethical education services, and ensuring access to appropriate support, training, and wellbeing services.

Our objectives:

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit, and retain talented, competent, and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which hold ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Living in Australia

Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.

There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese, Mandarin and Arabic. The island continent is almost as big as the USA but has a population of approximately only 27million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement, and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. RBA takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

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Language

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slang and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, Gurudwara and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals, and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors, and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.).

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits, and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets.

Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés, and Aussie pubs. For those who like takeaway, most of the major global fast-food chains are well represented.

Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating, and water sports.

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines.

Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, visitor must carry a certified translation in English or apply for an International Driving Permit from your home country. For more details you may visit <https://www.studiesinaustralia.com/Blog/about-australia/driving-in-australia-as-an-international-student>.

An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

For example, as per the regulations, in state Victoria (includes Melbourne), International students can use their overseas licence for the first six months of living in Victoria (after that, students will need Victorian licence instead).

This rule has been applicable from 29th October 2019. Hence, Students need to have Victorian licence to be able to drive in Victoria.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Uber

Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers.

Telephones and Wi-Fi connections

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.

Internet data: Free Wi-Fi and non-connections (paid) are available at majority of the places near and around Melbourne.

Airports and a few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls and video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students. The lowest pre-paid Sims and plan cost around 12\$-15\$. The cost of pre-paid and post-paid plans keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plan with less internet and overseas calling minutes.

However, there are many providers like Vodafone which give student discounts.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered. For more information on living in Australia, and costs, visit www.studyinaustralia.gov.au.

Travel

During the term breaks, students may like to venture beyond Geelong to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.

Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks, and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy may also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and

specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.

Credit Cards

Credit cards are widely accepted around Australia. The most accepted credit cards are Visa and MasterCard.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The banknotes in use are \$5, \$10, \$20, \$50, and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable mealtimes are in relation to your studies and other commitments. There are different types of homestay arrangements:

Cost: \$235 to \$325 per week

Full Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas, and water, but not telephone and internet). Some homestay providers may even do your laundry.

Cost: A\$110.00 - A\$270.00 per week

Half Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas, and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$ 80.00 - A\$ 100.00 per week

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called "lease" to rent the house, either month-by-month or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises).

You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$185.00 - A\$440.00 per week (unfurnished)

Useful internet sites for student housing are:

<http://homestaydirect.com.au>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

<http://www.studymelbourne.vic.gov.au>

<https://studygeelong.com.au>

Useful rental accommodation websites are:

www.realestate.com.au

www.domain.com.au

www.realestateview.com.au

Living in Geelong



Geelong is a very liveable city with a relaxed lifestyle. It is close to beaches and the countryside, yet Melbourne is only an hour away. You can enjoy waterfront walks, cycle along picturesque trails, play on beaches and embark on a day trip to see spectacular natural attractions. Geelong has different housing options, is not as congested as other cities, and has great healthcare and recreational facilities.

Climate

Geelong has a temperate climate with four distinct seasons:

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- **Winter (June - August)** - Temperatures range from 10-15°C
- **Spring (September - November)** - Temperatures range from 17-22°C
- **Summer (December - February)** - Temperatures can rise above 35°C
- **Autumn (March - May)** - Temperatures range from 17-24°C

Events and Entertainment

Geelong is a family friendly city, where one can enjoy a great scope of activities. Stay tuned to the Events Geelong website- <https://www.geelongaustralia.com.au/events/default.aspx> to read about what's on. It has some of Australia's greatest surf beaches, world class education programs and facilities, as well as heritage buildings, parks, gardens, beaches, restaurants, and plenty of shopping. It is also a gateway to the scenic and world-famous Great Ocean Road with its beautiful beaches and parklands. Also, Melbourne is only an hour away from Geelong and it is a cosmopolitan city that is full of life.

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting, and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Study

Geelong has many quality educational institutions that are registered with the Government to offer courses to international students. Whatever stage you are on your educational journey there are many options to choose from. For this reason, Geelong is one of the best student cities in the country and an ideal place to study for students.

Transport

Geelong has an extensive public transport network consisting of trains and buses. Public transport across the state is managed by Public Transport Victoria (PTV). Since Geelong has many bike lanes in the city, cycling is also an option. Taxis are plentiful and safe and are available 24 hours a day.

Useful Websites

<https://www.ptv.vic.gov.au/>
<https://studygeelong.com.au/>
<https://www.vline.com.au/>
<https://www.geelongtaxi.com.au/>
<https://www.studyaustralia.gov.au/>

Services and Facilities

Royal Building Academy (RBA) is committed to the success of its international students. RBA offers a wide range of support services for students throughout their studies at RBA.

Orientation Sessions

Many students find life in Australia quite different from life in their home country, therefore, RBA organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services.

All students are required to attend an orientation information session. This session details many aspects of living and studying in Australia and introduces students to study and life in Australia.

Orientation sessions include information about enrolment, facilities and services available, Australian culture and customs, safety in and around Geelong, and support services available for students to adjust to study and life in Australia. Orientation sessions are a great way of meeting other students.

Cost of Living

Australia provides good quality and affordable accommodation. As per the Department of Home Affairs, 12 month living costs for students is AUD29,710, partners coming with you is AUD10,394 and for each a child coming with you is AUD4,449. to cover living expenses including accommodation, food, transport, entertainment, clothing, and books. The Financial Capacity Requirement for student and student guardian visas has increased from \$24,505 to \$29,710 effective 10th May 2024. Refer to <https://immi.homeaffairs.gov.au/news-media/archive/article?itemId=1196>. Students can also calculate cost of living on their own by using the link <https://studymelbourne.vic.gov.au/living-here/money-and-budgeting/cost-of-living-calculator>.

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$95 to \$215 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$185 to \$440 per week

Other living expenses

- **Groceries and eating out** - \$140 to \$280 per week.
- **Gas, electricity** - \$10 to \$20 per week
- **Phone and Internet** - \$15 to \$30 per week
- **Public transport** - \$30 to \$60 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

These prices are indicative only.

Student Banking

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business, and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

Commonwealth Bank of Australia

<https://www.commbank.com.au/personal/can/moving-to-australia.html>



Westpac Bank

<http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organiseaustralian-bank-acc/>

ANZ Bank

<http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/>

National Australia Bank (NAB)

<https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia>

Further information may be sourced at 'Studies in Australia':

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<http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia>

Education and Childcare

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Geelong. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

<https://studygeelong.com.au/>

Find an Early Childhood Service or School: <http://www.education.vic.gov.au/findaservice/home.aspx>

Why Study at RBA?

Better Career Outcomes

RBA's government accredited, and internationally recognised courses will help you achieve your career goals. RBA does not guarantee any job or employment outcomes.

Experienced Staff

RBA employs experienced, industry-aware trainers who are committed to promoting a culture of learning, achievement, and ambition. Trainers are involved in frequently developing their skills and knowledge as per the current market changes by undertaking professional development activities and sessions.

VET Qualification

Vocational Educational and Training is a distinctive style of learning. It teaches practical, trade relevant skills that are highly prized by employers. Assessment is based on achieving competency levels. Adheres to the Standards for NVR Registered Training Organisation.

RBA delivers nationally recognised qualifications in accordance with the Standards for Registered Training Organisations (RTOs) 2025, the VET Quality Framework, and the Australian Qualifications Framework (AQF). These frameworks ensure high-quality, equitable, and compliant delivery of training and assessment.

- Delivering training and assessment that is consistent, valid, and aligned with industry needs.
- Upholding principles of access, equity, and learner wellbeing to support all students in achieving successful outcomes.
- Operating responsive management systems that reflect the needs of students, staff, industry stakeholders, and the wider community.

Student Service Focus

Staff at RBA understands the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them to feel at home. We regularly consult with students to gather feedback on their experience at RBA and continuously develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.

Registration

Royal Building Academy (RBA) is a registered Training Organisation (RTO) under the national regulator for Australia's vocational education and training sector, ASQA (The Australian Skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met. RBA meets all the requirements for registration and adheres to the VET Quality Framework that comprises the Standards for NVR Registered Training and the evolving Standards for RTOs 2025, ensuring training and assessment is industry-relevant, student-centred, and outcomes-focused and the Australian Qualification Framework (AQF). These standards are used by ASQA as an

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instrument in protecting the interests of all students undertaking vocational education and training in Australia. RBA is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students.

ESOS ACT 2000, National Code 2018 and CRICOS

Australia has a reputation of a safe, progressive, and dynamic place to study, and we maintain the reputation by providing quality education to overseas students. The Education Services for overseas Students (ESOS) Act 2000 <https://www.legislation.gov.au/C2004A00757/latest/text> and associated legislation such as the National Code 2018 is the legal framework governing the responsibility of education institutions towards overseas students. The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high. RBA is a CRICOS-registered provider (Commonwealth Register of Institutions and Courses for Overseas Students), which means we comply with the requirements of the ESOS legislative framework, including the National Code 2018 and the Standards for RTOs 2025, to ensure the rights and welfare of overseas students are protected. For more information about CRICOS registration, visit: <https://cricos.education.gov.au>

Pathways

Graduates of RBA may seek credits to the relevant degree programs in Australian universities. RBA has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Enrolment Information

Student Handbook has been developed to provide prospective students with important information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, admission procedures at RBA, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at RBA.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact RBA and talk to one of our friendly, informed staff members if they are unsure about any information included in this or have any questions.

Students must complete the student's application for admission form and Pre-Training Review section (attached within the application for admission form) and send the completed forms along with all the relevant documents and the Application fee to RBA. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.rba.vic.edu.au

RBA will assess student's needs by conducting Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill up the PTR section given inside the application for admission form as Appendix 1 and answer all the questions in a true and correct manner. Students are required to attempt a Language, Literacy, Numeracy (LLND) and digital skills test which will be conducted prior to enrolment in order to determine any support needs (if ACSF support plan required) and assess the suitability of the chosen training product. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR call to verify

the answers provided by the students. RBA may also verify evidence provided by you of your IELTS/equivalent test score and secondary school certificate.

RBA will issue Letter of Offer to successful applicants after successful PTR, LLND test and once all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the student's written agreement and send it to RBA. RBA will not accept any course fees without a student's written agreement.

Students for each course will be selected in a manner that reflects RBA's access and equity principles. Completion of the student's application for admission form does not imply that RBA will make an offer to you. You will also be notified if you do not meet the entry requirements.

Once the completed written students' agreement and fee is received (and cleared by the bank) RBA will issue a Confirmation of Enrolment (COE). If a student has an ACSF support plan LLND in place, they must adhere to the requirements outlined in that plan.

Please refer to Enrolment Kit available on the RBA website for more information on Enrolment.

Courses Offered

Course Code and Name	CRICOS Course Code	Duration (weeks including holiday breaks)	Study Period (SP) (week)	Total tuition fee (AUD)	Non-Tuition Fees	Total Course Fee
CPC30620 Certificate III in Painting and Decorating	115077A	94 weeks (Including holiday breaks)	3 Study Periods	\$45,000	\$ 10,500	\$ 55,500
RII60520 Advanced Diploma of Civil Construction Design	115075C	94 weeks (Including holidays breaks)	4 Study Periods	\$45,000	\$10,500	\$55,500
BSB40120 Certificate IV in Business	115076B	34 weeks (Including holidays breaks)	1 Study Periods	\$20,000	\$3,500	\$23,500
MSF30322 Certificate III in Cabinet Making and Timber Technology	115078M	94 weeks (Including holidays breaks)	3 Study Period	\$45,000	\$10,500	\$55,500

Material Fees will include printed reading materials and handouts or books only.

Delivery Mode:

- **For all the courses mentioned above:** Face-to-face theory learning in a classroom with access to a simulated environment.
- **For CPC30620 and MSF30322:** Face-to-face theory learning in a classroom and practical training at RBA's Practical training workshop (218 Station Street, Norlane, Victoria 3214 Australia).

Delivery Location:

- Classroom: 218 Station Street, Norlane, Victoria 3214
- Practical Training: RBA's Practical training workshop at 218 Station Street, Norlane, Victoria 3214.

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For CPC30620 Certificate III in Painting and Decorating and MSF30322 Certificate III in Cabinet Making and Timber Technology qualifications: Learners will be required to purchase a PPE kit for the delivery of practical training. It can be purchased from the institute for \$400 or from suppliers outside. The PPE kit will include safety shoes (Steel toe), protective glasses, safety vest (Neon/Glowing), protective gloves, earmuffs and a working uniform mask and hard hat. If learners are buying PPE kit from suppliers outside, it must be ensured that the PPE kit meets WHS requirements. Learners can contact RBA at 1300379959 for any further information.

Details of course information can also be found on RBA's website www.rba.vic.edu.au Or can be made available at reception.

Please Note: Students are required to attend a minimum 20 scheduled course contact hours per week.

Condition: Nil.

Course Information

CPC30620 Certificate III in Painting and Decorating

National Code: CPC30620

CRICOS Course Code: 115077A

Duration: 94 weeks (70 weeks delivery including holiday break)

Total Course fees: \$55,500

Tuition Fees: \$45,000

Material Fee: \$10,500

Mode of study: Face-to-face in a classroom on campus and, practical training at RBA's Practical training workshop with access to a simulated environment for a minimum of 20 hours per week over 70 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

For Face-to-Face theory classes: 218 Station Street, Norlane, Victoria 3214

Practical Training: RBA's Practical training workshop - 218 Station Street, Norlane, Victoria 3214

Course Description

This qualification provides a trade outcome in painting and decorating for residential and commercial construction work.

*Occupational titles may include Painter and Decorator.

*Note: Royal Building Academy doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Course Structure

In order to achieve qualification CPC30620 Certificate III in Painting and Decorating, student must complete following 29 units of competencies.

- 26 core units, plus
- 3 elective units

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Unit code	Unit of Competency	Core/ Elective	Pre-requisites required
CPCCPD3029	Remove graffiti and apply anti-graffiti coatings	E	Nil
CPCCWHS2001	Apply WHS requirements, policies, and procedures in the construction industry	C	Nil
CPCCOM1014	Conduct workplace communication	C	Nil
CPCCCM2008	Erect and dismantle restricted height scaffolding	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCOM1013	Plan and organise work	C	Nil
CPCCCM2012	Work safely at heights	C	CPCCWHS2001 Apply WHS requirements, policies, and procedures in the construction industry.
CPCCOM1012	Work effectively and sustainably in the construction industry.	C	Nil
CPCCOM1015	Carry out measurements and calculations	C	Nil
CPCCCM3005	Calculate costs of construction work	C	Nil
CPCCPD3028	Apply decorative paint finishes	C	CPCCWHS2001 Apply WHS requirements, policies, and procedures in the construction industry.
CPCCCM3001	Operate elevated work platforms up to 11 metres	C	Nil
CPCCPB3026	Erect and maintain trestle and plank systems	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD2011	Handle and store painting and decorating materials	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD2012	Use painting and decorating tools and equipment	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.

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CPCCPD2013	Remove and replace doors and door and window components	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3021	Prepare existing coated surface for painting	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3022	Apply paint by brush and roller	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3023	Apply texture coat paint finishes by brush, roller and spray	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3024	Apply paint by spray	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3025	Match specific paint colours	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3026	Apply stains and clear timber finishes	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3031	Work safely with lead-painted surfaces in the painting industry	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCOM2001	Read and interpret plans and specifications	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3030	Apply protective paint coating systems	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3027	Remove and apply wallpaper	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.

CPCCPD3032	Apply advanced wall coverings	E	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3035	Prepare uncoated surfaces for painting	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCPD3036	Work safely to encapsulate non-friable asbestos in the painting industry	C	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.
CPCCSP3003	Apply trowelled texture coat finishes	E	CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.

Training and Assessment (1400 hours)

The volume of learning for the qualification is 1400 hours. This comprises of:

- Learning Hours- 848 hours (416 hours of theory training and 432 hours of practical training)
- Assessment Hours- 552 hours (144 hours of theory assessment and 408 hours of practical assessment) This will be delivered over 94 weeks of course duration including 70 weeks delivery including holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

Practical demonstrations, Projects, Knowledge Test

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake CPC40120 Certificate IV in Building and Construction.

(Please note that while Royal Building Academy may not offer all the qualifications indicated within the pathway, Royal Building Academy identifies relevant progression that may be attained)

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Painter and Decorator - Commercial
- Painter and Decorator- Residential

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and my skills <https://www.myskills.gov.au/courses/details?Code=CPC30620>, it doesn't imply any job guarantee or job role at the end of the course. Royal Building Academy doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

RII60520 Advanced Diploma of Civil Construction Design

National Code: **RII60520**

CRICOS Course Code: 115075C

Duration: 94 weeks (84 weeks delivery including holiday break)

Total Course Fees: \$55,500

Tuition Fees: \$45,000

Material Fee: \$10,500

Mode of study: This course at RBA will be delivered face to face in a classroom, with access to a simulated environment for a minimum 20 hours per week over 84 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

Face-to-Face theory classes: 218 Station Street, Norlane, Victoria 3214

Course Description

This qualification reflects the role of an individual working as a senior civil works designer or a para-professional designer, who supports professional engineers. They perform tasks that are broad, specialised, complex and technical. They are responsible for the design of complex projects to ensure the implementation of the client's site requirements and are required to initiate solutions to technical problems or management requirements.

Course Structure

In order to achieve qualification RII60520 Advanced Diploma of Civil Construction Design, student must complete following 12 unit of competencies.

- 5 core units, plus
- 7 elective units

Unit of Competency		Core/Electives
Unit code	Unit Title	
BSBPMG632	Manage program risk	Core
BSBTWK502	Manage team effectiveness	Core
BSBWHS616	Apply safe design principles to control WHS risks	Core
RIICWD601E	Manage civil works design processes	Core
RIIQUA601E	Establish and maintain a quality system	Core
RIIBEF604E	Conduct a feasibility study	Elective
RIICWD534E	Prepare detailed design of civil steel structures	Elective

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RIICWD533E	Prepare detailed design of civil concrete structures	Elective
RIICWD535E	Prepare detailed design of civil timber structures	Elective
RIICWD536E	Prepare detailed design of civil masonry, crib and gabion structures	Elective
BSBPMG530	Manage project scope	Elective
MEM30031A	Operate computer-aided design (CAD) system to produce basic drawing elements	Elective

Training and Assessment (1840 hours)

The volume of learning for the qualification is 1840 hours. This comprises of:

- 1328 hours of Classroom training
- 352 hours of assessment which includes time for assessment activities like written exams, projects, case studies, scenarios, Role play etc for each unit.
- 160 hours of self-study to revise and reinforce areas of knowledge, research to gain up-to-date industry information, prepare and write reports and projects etc.

This will be delivered over 94 weeks of course duration including 84 weeks of delivery plus 10 weeks of holidays. Students are required to attend a minimum of 20 scheduled course contact hours per week.

Assessment Methods: Practical Demonstrations, Presentations, Reports, Role plays, Research, Case Studies, Projects, Written Questions

Pathways

Pathways from the qualification

Successful completion may enable the student to apply for other Advanced Diploma qualifications. For e.g., Advanced Diploma of Extractive Industries Management, Advanced Diploma of Drilling Management, Advanced Diploma of Surface Coal Mining Management, etc.

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Civil Engineering Draftsperson
- Civil Engineering Design Draftsperson
- Civil Engineering Technician
- Road Design Draftsperson
- Sewage Reticulation Drafting Officer
- Structural Engineering Drafting Officer

Above pathway information is in line with the qualification description on National Training Register (www.training.gov.au) and/or <https://www.myskills.gov.au/>; it doesn't imply any job guarantee or job role at the end of the course. RBA doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB40120 Certificate IV in Business

National Code: BSB40120

CRICOS Course Code: 115076B

Duration: 34 weeks (30 weeks delivery including holidays holiday)

Total Course Fees: \$23,500

Tuition Fees: \$20,000

Material Fee: \$23,500

Mode of study

This course at RBA will be delivered face to face in a classroom, with access to a simulated environment for a minimum 20 hours per week over 30 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

Face-to-Face theory classes: 218 Station Street, Norlane, Victoria 3214

Course Description

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Course Structure

In order to achieve qualification BSB40120 Certificate IV in Business, student must complete following 12 unit of competencies.

- 6 core units, plus
- 6 elective units

Unit of Competency		Core/Electives
Unit code	Unit Title	
BSBCRT411	Apply critical thinking to work practices	C
BSBTEC404	Use digital technologies to collaborate in a work environment	C
BSBTWK401	Build and maintain business relationships	C
BSBWHS411	Implement and monitor WHS policies, procedures, and programs	C
BSBWRT411	Write complex documents	C

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BSBXCM401	Apply communication strategies in the workplace	C
BSBPMG420	Apply project scope management techniques	E
BSBPMG427	Apply project procurement procedures	E
BSBOPS403	Apply business risk management processes	E
BSBOPS402	Coordinate business operational plans	E
BSBPPEF402	Develop personal work priorities	E
BSBPPEF502	Develop and use emotional intelligence	E

Training and Assessment (624 hours)

The volume of learning for the qualification is 624 hours. This comprises of:

- 330 hours of Classroom training
- 270 hours of assessment which includes time for assessment activities like projects, case studies, scenario, Role play etc. for each unit.
- 24 hours of self-study to revise and reinforce areas of knowledge, research to gain up to date industry information, prepare and write reports and projects etc.

This will be delivered over 34 weeks of course duration including 30 weeks delivery plus 4 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods: Practical demonstrations, Case studies, Projects, Reports, Presentations, Role plays, Knowledge Test

Pathways

Pathways from the qualification

After achieving this qualification, candidates may apply for BSB50120 - Diploma of Business at other institutes as RBA doesn't offer this qualification.

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Administrative Officer
- Administrative Team Leader
- Assistant Business Analyst
- Assistant Security Analyst
- Business Development Assistant

Above pathway information is in line with the qualification description on National Training Register (www.training.gov.au) and/or <https://www.myskills.gov.au/courses/details?Code=BSB40120>. However, it doesn't

imply any job guarantee or job role at the end of the course. Royal Building Academy doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

MSF30322 Certificate III in Cabinet Making and Timber Technology

National Code: MSF30322

CRICOS Course Code: 115078M

Duration: 94 weeks (70 weeks delivery including holiday break)

Total Course Fees: \$55,500

Tuition Fees: \$45,000

Material Fee: \$10,500

Mode of study

Face to face in a classroom on campus and, practical training at RBA's workshop with access to a simulated environment for a minimum 20 hours per week over 70 weeks delivery to achieve knowledge and skills defined in each unit of competency for this qualification.

Delivery location

For Face-to-Face theory classes: 218 Station Street, Norlane, Victoria 3214

Practical Training: At RBA's Practical training workshop - 218 Station Street, Norlane, Victoria 3214

Course Description

Workers with this qualification have tradesperson-level skills in the manufacture and/or installation of products, including furniture and cabinetry, made from timber and other materials.

They have core skills in tool use, measuring, drawing (including computer-aided design), interpreting work documentation, preparing cutting lists, communication, teamwork, and safe and environmentally sustainable work practices. They may have specialised skills in wood machining, cabinet and furniture making, kitchen and bathroom construction and installation, marine cabinetry, coopering or drafting.

Work is in a defined range of skilled operations, usually within a range of broader activities involving established routines, methods, and procedures, where some discretion and judgement is required in the selection of equipment, services, or contingency measures. Individuals collaborate with others to achieve quality outcomes and take responsibility for their own work. They may have some limited responsibility for the work of others.

Course Structure

In order to achieve qualification MSF30322 Certificate III in Cabinet Making and Timber Technology, student must complete following 25 unit of competencies.

- 8 core units, plus
- 17 elective units

Training and Assessment (1400 hours)

The volume of learning for the qualification is 1400 hours. This comprises of:

- Learning Hours- 784 hours (376 hours of theory training and 408 hours of practical training)
- Assessment Hours- 616 hours (240 hours of theory assessment and 376 hours of practical assessment)

Unit of Competency		Core/Electives/ Pre-requisite	
Unit Code	Unit Title	Core/ Elective	Pre- requisites required
MSMENV272	Participate in environmentally sustainable work practices	Core	Nil
MSMSUP102	Communicate in the workplace	Core	Nil
MSMSUP106	Work in a team	Core	Nil
MSFFM2013	Use furniture making hand and power tools	Core	Nil
MSFGN2001	Make measurements and calculations	Core	Nil
MSFGN3005	Read and interpret work documents	Core	Nil
MSFFM3030	Produce manual and computer-aided production drawings	Core	Nil
MSFFM3031	Prepare cutting lists from design and production documentation	Core	Nil
MSMWHS200	Work safely	Elective	Nil
MSFFF2012	Prepare surfaces for finishing	Elective	Nil
MSFFM3041	Determine and document requirements for cabinetry installation	Elective	Nil
MSFFM3028	Prepare and apply decorative surfaces for furnishing products	Elective	Nil
MSFKB2003	Prepare for cabinetry installation	Elective	Nil
MSFKB3012	Plan kitchen and bathroom projects	Elective	Nil
MSFFM2018	Operate basic static machines safely	Elective	Nil
MSFGN3006	Estimate and cost job	Elective	Nil
MSFFM3033	Set up, operate and maintain drilling machines	Elective	Nil
MSFFM3034	Set up, operate and maintain joining machines	Elective	Nil
MSFFM3040	Produce and maintain cutting tools	Elective	Nil
MSFFM3038	Set up, operate, and maintain automated edge banding machines	Elective	Nil
MSFFM2019	Assemble furnishing products	Elective	Nil
MSFFM3042	Fabricate cabinetry	Elective	Nil
MSFFM3043	Install cabinetry	Elective	Nil
BSBOPS304	Deliver and monitor a service to customers	Elective	Nil
MSFFDM4009	Match furnishing style and materials to customer requirements	Elective	Nil

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This will be delivered over 94 weeks of course duration including 70 weeks delivery plus 24 weeks holidays. Students are required to attend a minimum 20 scheduled course contact hours per week.

Assessment Methods

Practical demonstrations, Projects, Knowledge Test

Pathways

Pathways from the qualification

After successfully achieving this qualification, candidates may undertake MSF40222 Certificate IV in Furniture Design and Manufacturing or any higher qualification that would suit learners' needs from MSF Furnishing Training Package listed at <https://training.gov.au/Training/Details/MSF>.

Employment/Career pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

Cabinet Maker (Furniture)

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or <https://www.myskills.gov.au/courses/details?Code=MSF30322>. However, it doesn't imply any job guarantee or job role at the end of the course. Royal Building Academy doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Entry Requirements

All students are required to meet following requirements in order to be accepted into Royal Building Academy (RBA) courses.

Enrolment Information

- A completed application for admission form and signed agreement.
- Identification documents, one of which is a photo of the student such as a driver's license.

English Language Requirements for International students:

International students applying for course at RBA either off-shore or on-shore will require:

- i. Either a minimum IELTS test score of 6.0 or equivalent for direct entry into a VET course.
- or IELTS score of 5.5 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course.
- or IELTS score of 5.0 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course.
- or Oxford Placement test with score 61 or higher.

Score Guide: Average test score of 61 or higher in Oxford placement test is equivalent to IELTS 6.0

Students may refer to IELTS 6.0 equivalent policy for further information available on RBA's website or on campus.

Note: Results older than two years are not acceptable.

OR

- ii. applicant who has successfully completed a minimum of 5 years of study in English undertaken in one or more of the following countries: (i) Australia; (ii) Canada; (iii) New Zealand; (iv) South Africa; (v) the Republic of Ireland; (vi) the United Kingdom; (vii) the United States of America.

OR

- iii. to provide evidence that they are a citizen of and hold a valid passport from the United Kingdom, the United States of America, Canada, New Zealand, or the Republic of Ireland.

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OR

- iv. to provide evidence that, within two years* of their signed written agreement date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

*The date when RBA receives the signed written agreement (either through email or in hand)

Test evidence table: For tests taken before 7 August 2025

*English Language Test Providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	6.0	5.5	5.5
TOEFL internet-based test (Only accepted if test is taken on or before 25 July 2023)	64	46	35
TOEFL internet-based test that were completed between 26 July 2023 and 4 May 2024, will not be accepted for Australian visa and migration purposes. During this period, the TOEFL iBT test being offered was not an approved test For more information refer this link https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language			
Cambridge English Advanced (Certificate in Advanced English)	169	162	154
Pearson Test of English Academic (PTE Academic)	50	42	36
Occupational English Test	B for each test component	B for each test component	B for each test component

Tests taken after 7 August 2025

Test name	Minimum test score (Direct entry)	Minimum test score: if principal course is accompanied by at least 10 weeks of an ELICOS;	Minimum test score: if principal course is accompanied by at least 20 weeks of an ELICOS.
C1 Advanced	Overall band score of 161	Not accepted for purposes of subclause 500.213(1) of Schedule 2 to the Regulations.	Not accepted for purposes of subclause 500.213(1) of Schedule 2 to the Regulations.
CELPPI General	Overall band score of 7	Overall band score of 6	Overall band score of 5
IELTS Academic or General Training	Average band score of 6.0	Average band score of 5.5	Average band score of 5.0
LANGUAGECER Academic	Overall band score of 61	Overall band score of 54	Overall band score of 46
MET (Michigan English Test)	Overall band score of 53	Overall band score of 49	Overall band score of 44
OET (Occupational English Test)	Overall band score of 1210	Overall band score of 1090	Overall band score of 1020

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PTE Academic	Overall band score of 47	Overall band score of 39	Overall band score of 31
TOEFL iBT	Total band score of 67	Total band score of 51	Total band score of 37

References:

- Legislative instrument: LIN 25/090 - Migration (English Language Tests and Evidence Exemptions for Subclass 500 (Student) Visas) Instrument 2025: <https://www.legislation.gov.au/F2025L00906/asmade/text>
- Department of Home Affairs – English language requirements: <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language>

Student visa (Subclass 500) page: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

The test must have been taken no more than two years before you apply to study at RBA.

Students may refer to the IELTS Equivalent Requirements policy for further information available at reception.

Academic requirement

To enter the courses delivered at RBA, applicants should have successfully completed year 12 or senior secondary studies in applicant's home country equivalent to Australian senior secondary institute examination.

Or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

The Institute has detailed guidelines and procedures when considering relevant qualifications and experience for mature age students. Please refer to the copy of the guidelines available at the institute. Students can email their request for this copy at info@rba.vic.edu.au.

Language, Literacy Numeracy and Digital Skill test (LLND)

All prospective students undertaking courses delivered at RBA are required to complete the Language Literacy Numeracy and Digital skills (LLND) Assessment, administered by and to the satisfaction of RBA, as these are essential for successfully completing course-related tasks, assessments, communication, and the use of digital learning platforms.

Students undertaking CPC30620 Certificate III in Painting and Decorating & MSF30322 Certificate III in Cabinet Making and Timber Technology must possess sound language, literacy, numeracy and digital skills since the course requires learners to review work instructions, plan work to comply with laws and regulations, assess hazards and apply risk controls and to do calculations or any other course related work.

Students undertaking BSB40120 Certificate IV in Business must possess sound language, literacy, numeracy and digital skills as units such as BSBTEC404 Use digital technologies to collaborate in a work environment requires level 4 in learning and writing and level 3 in oral communication, reading and level 1 in numeracy.

LLND test will be conducted on campus by using an ACSF mapped online LLND assessment tool - LLN Robot - under the supervision of qualified LLND assessor.

All students are required to undertake a language, literacy, numeracy and digital (LLND) test according to the following qualification:

Qualification	Performance Level
CPC30620 Certificate III in Painting and Decorating	ACSF Level 3
RII60520 Advanced Diploma of Civil Construction Design	ACSF Level 5
BSB40120 Certificate IV in Business	ACSF Level 3
MSF30322 Certificate III in Cabinet Making and Timber Technology	ACSF Level 3

Students are required to achieve expected level of performance level as per the required level. Where a student does not achieve the required LLND scores for the qualification into which they are seeking enrolment, LLND support* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level.

However, if student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application. A student failing to demonstrate the LLND level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

LLND support

If students do not meet the recommended English and/or LLND requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students may also be asked to take further Language, literacy, numeracy and digital skill training, such as ELICOS programs at other institute to ensure that students are provided with support and proper guidance. RBA does not offer ELICOS programs.

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLND requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level.

Support plan for students will be developed on individual case by case basis. Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication
6. Digital Skills

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact RBA to seek assistance or support in LLND. Refer to LLND policy for more details.

Students are requested to speak to LLND Support officer or Administrative Manager to discuss about the support measures that they might need. RBA will provide support with no additional cost.

Computer literacy requirement

All students enrolling into Royal Building Academy's courses must have basic computer skills. Student are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application for admission form.

Students who do not possess basic computing skills will be provided with basic computer using support. Students can contact RBA for any further information or assistance at 1300379959.

Minimum age requirement

Students must be above 18 years of age while filling up the application for admission form,

Materials and Equipment Requirement

RBA will provide access to computers/laptops with required resources during classroom hours however to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS Office application such as Microsoft Word, and an email platform.

For CPC30620 and MSF30322- Learners will be required to have a Personal Protective Equipment (PPE) kit for the delivery of practical training. This will include safety shoes (Steel toe), Protective glasses, safety vest (Neon/ Glowing), Protective gloves, earmuffs and working uniform mask and hard hat. This PPE kit will be required to enter the workshop and to be able to undertake training effectively.

For RII60520 Qualification: RBA will provide access to computers with required resources including access to the internet, Computer Aided Design (CAD) programs selected from including AUTOCAD, Civil 3D, Revit and Microsoft Project. Units in this qualification require students to have Personal Protective Equipment (PPE) kit to undertake training and assessment. Therefore, learners will be required to have a Personal Protective Equipment (PPE) kit for this course.

Please Note: Material Fees will only include printed reading materials and handouts provided by the institute. Learners can avail the PPE kit from the institute for \$400 or from outside. However, if learners wish to buy a PPE kit from outside, learners must ensure that the PPE kit meets WHS requirements. Learners can contact RBA at 1300379959 for any further information or to enquire about the PPE kit suppliers.

For any further enquiries, learners are requested to call RBA at 1300379959 or you can send us an email at info@rba.vic.edu.au.

Physical Abilities Requirements

As a part of CPC30620 Certificate III in Painting and Decorating and MSF30322 Certificate III in Cabinet Making and Timber Technology qualifications, students are expected to have physical and manual handling abilities as it is a physically demanding occupation. Students are expected to have:

- Ability to be on your feet for extended period of times, both walking and standing, bending, and maintaining consistent physical performance throughout your day
- Ability to work in various environments (e.g., changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Ability to work at heights (e.g., on ladders, elevated work platforms and scaffolding)
- Capacity to wear Personal Protective Equipment (PPE) (e.g., masks when painting, sanding)
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g., pushing, pressing, turning, pinching, squeezing, tensioning).
- Manual handling techniques (e.g., lifting, carrying, pulling, pushing etc.)
- Manually operate machinery and equipment (e.g., hand tools, portable electric tools)
- Tolerance to dust, solvents, paints, and chemicals for CPC30620 qualification and
- Tolerance to dust, strong machinery noise, wooden particles, and chemicals for MSF30322 qualification

Royal Building Academy Pty Ltd trading as Royal Building Academy

Document Name: Student Handbook | Version no: 25.2

RTO no: 46138 | CRICOS no: 04216G

Address: 218 Station Street, Norlane, Victoria 3214 | ABN: 73 645 577 475

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Pre-training Review

All students are required to undertake pre-training review prior to enrolment. PTR aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by RBA's enrolment officer.

PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes. Applicants are required to fill up the PTR form along with the application for admission form and answer all the questions in a true and correct manner. The PTR must be signed by both the student and the RBA staff member conducting the review to confirm that the course meets the student's needs, skills, and goals, and that all entry requirements have been met.

Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer) with verification evidenced.

During the Pre-Training Review (PTR) interview, RBA staff will ask students if they require any special considerations based on religious, spiritual, or cultural practices such as access to a prayer room, observance of fasting, or scheduled prayer breaks during class sessions. This ensures students feel supported and respected in their learning environment. If such needs are identified, staff will document them and coordinate with trainers to implement appropriate adjustments, such as break timing or access to quiet spaces. A dedicated prayer room is available on campus, and students will be informed of its location and access procedures during Orientation or upon request.

*Refer to RBA's Language, literacy numeracy and digital skills policy (LLND) & Student support welfare and wellbeing policy for more information on the support services provided by the institute.

The pre-training review ensures that RBA:

- understands the student's reasons for undertaking the course.
- ensures the suitability of the training to the student's needs and intended learning outcomes.
- understands the student's current competencies and therefore provides opportunities for these to be assessed.
- Provides students with information necessary for them to make an informed enrolment decision and to ensure that students reasons for undertaking qualification with RBA aligns with their previous experience in particular sector (If any), educational and career goal.
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy Numeracy and Digital skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and are accessible, inclusive, and culturally safe.
- Provides relevant support required for the student to succeed in the course, including disability support, wellbeing services, and other equity-based adjustments.

Administrative Manager or representative will take information from the Application for admission form and Pre training review to identify the support and needs required by the student which includes disability support, RPL/CT, English language support, wellbeing services, cultural safety considerations, and other equity-based adjustments.

Guidelines for PTR

1. Students are required to fill up the PTR form which is included in the Application for Admission form as “Appendix 1” and read all the details of their course, policies, and procedures of the Institute before filling up the answers. Information can be made available from the RBA’s website.
2. Students are required to answer the questions in a true and correct manner. Administrative Manager will ensure that PTR form received along with the application for admission form is completed by the student intending to apply for the course.
3. All applicants must complete a Language, Literacy, Numeracy and Digital (LLND) assessment as part of the Pre-Training Review process. This assessment helps determine the applicant’s support needs and course suitability.
4. Administrative Manager will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
 - **PTR Interview conducted via Telephone-** If PTR Interview is conducted via telephone, Administrative Manager will call the student and check student’s identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
 - **PTR Interview conducted Face to Face-** During face-to-face PTR interview, prior to conducting interview, Administrative Manager will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Administrative Manager.

The discussion notes will be recorded in the “Summary of the Discussion” section by the Administrative Manager (Office use).

5. During both Telephonic and/or Face to face PTR Interview, Administrative Manager will verify the answers provided by the student and check:
 - if the student is aware of the policies, procedures, and other information necessary for the students.
 - if the student has received true and accurate information and if they are suitable to undertake the course/s.
6. **If students have not received sufficient information i.e.,** are not aware of the policies, procedures, and other information necessary for students to make enrolment decision to study at RBA, Administrative Manager will provide necessary information to the student required to make enrolment decision.
7. **For example: If students have answered “No” or have not answered the questions in the PTR form** Administrative Manager will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at RBA.
8. While conducting PTR, Administrative Manager will take information from the Application for admission form and Pre training review form to identify any support and needs required by the student which includes disability support, RPL/CT, English language support, etc.
9. At the final stage of the PTR, the Administrative Manager will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Enrolment officer will take holistic approach while assessing student’s answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals. Administrative Manager will have a thorough discussion with the student and will offer support or guidance if required.

Application Rejection

Student's Application will be rejected if:

- Student does not have appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student's educational goals, work/career goals and/or previous experience in that area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake courses at RBA successfully.
- The applicant does not demonstrate the minimum Language, Literacy, Numeracy and Digital (LLND) core skill levels required for the course and/or is unwilling or unable to participate in a documented ACSF-aligned support plan identified during the Pre-Training Review.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

Administrative Manager will inform the student before rejecting/cancelling the application and discuss reasons for rejecting /cancelling. Students are encouraged to contact RBA administration on 1300379959 to ask any doubts they may have.

Note:

RBA does not:

- Guarantee any job or employment outcomes.
- Guarantee a successful education assessment outcome for the student or intending student.
- Claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by RBA.
- Commit to securing, on behalf of any student or intending student, employment, residency, or visa outcomes through the completion of a course.

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

RBA provides Credit Transfer and RPL opportunities to its students in accordance with the Standards for RTOs 2025. In order to apply for credit transfer or RPL, students are required to complete the Forms available on RBA's website. If a student is granted with RPL or course credit, RBA will give a written record of the decision to the student to accept and will retain the written record of acceptance and payment receipts for two years after the student ceases to be an accepted student, in line with National Code 2018.

If student is granted with RPL or course credit which will reduce overseas student's length course,

- Students will be informed of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.
- Any changes in course duration will be reported in PRISMS, in accordance with National Code Standard 8.2, if RPL or course credit is granted after the overseas student visa is granted.

Students are requested to refer to "Course Credit and RPL policy" for more details available on the RBA's website.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition of prior learning is an assessment process that involves the assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of an individual application for credit. To support this type of application evidence demonstrating where and how the skills were obtained—ensuring it is valid, sufficient, current, and authentic is required. To support this type of application,

RBA recognises the prior learning of students based on:

- Previous formal training, including nationally or internationally recognised qualifications.
- Formal study and acquisition of a qualification and statements of attainment from another RTO.
- Practical experience in a work environment.
- Projects undertaken; and
- Informal or non-formal life experience that aligns with the learning outcomes of a unit or qualification.

Students who believe they already have skills and experience gained through employment, industry-relevant roles, in-house training, community involvement or volunteering may be eligible to apply for Recognition of Prior Learning. Supporting evidence must demonstrate how, when, and where these competencies were gained. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients, or personal character references from the community.

RBA's RPL process ensures the evidence provided is assessed for validity, sufficiency, authenticity, and currency, in line with Standard 1.6 of the Standards for RTOs 2025.

An application for RPL must be lodged in writing. RPL application form can be obtained from the website or from RBA's reception. More information on RPL is available on our website www.rba.vic.edu.au under Credit Transfer and RPL policy. Students are encouraged to speak to RBA Staff for more enquiries.

Procedures

Students are requested to apply for Recognition of Prior Learning prior to the commencement of the course, unless exceptional circumstances apply.

- An RPL application for students will include all relevant evidence of work experience and where the learning has occurred. Applications will not be accepted unless all required information is included. Students who request an RPL assessment will be advised of the evidence required and suggestions on how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community-based learning, or overseas education, training, or experience etc.).
- All RPL Applications are to be submitted to the administration department/Reception in the first instance along with verified supporting documents. The application and supporting documentation will be copied and placed into the student's file. Where originals are required for verification, authorised RBA staff from the Administration department or representative will sight and indicate on copies "original sighted" and shall return originals to the student. RBA will at no time accept and retain original certificates.
- The application will be forwarded to the Training Manager to be assessed, and outcomes will be determined by RPL/qualified assessor.
- It will be ensured that the evidence provided is valid, authentic, current, and sufficient and that the process is fair, flexible, and valid as required by Standard 1.4 of the RTO Standards 2025.
- If the outcome of the evidential documentation is not sufficient, then student will be advised to provide further documentation to validate his/her skills/experience. Training Manager or representative will set a date for the additional documents to be submitted.
- The applicant will be notified of the outcome of the RPL. Based on the assessment, the student will be advised that:
 - the application has been granted; or
 - the application has been denied; or
 - further evidence is required.

- vii Where an application for RPL or Course Credit is received by RBA, Training Manager or representative will assess the application and provide an outcome to the application within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome. If RPL is approved, the applicant will be marked as “CT or RPL” rather than “Competent” in the transcript of records.
- viii Where either of the above, credit transfer or RPL applications are received or course credit is approved, the following must occur Enrolment Officer or representative will change student’s COE to reflect reduction in period of study. RBA will provide student with the outcome of the credit application. The students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the student’s file.
- ix RBA’s Assessment policy will be followed when undertaking RPL assessments.

Application form for RPL can be obtained from RBA’s reception. More information on RPL is available on RBA’s website www.rba.vic.edu.au. Students can also speak to RBA Staff for enquiries.

Credit Transfer: Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on the identified equivalence in the content and learning outcomes between the matched qualifications. Such as:

1. The unit/module is the same i.e., same code and title.
2. The unit /module has been reviewed and this results in minor changes to the unit/module code e.g., B to C. This indicates that the learning outcomes of the unit/module have remained the same.
3. The unit /module has been transferred from another training package/curriculum and recorded; however, the learning outcomes remain the same.
4. If the course credit is given, the confirmation of enrolment (COE) issued for that student will indicate the actual net program duration (as reduced by course credit) for that program.
5. If course credit is granted, and it results in shortening of the student’s program duration, the Institute will report the change of program duration in PRISMS as required under the ESOS Act and National Code 2018 (Standard 10)

Students who have completed identical or equivalent units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Records of Results, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation.

- Students are strongly encouraged to apply for credit transfer by the 2nd week of the first term of study in their enrolled course, unless exceptional circumstances apply.
- Students must complete the Credit Transfer Application form and submit the application to the Administration department or at reception.
- The application must include a copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit names and dates of completion.
- Training Manager or authorised representative will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer application form and will grant credit transfers for identical or equivalent units that have been identified as being completed at another Registered Training Organisation.
- Verified as original all copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.
- Granting of Credit Transfer will be recorded as a unit outcome and kept in the student’s file.
- If Credit transfer is granted, RBA will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

An application for credit transfer must be lodged in writing. Application form and more information about credit transfers (Credit transfer and RPL policy) are available on our website or can be obtained from RBA’s reception.

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Please Note: According to Standard 1.7 of the Standards for RTOs 2025, when a student presents a superseded yet equivalent unit of competency on the national register (training.gov.au) for credit transfer for the purpose of reducing the amount of learning required to achieve the qualification or skill set, credit can be granted to that student for that unit without needing to map unit outcomes. As a best practice approach, institute may choose to conduct mapping analysis for the units that have been superseded more than once if they are still deemed equivalent, to ensure that the assessment of competence remains current and valid.

Currency of training: RBA implements an effective validation and transition procedure to ensure it delivers current and nationally endorsed AQF qualifications and accredited courses, as listed on www.training.gov.au. In line with Standards 1.1 and 1.2 of the Standards for RTOs 2025, RBA:

- Monitors changes to training packages through official channels (e.g., training.gov.au, ASQA notifications);
- Ensures that no new enrolments occur in superseded qualifications after the approved transition period;
- Transitions enrolled students to updated training products within the designated timeframe, as outlined by the training package or ASQA;
- Provides learners with clear advice and support regarding any changes to their training program;
- Validates delivery and assessment practices regularly to maintain alignment with current industry requirements and competency standards.

All transition and validation activities are documented and form part of RBA's Continuous Improvement and Quality Assurance / Management System.

Pathways to Higher Education: Graduates of RBA may seek credits to the relevant degree programs in Australian universities. Institute has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Graduates of RBA may seek credit transfer or advanced standing into relevant higher education or degree programs with Australian universities or higher education providers.

RBA does not guarantee any direct university pathway or acceptance. Students are advised to:

- Independently verify credit arrangements with the target institution;
- Provide evidence of completed qualifications and transcripts from RBA;
- Understand that credit recognition is subject to the policies of each higher education provider.

Note: RBA currently does not have formal articulation agreements with any university.

Training and Assessment

Royal Building Academy (RBA) has training and assessment strategies and practices in place that ensures that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards that applies to Registered Training Organisations.

Competency based training and assessment.

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments.

Knowledge test, Case studies/Scenario/Role play, Projects, Presentations, Practical demonstrations are adopted by RBA and assessment practices aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

Those being assessed are often referred to as students or learners. In specific cases, where student support and special needs are identified, the method and timing of assessment can be adjusted. However, the requirements of the unit of competency including requirements of knowledge evidence and performance evidence will remain unchanged. The adjustment will be applied to evidence gathering techniques and due dates of assessment without changing training package requirements and unit outcome requirements.

RBA ensures that all the assessments are valid, fair, reliable, authentic, and flexible. Refer to RBA's Assessment policy for more information on Assessments available on RBA's website and can also be made available from the reception. To view the Assessment Policy and Procedure, please visit <https://rba.vic.edu.au/>

Mode of Study and Delivery Approach

The courses at RBA will be delivered face to face in a classroom with a combination of interactive case studies and scenarios in the classroom with opportunities to participate in practical application of skills and knowledge through, practical industry based simulated training activities and workplace participation for a minimum 20 hours per week. RBA uses range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches includes Classroom lectures, Practical sessions involving small groups, individual and team activities and project use of simulated environment, assessment and project, case studies and presentations. During class time, Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

For CPC30620 Certificate III in Painting and Decorating and MSF30322 Certificate III in Cabinet Making and Timber Technology- Training will be conducted face to face on a fulltime basis in a classroom and practical training at RBA's practical training workshop.

The training delivery includes:

- Power point presentation on topics discussed during session.
- Role-play and case studies in the classroom to reinforce the required interpersonal skills for individual and group work.
- Context related training activities in the classroom involving individuals, pairs and small group activities.
- Student resource workbooks and access to e-books and power point presentations to support training, independent reading, and research projects.

Teacher to student ratio

To ensure quality delivery of training and assessment, amount of adequate support, RBA trainers to student ratio will not exceed 1:16 (theory classes and practical training) for **CPC30620 and MSF30322** qualifications. Similarly, trainers to student ratio will not exceed 1:22 for **BSB & RII** (BSB40120 and RII60520) qualifications.

Each session will have delivered through active participation between both the trainer and the students. Each session will allow enough time for the students to learn the topic, undertake practice opportunities for reinforcement, and complete/submit set tasks required for assessment purposes.

Industry consultation involving industry representatives have also been conducted to ensure students and teachers have access to well-researched and relevant information. Royal Building Academy will continue to source and generate the highest quality of teaching resources and contextualise the resources to enable the best learning outcomes for students.

The instructional guides and assessment tools have been reviewed and contextualised to address all elements, performance criteria, skill and knowledge, critical aspects of evidence, dimensions of competency and employability skills for each unit of competency wherever applicable.

Course Assessment and Methods

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All the trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority. High-quality training and assessment mean the students are well equipped for the employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification. Note: RBA doesn't claim any job guarantees or employment with its programs/courses.

All our assessments will lead to the issuing of a Statement of Attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National endorsed units of competency in the applicable training package. As per clause 1.8 of the Standards for RTOs 2015, all the assignments at RBA will be conducted in accordance with the principles of assessment and rules of evidence as given below:

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, case studies, projects, assignments, presentations, simulations, role plays, written tests, and exams.

People

Assessment includes case studies, practical demonstration where assessor and colleague students will play role of customer and stakeholders.

Students will be notified in advance of the time and form of assessment.

Simulated environment.

Simulated environment considering facilities, equipment, resources etc. will be considered and role plays/scenarios will be conducted to meet the unit of competencies.

Assessment evidence

All assessment evidence submitted by students to complete assessment tasks for each unit of competency will meet the following rules of evidence and principles of assessment. All assignments will be marked in accordance with the principles of assessment and rules of evidence (these can be found at <https://www.asqa.gov.au/standards/chapter-4/clauses-1.8-1.12>.)

Principles of Assessment

1. Fairness:

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by RBA to consider the individual learner's needs.

Royal Building Academy (RBA) will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

2. Flexibility:

Assessment is flexible to the individual learner by:

- reflecting the learner's needs
- assessing competencies held by the learner no matter how and where they have been acquired, and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

3. Validity:

Any assessment decision of RBA is justified, based on the evidence of performance of the individual learner. Validity requires:

- Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
- Assessment of knowledge and skills is integrated with their practical application.
- Assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations.
- Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

4. Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

a) Validity

Evidence e.g., reports, answers, assignment are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirements.

b) Sufficiency

The assessor is assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a learner's competence which means answers to assignments, questions, and reports should be elaborate and student should complete all tasks required by unit and assessment.

c) Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.

d) Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. This means student must provide answers, report and assignments which reflect latest information e.g., latest legislation, work process or software etc.

To view the Assessment Policy and Procedure, please visit www.rba.vic.edu.au

Re-assessment

Learners unsuccessful at achieving competency in first attempt will be given two further opportunities for re-assessment at a mutually agreed time and date (total 3 attempts including original). If a learner fails the re-assessment after three attempts, they will be advised to re-enrol in the unit.

Students will be given total 3 attempts including 1 original plus 2 reassessments.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: 500

If student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- \$300.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or

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- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

To view the Assessment Policy and Procedure, please visit www.rba.vic.edu.au.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or not satisfactory (NS). After each assessment verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the trainer or Student support officer/Administrative officer and discuss the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either Administrative Manager or CEO. If students are still dissatisfied, student can appeal formally and in writing to have the results reviewed. For more information, refer to the Assessment Policy and the Complaints and Appeals Policy and Procedures.

Qualifications to be issued.

Qualifications gained at RBA are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results, or transcript of results will only be issued once all outstanding fees have been paid in full. RBA will issue certification in a timely manner. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed. Please contact RBA's Administration department for more details.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC). If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the student's level of competence and must meet the principles of assessment and rules of evidence — including being valid, sufficient, current and authentic.

The unauthorised use of Artificial Intelligence (AI) tools (e.g. ChatGPT or similar) to generate assessment content is strictly prohibited and considered academic misconduct under Standard 1.7(e) of the Standards for RTOs 2025. Learners must not submit AI-generated work as their own unless explicitly permitted by the trainer or assessor.

Plagiarism is unacceptable and each case of plagiarism shall be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing. Students may be referred to RBA's academic support services for guidance on proper referencing and integrity in assessment.

Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve

their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously and in line with RBA's Academic Integrity and Misconduct Policy:

- The student's assessment will be deemed Not Yet Competent (NYC). Student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.
- If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- All work submitted must be an accurate reflection of the student's level of competence. The evidence used to decide at Royal Building Academy (RBA) about competence will be valid, sufficient, authentic, and current as required under the Standards for RTOs 2025.

More detailed information can be found on Plagiarism and Cheating Policy available on RBA's website and/or at the reception.

Plagiarism and Cheating

RBA is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form are unacceptable and will be treated seriously by RBA. Students will be advised at the beginning of their course about the plagiarism policy and procedures, and the provisions in the Institute about cheating.

Plagiarism

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students, or the internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference.
- other students' work is copied or partly copied.
- other people's designs, codes or images are presented as the student's own work.
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.
- Lecture notes are reproduced without due acknowledgement.
- Plagiarism may take the form of similar work submitted by students who may have worked together.

Use of Artificial Intelligence (AI): The unauthorised use of AI-generated content such as that created using tools like ChatGPT, Google Gemini or similar platforms may also constitute plagiarism. Specifically:

- Submitting work wholly or substantially generated by AI tools as your own, without acknowledgment or prior permission, is considered academic misconduct.
- Even if AI-generated content is paraphrased or edited, it must be clearly cited and used only with express approval.
- AI tools may be used only where permitted by the trainer or assessor and in line with the learning or assessment activity's intended outcomes.
- Students must be able to demonstrate understanding and original thought and must not rely on AI-generated responses to meet competency requirements.

This policy aligns with Standard 1.7(e) of the Standards for RTOs 2025, which requires that assessment ensures the authenticity of a student's work. Assessors must be confident that submitted work reflects the learner's own knowledge and skills and meets the rules of evidence: authenticity, validity, currency, and sufficiency.

Failure to comply may lead to academic penalties, including the requirement to resubmit work, cancellation of results, or disciplinary action in line with the provider's academic integrity and Misconduct Policy.

Collusion

Collusion means unauthorised collaboration on assessable written, oral, or practical work with another person. It occurs when two or more individuals work together on an individual task and present it as their own separate work.

- Submitting work that has been jointly produced without permission
- Assisting or allowing another student to copy or submit your work
- Sharing answers, files, or drafts during assessment without assessor approval
- Co-developing AI-generated responses and presenting them as individual effort

Collusion is considered a breach of academic integrity and will be treated seriously.

Cheating

Cheating includes but is not limited to:

- Someone copying from others work.
- Someone pretending that it is their own work.
- Using unauthorised materials or notes during an assessment task
- Using Artificial Intelligence (AI) tools such as ChatGPT or similar without trainer approval to generate responses
- Submitting work purchased or obtained from another person or online source

Cheating breaches the principles of authenticity and validity in assessment, as required under Standard 1.7(e) of the Standards for RTOs 2025, and may result in disciplinary action, including reassessment fees, suspension, or expulsion.

Consequences-Plagiarism and Cheating

Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

- All assessment work submitted by a student will be assessed in accordance with its academic merit. If a student fails an assessment task because of the absence of appropriate citations and references, it may be a consequence of the student failing to meet the stated criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of institute's commitment to academic integrity. Penalties may include resubmitting assessment work i.e., further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re-enrolled in the unit which will incur payment of \$500.
- Student's assessment will be deemed Not Yet Competent (NYC), and warning will be given. Student will be required to redo the assessment. Additional charges may apply for reassessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Use of Artificial Intelligence (AI) tools in assessments without authorisation will be treated as serious misconduct and subject to the same consequences, in accordance with Standard 1.7(e) of the Standards for RTOs 2025.

- Administrative Manager will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness and in line with RBA's policy and procedure framework.
- If trainer and/or Administrative Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment process itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at RBA, and a further penalty may be imposed.
- If trainer and/or Administrative Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at RBA, and a further penalty may be imposed. Kindly refer to the Plagiarism and Cheating policy available on RBA's website and/or at the reception for more details.

Code of Conduct

Royal Building Academy (RBA) shall at all-times act with integrity in dealings with all students, staff, and members of the community.

RBA shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- the Standards for RTOs 2025,
- the Education Services for Overseas Students Act 2000,
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018,
- relevant Commonwealth and State legislation, and
- requirements set by ASQA (Australian Skills Quality Authority) and other regulatory bodies.

RBA's obligations to the student, including that RBA is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation".

RBA will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and ongoing professional development to deliver and assess courses effectively
- Accuracy in representing the services provided and training products on the current scope of registration.
- RBA ensures the accuracy and compliance of all marketing and promotional material in accordance with Standard 2.1(a) of the Outcome Standards for RTOs 2025 and Part B of the National Code 2018, ensuring students are given clear, current, and accurate information to make informed decisions.
- Compliance with current Occupational Health and Safety (OHS) and Duty of Care obligations to ensure the health, safety, and wellbeing of students, staff, and visitors.
- The maintenance of adequate records and security of all current and archival student records. Students can request to re-check their records as per RBA's Record keeping policy.
- The maintenance and continual improvement of a Quality Assurance / Management System in line with ASQA's expectations for RTO governance and monitoring
- All employees, agents and representatives are familiar with and agree to comply with this code of conduct.
- Maintain quality training and to uphold the highest ethical standards.
- The delivery of quality, inclusive training that supports fairness, equity, and student wellbeing
- Respect for diversity, including culture, gender, sexuality, religion, and disability, in line with RBA's Access and Equity Policy

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RBA shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct.

All people involved at RBA must always show respect and courtesy to others. Every person at RBA has the same right to deliver or receive education in a safe, supportive environment.

Student Code of Conduct

Each student of RBA must abide by the following:

- If you have a problem, use consultation respectful discussion, or the complaints process rather than confrontation to seek resolution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Always communicate in English during training and assessments to support language development and consistency. Always use English to improve your language skills.
- Smoking, alcohol consumption, or carrying alcohol is strictly prohibited on RBA property.
- Cheating, plagiarism, or collusion in any assessment, test, or exam is considered academic misconduct and will result in disciplinary action.
- Drugs are expressly forbidden from being brought into any of RBA premises.
- Any student found with drugs will be reported directly to the police.
- Maintain respectful behaviour in shared spaces. Do not shout, run, or make unnecessary noise whilst walking around the Institute. This disrupts the rights of other students to learn.
- Do not discriminate against any person associated with RBA because of race, religion, creed, nationality, sex, or any other individual difference. Every person at RBA has the same right as you, regardless of these differences. Treat all students, staff, and visitors with respect. Discrimination, harassment or bullying based on race, gender, sexuality, religion, disability, nationality, or any other personal attribute will not be tolerated. Every person at RBA has the right to feel safe, respected, and valued.

The Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit them.

General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony, or other activity.
- Refuses to leave a property after being reasonably requested to do so.
- Engage in physical violence or dishonest conduct while undertaking training or other activities.
- prejudices the good order and governance of RBA or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the RBA.
- Contravenes any rules or acts including RBA's policies, procedures, or legal requirements.
- Wilfully disobeys or disregards any lawful order or direction from RBA personnel.
- Refuses to identify him or herself when lawfully asked to do so by RBA staff
- Fails to comply with any penalty imposed for breach of discipline or penalty imposed for prior misconduct.
- Misbehaves in a class, meeting or other activity under the control or supervision of the RBA, or on RBA's premises or other premises to which the student has access as a student of RBA;
- knowingly makes any false or misleading representation about things that concern the student as a student of RBA or breaches any of RBA rules.

- Harasses or intimidates another student, a member of staff, a visitor to the RBA or any other person while the student is engaged in study or other activity as an Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the RBA premises while acting as RBA student, in a manner which is illegal or will be detrimental to the rights or property of others.
- A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- RBA will issue the student with a written warning before taking any actions.
- RBA will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending, or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend, or cancel their studies and have 20 working days to access RBA's complaints and appeals process prior to RBA taking action to suspend or cancel the student's enrolment.

Reasonable Adjustment

Students have different needs and often training and assessment needs to be adjusted to meet individual student's Circumstances. RBA is committed to ensuring that all learners, including those with a disability, language barriers, learning difficulties, or other special needs, are provided with equitable access to learning and assessment.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be in accordance with Standard 1.3 (b) and 1.4 of the Standards for RTOs 2025.

- Appropriate to the learner's needs;
- Not compromise the integrity of the unit or qualification;
- Not result in an unjustifiable hardship for the RTO; and
- Within the requirements of the relevant training package or accredited course.

In practice, this can translate into:

- Adjusting equipment or the physical environment.
- Providing specialised equipment or assistive technology.
- Changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- Allowing extra breaks for fatigue, medication, or toilet use.
- Changing assessment procedures and timing including verbal instead of written responses, or extended time;
- Presenting work instructions in diagrammatic or pictorial form instead of words and sentences.
- Simplifying the design of job tasks
- Providing support through an LLND plan or individual support strategy where required.

Royal Building Academy does not guarantee that:

- *A learner will successfully complete a training product*
- *A training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2025*

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- A learner will obtain a particular outcome where this is outside the control of RBA.
- A qualification or unit of competency will lead to migration outcomes or occupational licensing, unless these outcomes are explicitly identified by the relevant government or industry body

Training Facilities & Resources

Training Location

Royal Building Academy Pty Ltd t/a Royal Building Academy (RBA)

Campus Address: 218 Station Street, Norlane, Victoria 3214, Australia

Tel: 1300379959

E-mail: info@rba.vic.edu.au

Web: www.rba.vic.edu.au



How to reach RBA Campus/ Training Facility:

By Public Transport

Nearest Train Stations:

Geelong Station

North Shore railway station

By Uber: Uber services are available round the clock. 24/7

By Taxi: TAXI services are available round the clock. 24/7

By Car: If you are driving, you can use parking facilities available nearby campus.

Services provided by Royal Building Academy (RBA)

Modern Campus Facility

- Fully equipped classrooms with access to projector, tables, and chairs.
- Onsite fully equipped workshop for practical classes.
- Computers in classrooms with Desktop with Monitor.
- Counselling room.
- Breakout area with access to computers.
- Kitchenette with tea and coffee and microwaves
- Climate control Air Conditioning
- Access to cafés and restaurants near the campus.
- Academic and LLND support services available through scheduled workshops or one-on-one sessions
- Student welfare services, including referral to external counselling and mental health support if required

Classrooms

Theory component of the course will be delivered at in the classroom-based, face-to-face setting. All classrooms are equipped with the following resources for the delivery and assessment of the units of competency selected for this qualification.

- Computer with Internet connection to enable research.
- Access to network printers and photocopiers from class
- Data projectors connected with trainer's computers.
- Whiteboard for interactive teaching
- Table and chairs for all learners
- Power points for laptop, computer and other digital devices

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Class times and reception hours

Classes at Royal Building Academy (RBA) will be scheduled between 7:30 a.m.-6:30 p.m. all seven (7) days i.e., Monday to Sunday. For further information regarding your course and intake kindly contact at info@rba.vic.edu.au

Reception will be open from 9:00 a.m.-5.00 p.m. from Monday to Friday.

Student support officer will be available at the institute during scheduled classes to provide support to students.

Students will not be scheduled for more than 8 hours class in a day. Classes will run in 4 hours session. Students are requested to call RBA to receive information on the class timetable and/or for any latest updates.

Note: Delivery schedule will change according to class availability and shifts

Access to computers and textbooks

Institute has access to learning resources relevant to each unit including Business and Management textbooks & other books and resources available at Royal Building Academy (RBA).

List of resources and books will be available at Royal Building Academy (RBA) reception.

Kitchen and Lunch Options

RBA has a designated kitchen area where students can have lunch, drink tea/coffee. Students are expected to keep the area clean and tidy for shared use.

Student Online Resource facilities and Books and Learning Resources

Students will have access to computers in computer lab which allows students to access online learning resources. Students will also be provided with learner's guide, books and reading materials.

Photocopying and Printing Facilities

Printing and photocopy facilities are available for students from reception. Students may request printing from reception.

Student Support Services

All staff at RBA will be available to provide general advice, assistance, and support with matters such as studying, assessment, accommodation assistance, English language problems and counselling. Students requiring special or intensive assistance may contact student support officer who may refer them to external support services if required. RBA will offer reasonable support to overseas students at no additional cost to enable them to achieve expected learning outcomes, regardless of the student's place or mode of study, in accordance with Standard 1.7 of the Standards for RTOs 2025, Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and Section 21 of the ESOS Act 2000. This includes access to academic, language, digital, and wellbeing support services.

However, students might have to pay the fee charged by the external support services if referred (e.g., specialist counselling, medical services, or accommodation assistance), as these are not delivered directly by RBA.

RBA will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. RBA has documented processes that it implements for supporting these processes.

Student Support Officer has been appointed to be the point of contact for students who require support. Student Support Officer will have up-to-date details of the RBA's support services. All administration and academic staff will provide student support in their respective areas to assist the student.

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Student Support Officer
Email: support@rba.vic.edu.au
Contact: 1300379959

All students who require support can contact RBA's student support officer through email, phone or on campus. Student support services will be always available for students.

RBA has sufficient student support personnel to meet the needs of the overseas students enrolled with RBA. RBA will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient support is available for students. Every member of RBA Staff will execute the procedural aspects of the Support policy with specific matters dealt by specialised personnel.

Students can fill up a "Student Support Request Form" to mention the support they require in detail. This form is available on website www.rba.vic.edu.au and is also available on campus. Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

RBA will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. **Student Support Request form:** It is available from RBA's reception or website www.rba.vic.edu.au. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. RBA understands the difficulty that students may have to face when they are away from their home. Therefore, RBA ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.
2. **Academic Support-Intervention Strategy Form:** Students whose attendance is unsatisfactory (i.e., below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in the given study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website www.rba.vic.edu.au or from Reception.

The support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus

Service	Responsibility	Phone no	Email
Emergency Health , safety and security, critical incident/student's health, and safety, First Aid	CEO, Administrative Manager	1300379959 (Office hours) (In case of a life-threatening emergency, CALL 000)	info@rba.vic.edu.au
Academic, Enrolment, IT Support (including catch-up classes, academic progress, attendance) and Security, student's health, and safety	Administration Manager	1300379959	support@rba.vic.edu.au

Complaints, Administration Matters (including enrolment, orientation, deferral, results, Refunds)/LLND Support, Intervention, Accommodation Support	Administration Officer/Enrolment Officer	1300379959	support@rba.vic.edu.au
Student support matters including results, IT Support, Complaints, and appeals, counselling support,	Student Support Officer	1300379959	support@rba.vic.edu.au
Marketing , Airport pick up, accommodation Support, Orientation	Marketing Officer	1300379959	support@rba.vic.edu.au

Orientation Sessions

Many students find life in Australia quite different from life in their home country so Royal Building Academy (RBA) organises orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services. All students will go through orientation program on the day of enrolment at RBA.

Royal Building Academy (RBA) conducts an age-appropriate and culturally safe and inclusive orientation programme delivered by official point of contact personal i.e., Student support officer or representative. This orientation program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

- Support services available to assist overseas students to adjust to study and life in Australia.
- Being safe on campus and around campus, including personal safety tips
- Support services available at RBA to assist overseas students to help them adjust to study and life in Australia
- Support services available at RBA, including counselling and welfare support
- English language and study assistance programs, including Language, Literacy, Numeracy and Digital (LLND) skills support
- Any relevant legal services
- Emergency and health services
- RBA's facilities and resources
- Feedback, Complaints and appeals processes, including access to external appeals
- Information on visa conditions relating to course progress and attendance requirements and the consequences of non-compliance
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students.

Please refer to RBA's Support and Welfare Policy for more details available on RBA's website www.rba.vic.edu

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. It provides resources and support to help students understand their workplace rights, pay rates, and conditions of employment.

The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws. Students can visit www.fairwork.gov.au or call 13 13 94 for assistance.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically, and ethically.
- Supporting international students by helping them understand their rights, including minimum wages, work hours, and protections against workplace exploitation.

For more information, refer to <https://www.fairwork.gov.au>.

National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that must be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES. These standards apply to international students working in Australia, regardless of their visa type or hours of work, and employers must comply accordingly.

The 11 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Offers and requests to convert from casual to permanent employment.
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement (the FWIS) and Casual Employment Information Statement (the CEIS)

For more information, refer to <https://www.fairwork.gov.au/employment-conditions/national-employmentstandards#minimum-entitlements>

Arrival Assistance

RBA can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne/Avalon Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government. It is open at key student arrival times and offers information, advice, and a Welcome Pack when you arrive. Visit <https://www.studymelbourne.vic.gov.au/> for more information.

RBA provides airport pick up on pre-arranged basis from RBA's Head Office Located at 218 Station Street, Norlane, Victoria 3214. Students are required to fill the Airport Pick up form available on RBA's website or students can email

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their request for Airport pick up at support@rba.vic.edu.au or info@rba.vi.edu.au. Students are requested to contact RBA at 1300379959 in advance, no later than 72 Hours before arrival to avoid any inconvenience.

Airport pick up fees: AU \$300.

There is also a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g., UBER, Sky Bus, and taxi services.

Accommodation Assistance

RBA does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. This includes guidance on short-term and long-term options such as homestay, student hostels, private rentals, and shared accommodation. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. All payments and bookings must be made in advance as per the third-party provider's terms. Four weeks of notice prior to arrival is required. RBA recommends that students carefully review rental contracts or agreements and encourages students to contact Tenants Victoria or Study Melbourne for additional legal advice if needed.

Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. RBA ensures students are made aware of available support early in their enrolment and throughout their studies. Student's course progress and attendance is monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is defined in accordance with National Code 2018 – Standard 8, and RBA's Course Progress Policy. Unsatisfactory Course Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period defined in the training and assessment strategy for the course. RBA will implement an intervention strategy as soon as a student is identified as at risk. Students will be reported to the Department of Home Affairs (DHA) if student shows unsatisfactory course progress in two consecutive study periods.

A student can discuss any academic or other related issues to study at RBA at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We, at RBA, carefully monitor course progress to ensure students do not fall behind course requirements, because we want our students to succeed.

Intervention strategies are put in place to assist students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies can be based on:

- Reduced Study Load
- English language Support.
- LLND and Academic Skills Support
- Specific subject enrolment
- Change of Course.
- Extra classes and/or Re-assessment
- Counselling, Mentoring.
- Referral to external study or wellbeing services where required

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- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

English Language Support and LLND Support

If students do not meet the recommended English and LLND requirements, students will be referred for additional support to be provided by the institute or students will be asked to take further Language, literacy, numeracy and Digital skills training, such as ELICOS programs (RBA does not offer ELICOS programs). RBA will provide support and guidance to students who are facing difficulty in English or LLND. Students are requested to meet Student Support Officer to seek guidance and/or support. Appropriate strategies will be implemented to assist the students with their learning. This support aligns with Outcome Standard 2.2 and 2.3 of the Standards for RTOs 2025.

RBA has an appointed LLND support officer to provide LLND Support to students. Support services are offered to all students.

If a Trainer and Assessor identifies students with LLND difficulties or where students require or request additional LLND support. Appropriate strategies will be implemented to assist students with their learning. Additional support will be provided by the institute with ACSF Support plan.

Students are requested to speak to LLND Support officer or Administrative Manager to discuss about the support measures that they might need. RBA will provide support with no additional cost. The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy. Additional support will be provided by the institute with ACSF Support plan. Refer to LLND policy or Student Support and Welfare Policy for more details.

Outcome of LLND assessment

The outcome of the LLND assessment will allow targeted solutions to be developed and implemented. Students identified as at Risk from the initial assessment can be offered a variety of solutions and/or interventions. This may include ACSF Support plans.

ACSF Support plan

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLND requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's entry level is less than the required level. Support plan for students will be developed on individual case by case basis using the results of the Pre-Training Review (PTR) and LLND diagnostic tools.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

These areas correspond to the five core skills outlined in the Australian Core Skills Framework (ACSF).

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation, and digital literacy. Students must contact RBA to seek assistance or support in LLND. Early intervention is encouraged to avoid any negative impact on course progress.

Details of ACSF Support plan is available on LLND Policy and can also be made available from the reception.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our student support officer offers a confidential support service and external referral where necessary. Students can obtain more information on the support services available at RBA by speaking to our friendly staff member. All students needing counselling, study skills assistance or practical help should make an appointment with the Students Support Officer on campus. An appointment can be made at reception or by emailing us at support@rba.vic.edu.au

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Support for First Nations students, CALD students, and students from diverse backgrounds, where applicable
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer on 1300379959.

Medical Centres near the campus:

Barwon Health North

- Contact no: (03) 4215 8000
- Address: 155 Princes Hwy, Norlane VIC 3214, Australia

1. St John of God Geelong Hospital

- Contact no: (03) 5226 8888 / +61 3 5226 8888
- Address: 80 Myers Street, Geelong VIC 3220, Australia
- Email: info.geelong@sjog.org.au

2. Barwon Health

- Contact: (03) 4215 0000/ +61 1300 715 673
- Address: 59 Sydney Parade, Geelong VIC 3220, Australia

After Hours Care is provided through National Home Doctor Service- Phone number: 13 74 25.

Students will be provided with counselling on matters such as:

- i. Academic and future progress advice
- ii. welfare matters

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These services will be available and accessible by all students at suitable times.

Please Note: Referral to medical services available or external counsellors will be provided free of cost by the institute. However, the cost of medical consultations, prescriptions, or sessions with an external provider must be covered by the student or their Overseas Student Health Cover (OSHC), where eligible.

Royal Building Academy (RBA) offers reasonable and equitable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, or individual background, at no additional cost to the student.

RBA will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. This includes access to learning support, wellbeing services, cultural safety measures, and academic counselling. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students support services as soon as possible. Early intervention allows RBA to provide tailored support strategies to help students succeed.

Student Melbourne Study Centre (SMSC)

SMSC offers free support, information, and contacts to help students to enjoy living and studying in Victoria. It provides information, referral, and practical support for all international students in Victoria. Support may include help with housing, employment, wellbeing, legal services, safety, and crisis situations. For more details, please refer to <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

Address-17 Hardware Ln, Melbourne VIC 3000, Australia - 1800 056 449.

Open to all international students, SMSC is a safe and inclusive space.

In addition, Study Geelong <https://thinkgeelong.com/study-geelong>, provides information about the region. Students can find out about international student events and activities in Geelong, and the Study Geelong Student Ambassador Program.

Disability Support

Australia has a law that protects individuals from discrimination in many areas of public life, including education. A person with disability has just as much right to study as any other student.

RBA will apply reasonable adjustments for students with disability. However reasonable adjustment applied must not be detrimental for the students to achieve course outcomes. RBA will apply reasonable adjustments to the level it can, in consultation with the student and in accordance with the Disability Standards for Education 2005 <https://www.education.gov.au/disability-standards-education-2005>

This means that the institute will not:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).
- Fail to implement agreed adjustments that are necessary for equal participation, unless it would cause unjustifiable hardship to the institution

Students with disability are encouraged to disclose their needs early, preferably at enrolment or orientation, to enable timely support planning. All disclosures will be treated confidentially.

Student Welfare Services

RBA's CEO and Student Support Officer will provide basic counselling services to all students. These services will assist students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them to access study support and welfare-related services such as;

- **Legal Services** – RBA can refer the student who requires legal advice to Legal Aid Victoria (free of cost usually) or a legal practitioner; the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all the international students from the point of application to the completion of their course. RBA will provide up to date information on accommodation options and/or accommodation providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student. RBA ensures accommodation guidance is inclusive, culturally safe, and tailored where possible to students' backgrounds and needs.
- **Emergency and Health Services** – During orientation, students will be advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform RBA as soon as appropriate. RBA staff are available to help students access appropriate after-hours and crisis services when required.
- **Facilities and Resources** – At orientation, students will be given a guided tour of the campus and all RBA facilities. At this time, they will be given an explanation of all available resources.
- **Feedback, Complaints and appeals Policy**– Feedback, Complaints and appeals policy and procedures are available in detail on the website www.rba.vic.edu.au and can be made available from reception and from RBA's website. All students are assured of procedural fairness and access to both internal and external appeal options.

Students will be advised of their visa conditions relating to the course progress and or attendance as appropriate during the orientation so that students can continue to meet their visa conditions. This is a key requirement under National Code 2018.

At RBA, Intervention strategies are applied in line with the Attendance and Course Progress Policy for students who are facing difficulties in achieving satisfactory course progress or are unable to attend classes due to problems or issues they may have.

RBA can also refer students to external counselling services for various issues if necessary, however, each issue is dealt on a case-by-case basis. There is no fee attached to seek advice on welfare support and referral service.

Support Staff

Enrolment officer/Administrative officer: Administration/Enrolment Officer handles all complaints and administration matters including queries related to admission, enrolment, orientation, deferral, results, and refunds. They also provide LLND Support, academic support (Intervention strategy) and accommodation Support.

Student Support Officers: provides academic and non-academic support to students which includes providing counselling, mentoring, accommodation support, etc. and handles course related queries.

Health, Safety and Security Support, First Aid and Counselling: Provides medical assistance student safety support, , and counselling. In emergencies, staff can assist with first aid, emergency response, and connecting students with after-hours services.

Complaints Officer/Admin officer/Student Support Officer: Handles all general courses, enrolment, and administration queries and complaints resolution. All student concerns are managed according to RBA's feedback, complaints and appeals procedure and are treated confidentially and fairly.

Trainers and Assessors: Handles all the specific course related queries and assessment issues. They are available during class hours and support students in achieving learning outcomes.

Reception: Our reception is open to assist students from 9:00 a.m. to 5:30 p.m. Monday to Friday.

Classes will be scheduled between 7:30 a.m.-6:30 p.m., all seven (7) days i.e., Monday to Sunday.

Student support officers will be available at the institute during scheduled classes to provide support to students with any academic, personal, or welfare-related issues. RBA ensures all support services are accessible regardless of students' backgrounds, study mode, or timetable. Students are encouraged to speak to any support staff member for assistance or referral

Access and Equity

RBA's Code of Practice includes an Access and Equity policy. It is the responsibility of all RBA staff to ensure the requirements of the Access and Equity policy are always met. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

- Training services are delivered in a non-discriminatory, open, and respectful manner.
- Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Provides culturally inclusive language, literacy numeracy and Digital skills advice that assists clients in meeting personal training goals.
- Supports culturally safe learning environments for First Nations students, as required under Outcome Standard 2.5(b).
- Respects the values, identities, and beliefs of all learners, and tailors support where needed to remove barriers to participation.
- Is accountable for its performance in adhering to the principles of the policy and welcomes feedback as part of its quality improvement system.

RBA is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984 (Cth), Australian Human Rights Commission Act 1986 (Cth), Racial Discrimination Act 1975 (Cth), Victorian Equal Opportunity Act 2010 (VIC), Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992 (Cth)

These legislative frameworks guide RBA in promoting an inclusive, safe, and equitable environment for all students and staff, regardless of gender, race, disability, cultural background, or personal circumstances.

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Any feedback, issues or questions raised regarding access and equity can be directed to the Administrative Manager. Staff and students are required to always comply with the Access and Equity Requirements.

If students have any suggestions as to how RBA can improve performance with respect to access and equity, or if student would like further information on anything included in the policy, please contact the Administrative Manager or refer to the policy available at RBA's website www.rba.vic.edu.au or at the reception

Students with special needs

Royal Building Academy (RBA)'s policy on assessment is to give all students an equal opportunity to demonstrate their knowledge and skills. Where necessary and possible, we will decide to take account of a student's special needs by making reasonable adjustments to the training and/or assessment requirements. This does not mean that a student gains any unfair advantage over other students.

Reasonable adjustment means modifications that allow a student with a disability or specific need to participate on the same basis as others, without compromising the required competency outcomes.

Reasonable adjustments may include:

- Use of adaptive or assistive technologies
- Provision of educational support services
- Adjusted assessment methods (e.g. oral assessments, extended time, use of a reader/scribe)

No unfair advantage: Adjustments aim to remove unnecessary barriers, not to provide preferential treatment.

Compliance with regulatory standards: Any adjustment must still meet course competency and physical ability requirements, particularly in programs involving practical or safety-related tasks (e.g. hospitality, automation).

Students will be assessed on their current competencies including language, literacy numeracy and digital skills LLND prior to commencement of the course. The results of this review will guide the development of individual learning support plans.

The learning needs identified from the review will form the basis of any adjustment to the training program and appropriate strategies will be agreed with the student. All agreed adjustments will be recorded in the student's file and must be approved by the CEO or delegated authority. Adjustments will not compromise the competency standards in any way.

Adjustments made will be recorded in the student's file and will not compromise the competency standards in any way whatsoever. At all times Royal Building Academy (RBA) strives to fulfill its obligations under Equal Opportunity Act 2010, Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992.

Royal Building Academy (RBA) has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for participants with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Evidence collection can be adjusted to suit individual student needs if required and will be endorsed by the CEO and/or Administrative Manager.

Critical Incidents

As per standard 6.8 of the National Code 2018, RBA has its critical incident policy in place to ensure appropriate procedures and support mechanisms are in place for managing serious incidents that may impact students' safety or ability to complete their studies.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be

arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

All critical incidents will be documented, reviewed, and reported to relevant authorities, including ASQA and the Department of Home Affairs or other relevant authorities, where required.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. Critical incidents that may cause physical or psychological harm could include events such as but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster (e.g., flood, bushfire, earthquake)
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is RBA's intention to provide students with a safe environment on campus and advise students and staff on how they can enhance their personal safety and security.

Critical incident officer: Amrinder Singh

Phone no: 1300379959

By email: info@rba.vic.edu.au

Please call national emergency number- 000

When you call **Triple Zero (000)**, automated system will ask if you want **Police, Fire or Ambulance**. You need to select according to the emergency.

Stay calm, don't shout, speak slowly and clearly, and tell emergency service exactly where to come.

If you are on campus- Give an address or location of **218 Station Street, Norlane, Victoria 3214, Australia**. You can also contact our student support officer for critical incidents on 1300379959 or email to support@rba.vic.edu.au or detailed information, students can refer to Critical Incident Policy available on the website www.rba.vic.edu.au and can also be made available from RBA's reception.

Emergency Contact List

Emergency service	Contact number
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169

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Lifeline: 24-hour service	131 114
Public transport & timetables Victoria	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024
Suicide Call Back Service	1300 659 467
Suicide Line Victoria	1300 651 251
Safe Steps	1800 015 188
Victims of Crime	1800 819 817 or text 0427 767 891
Child Protection	13 12 78
Sexual Assault Crisis Line	1800 806 292
Interpreter Service (TIS National)	131 450
Multicultural Centre for Women's Health	03 9418 0999
Headspace – Youth Mental Health Support	1800 650 890

Consumer Rights

RBA will notify learners when any change occurs that may affect the services RBA is providing to students. This includes a change in ownership or management of the institute, and/or any changes to, new or revised third-party arrangements relating to the delivery of training, assessment, or student support services.

Support Staff

Royal Building Academy (RBA) has designated student support officers to help students with special needs and will refer or provide information to students to qualified counselling services. This will be done at no cost to student.

Student support officer

RBA student support officer handles all support related queries including admissions, enrolment, complaints, and appeals, LLND support, special needs, and assistance. Student support officer will be on campus during training days

(i.e., Monday-Friday) between normal hours of operations: 9.00 am-5.00 pm. Student support officer can be available any other days with prior appointment.

Please contact student support on support@rba.vic.edu.au for support and appointments.

Academic support/trainer

For all academic progress support matters, RBA's student support will arrange the appointment with our trainer and assessor. Trainer and assessor can assist you with LLND difficulties, academic support, assessment information, additional tutorial, or any other academic needs.

In order to provide quality support services to its students, RBA will maintain a Support staff to student ratio of 1 Support staff: 80 students.

Student Support Officer

Contact: 1300379959

Email: support@rba.vic.edu.au

Appointments and accessing these services.

Student may contact the Student Support Officer by email at support@rba.vic.edu.au, or they can make an appointment through reception.

External Support Services

1	Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters. Consumer Affairs Helpline: 1300 55 81 81 or 132VIC (132842) and select option 4 https://www.consumer.vic.gov.au Consumer Affairs Victoria GPO Box 123, Melbourne VIC 3001
2	Alcohol and Drugs (DirectLine) DirectLine (Drug & Alcohol Service) provides free and confidential drug and alcohol counselling, information, and support for adults and young people across Victoria. Website: https://www.directline.org.au/ Phone: 1800 888 236
3	Legal Aid Victoria Victoria Legal Aid (VLA) is an organisation that provides information, legal advice and education with a focus on the prevention and early resolution of legal problems. Helping Victorians with their legal issues Victoria Legal Aid 570 Bourke Street, Melbourne Victoria 3000 , Call on 1300 792 387, Monday to Friday from 8 am to 6 pm, for free information over the phone about the law and how they can help you.

4	Fair Work Ombudsman Are you concerned about your pay, work rights, work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand? Website: https://www.fairwork.gov.au Call on: 131394
5	Reach Out Website designed for young people. Information and resources to assist with self-help or help for others. http://au.reachout.com
6	Red Cross – International Student Emergency Relief Provides emergency relief support, including financial assistance for vulnerable international students. https://www.redcross.org.au/ Phone: 1800 733 276
7.	Beyond Blue Supports mental health through counselling and resources for anxiety, depression, and wellbeing. 1300 22 4636, www.beyondblue.org.au
8.	1800RESPECT Confidential counselling, information, and support for those affected by domestic or sexual violence. 1800 737 732 (24/7) , www.1800respect.org.au
9.	Lifeline Australia National 24/7 line for domestic and sexual violence. Provides free and confidential crisis support and suicide prevention services., 13 11 14, www.lifeline.org.au
10.	Study Australia Australia's official government website for international students. Offers advice on visas, accommodation, work rights, health cover, and student life in Australia , www.studyaustralia.gov.au

Other external support services (Contact details)

Fire, ambulance, police (life-threatening emergencies): Ring 000

- Hospitals and Medical Issues (Geelong, Victoria):
- Corio Medical Clinic: +61 3 5274 9499
- Barwon Health: +61 1300 715 673
- St John of God Geelong Hospital: +61 3 5226 8888
- Epworth Geelong: +61 3 5271 7777
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000



Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Lifeline 24-hour Counselling Services: 131 114

Legal & Dispute Support

The Resolution Institute Free call 1800 651 650 , www.resolution.institute

Victoria Legal Aid: www.legalaid.vic.gov.au

Dispute Settlement Centre of Victoria (DSCV): 1300 372 888 | www.disputes.vic.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: <https://isv.org.au/>

Temples Australia: www.hindu council.com.au

Sikh Temple: <http://www.sikh youth australia.com/>

Interfaith Network Victoria: www.interfaithnetwork.org.au

Other Support Services

The following support services are free. They can provide you with referrals to help you deal with the issue you are facing.

Men's line Australia: 1300 78 99 78

Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. RBA will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

RBA will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

If students wish to apply for a transfer, they will need to apply at the institute for a release. There is no cost attached to apply for a release; however, students will be required to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed based on RBA's Policy, conditions of Enrolment, Fee Payment and Refund Policy, study plan and declaration submitted by the student in their application. Documented evidence supporting circumstances/reasons for seeking release must be included with the application or email submitted. Please refer to the RBA's transfer between provider's policy for more details on conditions where transfer may or may not be provided.

In accordance with Standard 2.1 and 2.2 of the Standards for RTOs 2025, RBA will ensure students are properly informed about their right to request a transfer and how their request will be assessed. RBA will provide information about this policy prior to enrolment, and it will be made readily accessible to students at all times.

RBA will assess each request fairly and consistently and provide a written outcome (approval or refusal) with reasons for the decision. Where a transfer request is refused, students will be informed of their right to appeal under RBA's complaints and appeals policy, in line with Standard 2.8 of the Standards for RTOs 2025 and Standard 10 of the National Code 2018.

RBA will maintain evidence of transfer requests, decisions made, communications with students, and outcomes in accordance with the recordkeeping requirements of the ESOS Act 2000 and the Standards for RTOs 2025.

Deferral, Suspension and Cancellation

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g., you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you must contact RBA and arrange an appointment to discuss your circumstances. After your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

RBA may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student.

Deferral of commencement, suspension of enrolment and cancellation of enrolment must be reported to the Department of Home Affairs through PRISMS by the institute and this may affect the status of a student visa.

In accordance with section 19 of the Education Services for Overseas Students (ESOS) Act 2000, RBA must report all approved deferments, suspensions, or cancellations of enrolment through PRISMS within the required timeframe.

In accordance with Standard 2.6 of the Standards for RTOs 2025, RBA will identify the wellbeing needs of students and ensure appropriate support is provided when deferral or suspension is requested due to compassionate or compelling circumstances.

Where a suspension or cancellation is initiated by RBA, students will be notified in writing and provided with an opportunity to appeal the decision in accordance with RBA's complaints and appeals process, as required under Standard 2.8 of the Standards for RTOs 2025 and Standard 10 of the National Code 2018.

All decisions and supporting evidence regarding deferral, suspension or cancellation will be documented and retained in accordance with recordkeeping requirements under the ESOS Act 2000 and the Standards for RTOs 2025.

Please refer to RBA's Deferral, Suspension and Cancellation Policy for more details available on RBA's website.

Our expectation from you

Royal Building Academy (RBA) expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To comply with the rules and regulations of Royal Building Academy (RBA).
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and RBA publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and RBA staff members and their right to privacy and confidentiality.

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Ph: 1300379959 | Email: info@rba.vic.edu.au | Website: www.rba.vic.edu.au

- To comply with the RBA Student Code of Conduct, which outlines expected behaviours and consequences of misconduct, including the appropriate use of technology, communication platforms, and respectful interaction with others.
- To report any incidents, safety concerns, or wellbeing issues promptly to student support or relevant RBA staff, in line with Standard 2.6 of the Standards for RTOs 2025.
- To adhere to your visa obligations (if you are an international student) including course progress, attendance, and updating contact details, in accordance with the ESOS Act 2000 and National Code 2018.

Student Obligation

Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date if you hold your visa.

For more information about visa conditions, see: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/length-of-stay>

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC must be arranged before applying for an Australian student visa.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, under the Migration Regulations 1994, take care to always maintain your cover. If you do fall behind in payments or renewing your cover, you will be able to continue your cover, but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

In accordance with Standards for RTOs 2025 and Standard 6 of the National Code 2018, RBA provides access to support services to assist students in arranging their OSHC if needed.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued. Royal Building Academy (RBA) can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at

https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm **Some of registered health insurers that offer OSHC are:**

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (People care Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc

Royal Building Academy Pty Ltd trading as Royal Building Academy

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Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Full Time Study

Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week. This is a visa condition under the ESOS Act 2000 and the National Code 2018 (Standard 8), and students must maintain enrolment in a full-time CRICOS-registered course.

In accordance with the Standards for RTOs 2025, RBA will support students to understand and comply with their study load requirements and will monitor enrolment and progression to ensure visa conditions are not breached.

Academic Course Progress

RBA gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

Students must participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions. Royal Building Academy (RBA) will check and ensure that all the required assessments are completed up to that point of time.

Students at RBA are required to regularly attend classes and achieve satisfactory course progress. RBA regularly monitors, records, and assesses the course progress of each student for each unit of the course for which the student is enrolled in. RBA will assess each student's course progress at the endpoint of each study period.

In accordance with Standards for RTOs 2025 and National Code 2018, RBA ensures students are informed of their course progress requirements and supports them through monitoring, timely feedback, and intervention strategies where needed.

Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, RBA course progress monitoring procedures will be followed as per the Attendance and Course Monitoring Policy and Procedures.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in given study period.

A failure of units in any study period will trigger a review of academic progress by the institute and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class.
- Study the theory and practice the skills that are taught in class and Institute's lab
- Ensure that you are present for all assessment activities scheduled by the trainers.
- Make an appointment with the Student Support Officer or Administrative Manager if you are having any difficulties with your studies.

In addition to the above minimum requirement, the Institute will implement counselling procedures and an intervention strategy when you think you may be in danger of not meeting the requirements.

Counselling and intervention strategy may be triggered by any of the following events, such as:

- Failing any units in a study period
- Not attending compulsory classes

Intervention strategies may include academic skills support, counselling, additional tuition, changes to study load, or revised training plans, and will be documented and implemented in consultation with the student, as required under the Standards for RTOs 2025.

If students fail to meet the requirements of satisfactory course progress for two consecutive study periods, they will be reported to the Department of Home Affairs via PRISMS.

This notification will be made via PRISMS, and students will be informed in writing of RBA's intention to report, including their right to access the complaints and appeals process within 20 working days before any report is submitted, as required by the National Code 2018.

Please refer to the Attendance and course progress policy available on RBA's website and/or reception for more details on Intervention strategy, academic progress, extension of course duration etc.

Attendance Requirements

RBA gives strong emphasis on attendance requirements. RBA will record and monitor attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. RBA will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to unsatisfactory course progress. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. RBA is required to report the students based on unsatisfactory course progress to the department of Home Affairs (DHA).

Note: Students will not be reported based on attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

As per the Attendance regulation set up by the Australian Skills Quality Authority, Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because this implies that they may already have the skills, knowledge, and experience to progress in their course without receiving structured training.

In this case, RBA may invite the student to apply for RPL and will reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

This process will be documented in the student's file in accordance with the Standards for RTOs 2025, and any change to course duration must be reflected in PRISMS.

Please refer to the Attendance and course progress policy available on RBA's website and/or student administration for more details.

Intervention Strategy

RBA ensures that it identifies, notifies, and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. RBA will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Administrative Manager or Student Support Officer, and it may include one or more of the following strategies:

- Attending counselling.
- English language support.
- Reviewing learning materials with the student and providing information to students in a context that they can understand.
- Providing extra time to complete tasks.
- Adjusting timetables
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- academic skills programs (e.g., time management, referencing, study techniques).
- Reduced study load where permitted under the National Code 2018.
- Referral to internal or external support services, where personal, financial, or mental health issues are affecting progress.

The intervention plan will include clearly defined responsibilities for the student and RBA, target dates for progress review, and follow-up actions.

All records of intervention meetings, outcomes, and changes to study plans will be documented and retained in the student file in accordance with RBA's records management policy and Standard 2.4 of the Standards for RTOs 2025.

Change of Address

Upon arriving in Australia, students are required to advise the institute of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address as, under Section 20 of the ESOS Act 2000 and Standard 3.5 of the National Code 2018.

Institute is obliged to serve a notice at the last known address of the student if the student breaches a student visa condition relating to attendance and/or academic performance. Institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify staff member of any change of their address and contact details within 7 days of change while enrolled at the institute including:

- The student's current residential address, mobile number (if any) and email address,
- Emergency contact details, including name, relationship, and phone number of the person to be contacted in an emergency

Failure to update the contact details to RBA means that students may not receive important information which may affect their course, their enrolment or visa.

It is the responsibility of students and in their interest to keep their records up to date to ensure they receive important information about their course, fees, and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at <https://www.homeaffairs.gov.au/>

Student Feedback, Complaints and appeals procedure.

The Institute has a student's Feedback, Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

➤ Feedback Process

- Students are encouraged to provide feedback at any time about their learning experience, training, assessment, or the services provided by RBA. Feedback may be shared informally with a Trainer, Student Support Officer, or Administrative officer. Informal feedback will not form part of the formal register unless the student requests it, but it will still be documented and noted by the staff member receiving it.
- Students who wish to provide formal feedback may do so in writing by completing the Student Feedback Form and submitting it to the Student Support Officer/Complaints Officer. Alternatively, feedback can also be emailed to support@rba.vic.edu.au
- RBA staff will acknowledge and act on feedback promptly, ensuring that it is considered as part of our commitment to continuous improvement of services.

Lodging Feedback

To lodge formal feedback, students are encouraged to provide:

- A clear and detailed statement of the feedback, including any relevant context.
- A suggested improvement, action, or recommendation (if applicable).
- Any supporting evidence or examples that may help RBA consider the feedback.
- Feedback will be recorded in the Feedback, Complaints and Appeals register.

Acknowledging Feedback

Each formal feedback submission will be acknowledged in writing by student support/admin staff. The acknowledgement will be provided in person or via email within five working days.

Recording and Acting on Feedback

- Details of formal feedback will be recorded in RBA's Feedback, Complaints and Appeals register and filed in the student's file.
- Student Support Officer/Complaints Officer will review the feedback, consult relevant staff if required, and initiate actions to address or implement improvements.
- Students will be notified of the consideration given to their feedback and any outcomes or improvements that result.

RBA values all student feedback as an important tool to support continuous improvement and enhance the overall student experience.

➤ Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any student with a complaint may first raise the issue informally with Administrative officer or Trainer and attempt an informal resolution of the complaint.

Students can choose to make an informal complaint and to comply with the Standard 2.8 of the Standards for RTOs 2025 and Standard 10 of the National code 2018, informal complaints will be documented and recorded in the complaints register by the administrative officer.

All informal complaints lodged by students will be acknowledged in writing by sending an e-mail to the student. As required under the Standards for RTOs 2025, RBA must maintain records of both informal and formal complaints and their outcomes

RBA staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly. As per the National code 2018 provider must commence an assessment of the complaint or appeal within 10 working days of it being made in accordance with the registered provider's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable

Feedback and concerns that do not escalate into a complaint are also welcomed and will be used for continuous improvement

Students who are not satisfied with the outcome of the complaint, they will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about but not limited to:

- any aspect of the service provided or not provided by RBA.
- any aspect of the training and assessment
- the behaviour or decisions of staff, or
- policies and/or procedures of RBA
- any action by any associate

➤ Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Administrative Officer /Complaints Officer. Students can also send an email alternatively to support@rba.vic.edu.au

Lodging a complaint

To register a formal complaint, a student must complete and fill a Student's Feedback, Complaints and Appeal Form to Administrative officer /Complaints Officer providing:

- a clear and detailed statement of the complaint, including the parties involved.
- a suggested solution that the student believes would settle the complaint (E.g., an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).
- Complaint will be lodged in a complaint register.

The resolution phase: The Administrative officer /Complaints Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

The resolution phase will commence within 10 working days of the complaint being lodged in writing, i.e., assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

- **Acknowledging the Lodgement of a complaint**

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by admin staff.

The student support/admin staff will forward the complaint for action to the relevant person or department as soon as practicable and should not take more than 10 days. RBA ensures that Parties to complaint will not be part of the investigation team to maintain impartiality.

- **Recording the Complaint**

Details of the complaints will be recorded in RBA's complaints and appeals register and a copy will be filed in the student's file. The original complaint will be forwarded to the Administrative officer /Complaints Officer and they will ensure all documentation is securely stored and accessible only to authorised personnel.

Administrative officer /Complaints Officer will be responsible for ensuring that all these actions are completed within five working days of the lodgement of the complaint.

- **Acting on Complaint**

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.

Students will be invited to attend a meeting where they can present their case and may be accompanied by a support person if they wish.

Administrative officer /Complaints Officer will set an agenda for the meeting and discuss what steps should be taken. The principles of procedural fairness and natural justice will be followed throughout the investigation.

The right to be accompanied by a support person during the complaints/appeals process: Parties making complaint will be invited for meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. Students will not be disadvantaged or penalised for lodging a complaint. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including, providing the respondent with the statement of the complaint and all the relevant documents.

Complaints will be investigated thoroughly in spirit of natural justice and principal fairness.

RBA will ensure that decisions are made impartially and based on evidence provided by all parties.

Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

- **Time frame**

Person making a complaint will be informed of the outcome in writing and all the complaints will be finalised as soon as practicable understanding the student's requirements and other matters but maximum within 60 days of receipt of complaint.

Where RBA considers more than 60 calendar days are required to process and finalise the complaint or appeal, the institute will inform the complainant or appellant in writing, including reasons on why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter. These updates will be documented in the feedback, complaints and appeals register.

If complaint falls outside the definition of complaints: Administrative officer /Complaints Officer will advise the student accordingly. Administrative officer /Complaints Officer may dismiss a complaint if, in their view the complaint is ill advised, misguided, frivolous, malicious, or vexatious. This decision will be documented and provided to the student in writing.

Note: *It is to be noted that RBA will respond to any feedback, complaint or appeal the overseas student makes regarding his or her dealings with the institute, RBA's education agents or any related party that RBA has an arrangement with, to deliver the overseas student's course or related services.*

At the conclusion of the resolution phase, Administrative officer /Complaints Officer will write to both the student and the respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their Right to appeal in accordance with Standard 10 (Complaints and appeals), within 20 days of the complaints if dissatisfied with the outcome.

Record the decision: Institute's decision and reasons for the decision will be recorded and placed in the student's file. This includes the date of communication, names of decision-makers, and confirmation that the student received the decision.

➤ Internal Appeals Process

Internal appeals may arise from a number of sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by RBA.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from Student Administration and/or RBA website.

- **Acknowledging the Lodging of a complaint**

Appeals are acknowledged by sending written confirmation of the complaint including the date of receipt, appeal type, and next steps. that is done by Student Support Officer/Appeals officer.

- **Consideration of Appeal by Student Support Officer/ Appeals officer**

Where an appeal relates to the following matters, the Student Appeals Form must be lodged within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress, , Non payment of fee etc.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of conduct).
- The Student Support Officer / Appeals Officer will assess the appeal for completeness and ensure that it meets the submission requirements before forwarding it for formal review.

- **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. The appeal process will be initiated without undue delay to ensure the matter is handled efficiently. This Investigator or Committee will not include any person who has heard the original complaint. The Investigator or the Student Appeals Committee will:

- Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, students will be given an opportunity to be accompanied and assisted by a support person. The

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meeting will be scheduled at a mutually convenient time and location, ensuring privacy and a culturally safe environment.

- b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. All appeal outcomes will be provided in writing and include detailed reasons for the decision, with a copy placed in the student's file. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and decide.

Student Appeal Committee

- Chief Executive Officer
- Student Support Officer/Appeals officer
- Investigator or nominee appointed by the CEO.

**RBA will ensure that assessment of the complaint or appeal is conducted in a professional, fair, and transparent manner. Committee members must not have had any prior involvement in the matter being appealed.*

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of his or her right to an external appeal. The student will be provided with contact details of external appeal bodies and guidance on how to initiate an external appeal. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that from RBA.

If more than 60 days: Where it is apparent that appeals will take more than 60 calendar days, appellant will be informed in writing, including reasons why more than 60 calendar days are required, and the students will be regularly updated on the progress of the matter. This communication will also be recorded in the feedback, complaints and appeals register.

Recording the appeal: RBA will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Student Support Officer/ Appeals officer. A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student. **If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.**

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the RBA's internal complaints and appeals process. In such cases, Institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by RBA.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

RBA will not report the student to the Department of Home Affairs (DHA) via PRISMS until the external process has been completed or the student withdraws from the appeal.

➤ External Appeals Process

After the student has been advised of the external complaint handling process and procedure, RBA will provide students with contact details of the appropriate complaints handling and external appeals body.

RBA will refer the student to **Commonwealth Ombudsman** to lodge an external appeal or complain about the decision. The Commonwealth Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e., RBA in this case, has followed its policies and procedures, rather than decide in place of the Institute. External appeal authority will be provided with sufficient information within due timelines requested. Students will be supported throughout the external appeal process and will not incur any costs from RBA for this referral.

For example, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the Institute, the external appeals process would look at the way in which the internal appeal was conducted; it would not decide as to what the subject result should be. Complaints outcome will be entered in Feedback, complaints and appeals register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, RBA will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome. Corrective or preventive actions will be monitored to ensure effectiveness, and the student will receive written confirmation once actions have been completed.

Written record of the complaints or Appeal and statement of the outcome will be kept and maintained by RBA. Records will include the date, nature of the issue, parties involved, decisions made, actions taken, and confirmation that the student was notified.

Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body.
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: Commonwealth Ombudsman is a free and independent service.

Commonwealth Ombudsman contact details are:

- **Website:** <http://www.ombudsman.gov.au/>
- **Email:** ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072

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

The Ombudsman (OSO) also:

- a. Reviews unresolved complaints involving fairness or adherence to policy
- b. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
- c. Publishes reports on problems and broader issues in international education that Commonwealth Ombudsman identifies through investigations.

For further information, please visit <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or contact Commonwealth Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time(AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2511173600

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, RBA will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

RBA will maintain all relevant responsibilities until:

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- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the Institute in writing.

RBA will document all decisions, timeframes, and correspondence related to the appeal and PRISMS reporting status.

Please note following procedures do not remove the student's right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Victoria Legal Aid

Refer to <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Students Rights as Consumer

Feedback, Complaints and Appeals Policy, and Procedure do not remove the right of students to act under Australia's consumer protection laws.

International students are protected by Australian Consumer Law and the Education Services for Overseas Students (ESOS) Act 2000, which ensure the provision of accurate information, fair treatment, and access to redress mechanisms.

Unique Student Identifier

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, we are required to include your USI in the data we submit to NCVER.

RBA must not issue AQF certification documentation unless a valid USI has been provided.

The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned with a USI. Royal Building Academy (RBA) will obtain and verify the student's USI at the time of enrolment. RBA will comply with the Student Identifiers Act 2014 including secure handling, privacy, and use obligations.

The USI is an identifier known only to the issuing RTO, the student, and the department. All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to RBA during the enrolment process. If students do not provide a USI, RBA will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

RBA will ensure student privacy and data integrity in accordance with the Student Identifiers Act and the Privacy Act 1988.

RBA Student Services staff can assist you to obtain your USI on request.

USI does not appear on any certificates, statements of attainment or other public documents issued by RBA. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's web site www.usi.gov.au.

Issuance of AQF Certification Documentation

All AQF certification documentation, including qualifications (Testamurs and Records of Results) and Statements of Attainment, will be issued within 30 calendar days of the learner being assessed as meeting all requirements of the training product, provided all agreed fees have been paid.

RBA maintains accurate and secure records of learner participation, outcomes, and certification documentation for a minimum of 30 years, in accordance with Standards for Registered Training Organisations (RTOs) 2025 and the AQF Qualifications Issuance Policy.

Learners who do not meet the requirements for a full qualification will be issued with a Statement of Attainment for the units of competency successfully completed, consistent with the AQF Qualifications Issuance Policy and Standard 3.4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

RBA will not issue AQF certification documentation to a learner who has not been assessed as meeting all requirements of the training product or who has outstanding fees.

For more information, please refer to RBA's AQF Issuance Policy, available at reception.

Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 48 hours a fortnight when student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

Students must ensure they continue to meet course progress and attendance requirements while working, as work conditions are secondary to their primary visa purpose which is study. Unlimited work rights apply only when the course is not in session (e.g., during scheduled course breaks) for more information refer to <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

School-aged dependents

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.

There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools, and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any institute or university that they enrol in whilst in Australia. Students are responsible for ensuring school enrolment is organised before or shortly after arrival in Australia to comply with visa. Refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visaconditions?product=500#> for more information.

Legislation

A range of legislation is applicable to all the staff members and students of Royal Building Academy. Information on relevant legislation can be found at the following websites.

- **Occupational Health & Safety** <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
- **Australian Human Rights Commission** <https://humanrights.gov.au>
- **VET Quality Framework** <https://www.asqa.gov.au>
- **Department of Home Affairs** <https://immi.homeaffairs.gov.au>
- **Disability Standards for Education 2005** <https://www.legislation.gov.au/Details/F2005L00767>
- **Disability Discrimination Act 1992** <https://www.legislation.gov.au/Details/C2024C00573>
- **Racial Hatred Act 1995** <https://www.legislation.gov.au/Details/C2004A04951>
- **Racial Discrimination Act 1975** <https://www.legislation.gov.au/Details/C2022C00366>
- **Sex Discrimination Act 1984** <https://www.legislation.gov.au/C2004A02868/latest/text>

Royal Building Academy Pty Ltd trading as Royal Building Academy

Document Name: Student Handbook | Version no: 25.2

RTO no: 46138 | CRICOS no: 04216G

Address: 218 Station Street, Norlane, Victoria 3214 | ABN: 73 645 577 475

Ph: 1300379959 | Email: info@rba.vic.edu.au | Website: www.rba.vic.edu.au

- **Privacy Act 1988** <https://www.legislation.gov.au/C2004A03712/latest/text>
- **National Code of Practice for Providers of Education and Training to Overseas Students 2018**
<https://www.legislation.gov.au/Details/F2017L01182>
- **Education Services for Overseas Students (ESOS) Act 2000** [Education Services for Overseas Students Act 2000 - Federal Register of Legislation](https://www.legislation.gov.au/Details/F2004A00757/latest/text)
<https://www.legislation.gov.au/Details/F2004A00757/latest/text>
- **Education Services for Overseas Students (ESOS) Regulations 2019**
<https://www.legislation.gov.au/Details/F2021C01320>
- Standards for RTOs 2025 <https://www.asqa.gov.au/standards>
- Australian Qualifications Framework (AQF) <https://www.aqf.edu.au/>
- Privacy and Data Protection Act 2014 (Victoria) <https://ovic.vic.gov.au/>
- Equal Opportunity Act 2010 (Victoria) <https://www.legislation.vic.gov.au/in-force/acts/equal-opportunity-act-2010/020>
- National Vocational Education and Training Regulator Act 2011
<https://www.legislation.gov.au/C2011A00012/latest/versions>
 - National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 <https://www.legislation.gov.au/F2020L01517/latest/text>

It is the responsibility of all RBA's staff to ensure the requirements of relevant legislation are always met. Please refer to the websites indicated or contact the institute at 1300379959 if you require further information. There may be additional, course specific, legislation that is relevant. Information about this legislation will be provided during the course.

Use of Education Agents

Royal Building Academy (RBA) engages with on shore and offshore Agents to recruit students. Full list of Agents can be found on RBA's website www.rba.vic.edu.au RBA is responsible to ensure that its agents accurately represent RBA's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact RBA students support at support@rba.vic.edu.au or give us a call at 1300379959.

RBA has undertaken steps to be compliant with the ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes

- entering into written agreements with each education agent that RBA engages with,
- implement Education agent's policy and procedures,
- Education Agent Performance Review Assessment conducted by marketing staff to ensure that agents always comply with the standards.

RBA takes appropriate corrective or termination action where an agent is found to be engaging in dishonest or misleading conduct.

Students must be aware that information collected from students on application form may be shared with their authorised education agent if required. Therefore, it is student's responsibility to notify RBA if planning to change or have changed their authorised education agent within 5 working days.

Use of personal information

Information is collected during enrolment to meet the institute's obligations under the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and to ensure student's compliance with the conditions of their visas and their obligations

under Australian immigration laws. Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme.

In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. RBA complies with the Privacy Act 1988, the Australian Privacy Principles (APPs), and the Student Identifiers Act 2014 when collecting, storing, and disclosing personal information.

It is a requirement of the VET Quality Framework that students can access personal information held by the institute and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Campus and Training Manager if they wish to view their own records. Requests for access will be responded to within 10 working days. Appropriate identification must be provided prior to release of any records.

Safety and Security

Your safety

Royal Building Academy (RBA) is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Occupational Health and Safety Act 2004 (Vic) and relevant Victorian workplace safety legislation to maintain a safe and hazard-free learning environment. We also ensure that students feel culturally safe, physically secure, and supported at all times in all study locations.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents, and near premises to RBA's staff.
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Always keep training and assessment areas neat and tidy.
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Immediately notify RBA staff if you feel unsafe, threatened, or concerned about the conduct of others.

Electrical equipment

- Electrical equipment that is not working should be reported to RBA staff.
 - Electrical work should only be performed by appropriately licensed or trained personnel.
- Students, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids

Fire safety

- Royal Building Academy (RBA) will undertake training session to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all Exits and fire extinguishers, and alarm points.
- Users must review available maps to determine evacuation routes.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.

- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.
- RBA trainer and assessors are equipped with skills and Knowledge in Australia
- Emergency contact numbers are displayed at all training venues.

Lifting

- Students, trainers, and assessors are encouraged not to lift anything related to the training and assessment provided by RBA unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else for help
- Seek assistance if unsure. Manual handling training can be provided if applicable.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Royal Building Academy is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Royal Building Academy staff members are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member of Royal building Academy who fails to follow this policy. RBA also reserves the right to take disciplinary action against students who engage in discriminatory or harassing behaviour. Suspected criminal behavior will be reported to police authorities immediately.

RBA values diversity and is committed to providing a culturally safe and inclusive learning environment for all students, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, LGBTQIA+ individuals, people with disability, and students of all ages and socio-economic status. We embrace equity and access in all learning and support activities.

Students should expect fair and friendly behavior from RBA staff members, in accordance with RBA's Code of Conduct and Access and Equity Policy. We apply complaint handling procedures advocated by the Australian Human Rights Commission. Refer to the Feedback, Complaints and Appeals Policy of RBA available on the website or can be made available at reception.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of RBA whom they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. All complaints are handled confidentially and supportively.

RBA recognises that student wellbeing is essential for academic success. Including wellbeing in equity commitments is required under Standard 2.6 of the Standards for RTOs 2025. We are committed to promoting mental health,

emotional safety, and personal wellbeing across our diverse student community. Students experiencing stress, anxiety, identity-based concerns, or any personal difficulties are encouraged to access confidential support through our Student Support Officers or referred to wellbeing services. RBA's inclusive practices are underpinned by trauma-informed and culturally safe principles to support First Nations students, LGBTQIA+ students, and all learners who may face barriers to education.

Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Royal Building Academy, they are advised to contact the Australian Human Rights Commission Complaints Info-line on 1300 656 419. <https://humanrights.gov.au>

Access, correction, and complaints

Under the Privacy Act 1988 (Privacy Act), you have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

RBA will take privacy complaints seriously and investigate them promptly, in line with the RBA Privacy Policy and the Australian Privacy Principles.

Please refer to RBA privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au/>

RBA Policies and Procedures

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.rba.vic.edu.au or can be made available from the reception.

Student Rights as a Consumer

As a consumer, a student has the right to receive factual and accurate information about the courses offered by RBA before making an enrolment decision. To ensure this, RBA has stringent policies and procedures in place.

It is very important that you read this handbook carefully before enrolling with RBA to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to act under the Australian Consumer Law if the Australian Law applies.

Media Consent

The Application for admission form gives you the opportunity to decline permission for RBA to use any representation of your time here for promotional purposes. Please be sure to read the "Media Consent" section of the Application for admission Form.

From time to time, RBA staff may request to take photographs/videos or verbal/written interviews/testimonials of students at RBA or at places where the student is involved in an activity. These creations may be used in a classroom, campus posters or could be published by RBA in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have a right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or by contacting RBA student administration in writing or via email.

Fees Payable & Refund

- a. The initial tuition fee, application fee and material fee as stated in the offer letter and student agreement must be paid in advance before the commencement of the course for confirmation of enrolment at the institute. This payment must be made only after the student has received and understood all relevant information as outlined in the written agreement.
- b. Please note that the application fee is a one-time fee to cover the cost of administration related costs and is a non-refundable fee* conditions apply. The Fee has been scheduled to ensure that RBA does not collect more than the initial tuition fee amount as stated on your offer letter. RBA doesn't ask students to pay more than 50% of the students' total fee for a course prior to course commencement. However, the student may choose to pay more than 50 per cent of their tuition fees before their course commences if they wish to. in line with section 27 of the ESOS Act 2000.
- c. Royal Building Academy will not request more than 50% of the tuition fee upfront unless the course duration is 25 weeks or less in line with section 27 of the ESOS Act 2000.
- d. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
- e. Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalment amounts with the due dates. All due dates on the tuition fees will be kept at the standard 15th of every month.
- f. Students must pay full tuition fees for each term by the due date or as specified in the payment plan unless any other payment plan/arrangement is agreed with the institute.
- g. Tuition fees will be payable to the Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the institute.
- h. Students must pay their fees directly to the Royal Building Academy (RBA). Students should not pay the fee to the agent and/ or third party in relation to the application for enrolment.

Note: RBA complies with its obligations under section 28 of the ESOS Act 2000, maintaining a designated account for holding pre-paid tuition fees and ensuring transparency and protection of student payments.

Reminder letter

In case a student's installment fails on a particular month, a friendly email reminder along with the first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e., 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.

After sending the first warning letter, if the student fails to make the payment again and does not communicate with the accounts department, a second warning letter will be issued to the student after 7 Working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request an extension. Students may call RBA on 1300379959 for any further enquiries.

- i. If a student fails to make the payment of the outstanding fees even after a final notice and/or email, an "Intention to cancel Enrolment" letter will be sent to the student. Student's enrolment will be cancelled after 20 working days of final notice. The suspension of enrolment will cause the following restrictions to apply:
 - i. Loss of access to the institute library service, Learning Management System, classroom, computer system including internet and others.
 - ii. Loss of access to enrolment records, results, and academic certificates.

- iii. Inability to attend any classes where this may result in students having to repeat missed work and/or units.

The student has the right to appeal against the decision from the date of the letter. Refer to the feedback, complaints and appeal policy for information available on RBA's website. If the student decides to appeal against the decision, his/her enrolment will be kept active until both the internal and external appeal process is completed.

- j. If students choose not to appeal against the institute's decision and make no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees after 20 weeks.
- k. If a student decides to not appeal against the decision and agrees to pay the fees, then the student will be required to pay the full dues along with a late fee of \$50 per week.
- l. An additional fee for re-assessments will be applicable as below:

Students will be given a total of 3 attempts including 1 original plus 2 reassessments attempts will be free of cost; however, reassessment fee for the third reassessment will incur a fee of \$500.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: \$500

If a student fails in the 3rd reassessment, then students will have to repeat the unit. Repeat unit fee- \$500.

- m. Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.
- n. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, the tuition fee for the transferred course will be applied.
Please Note: Fees are subject to change without prior notice. However, fees will remain the same once the student is enrolled on a course. Students are advised to contact student administration for updated fees and charges.
- o. If a student's visa status changes (e.g., becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.
- p. RBA reserves the right to engage in any third party to recover any outstanding fees payable to the institute. The cost incurred to the Institute for engaging a third party to recover such outstanding fees will be charged to the student.
- q. All refund applications will be submitted to the student administration department, and the following procedures will be followed in assessing the application.
- r. All 'refunds' will be approved by the Administration Officer and the applications will be processed within 4 weeks of the application being placed.

Fee Schedule

Course Fee	As per course offer and written agreements
Application Fee (Non-Refundable)	\$500
Material Fee	Depending upon the qualification
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	\$500
Re-assessment Fee (after 2 attempts)	\$ 500
Late payment Fee	\$50 per week
Deferral/Suspension Fees	\$500
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	3% surcharge
Accommodation Services	Depends on Specific Arrangements
Airport pickup	\$300 (Airport to RBA head office)
OSHC (Overseas Student Health Cover)	Outsourced- contact RBA for more details
Re-Issue of Certificates and transcript	\$300 for each Qualification
Re-Issue of Student ID Card	\$50
Interim Academic Transcript	No charge
Change of COE Fee	\$500
COE Extension	Depends on course and duration extended

*Fees are subject to change without prior notice. However, fees will not change after the signed agreement has been received for the duration of same course. Please contact the student administration for updated fees and charges. For all the courses, course material fees will include handouts and printed material only.

Student cancellation

Students who wish cancel their enrolment part way through a training program must notify Royal Building Academy (RBA) in writing by submitting a signed enrolment cancellation form request via email or at RBA's reception at the soonest opportunity.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees in accordance with RBA's Fee payment & Refund Policy and their signed written agreement. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

All cancellation requests will be assessed in line with the ESOS Act 2000 and National Code 2018, Standard 13 (Deferring, suspending or cancelling the student's enrolment).

Refunds

Process of Claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with the refund policy should do so by filling up a Refund Application form available at RBA's reception and on RBA's website www.rba.vic.edu.au Students must submit refund application form along with other supporting documents on campus. The documents should be submitted to:

Administrative officer
Royal Building Academy Pty Ltd t/a Royal Building Academy (RBA)
218 Station Street, Norlane, Victoria 3214, Australia

Or
Email us at info@rba.vic.edu.au

All students' refunds are conditional on the following:

Students are requested to read detailed information on fee payment and refund policy available on RBA's website www.rba.vic.edu.au.

A. Course Withdrawal

- i. Where a written notice of withdrawal is received by the institute **at least 12 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except the application fee.
- ii. Where the institute receives a written notice of withdrawal within **6 to 11 full weeks before the agreed start date** of the course or term, the institute will refund 50% of the fee received except the application fee.
- iii. Where the institute receives a written notice of withdrawal within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
- iv. Where the institute receives a written notice of withdrawal after the start date of the course or term, no refund will be provided.
- v. Where the student defaults, including withdrawing from a course, after the course/term start date, the student is liable to pay full tuition fee and there will be no refund of paid tuition fees.
- vi. It should also be noted that if your enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund before.

For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for a refund as enrolment falls in no refund time of 5 full weeks prior to the agreed start date of the course.

- vii. If the refund application is approved, the Refund will be paid within the period of 4 weeks after receiving written notification/claim from the student and relevant forms duly signed by the student in line with the obligations under section 47D or 47E of the *ESOS Act 2000*.
- viii. The institute must have received funds for any refunds to be made available (i.e., cheques are cleared, telegraphic transfers have been received).
- ix. Refunds will be paid to the person specified in the written agreement (typically the student), unless otherwise agreed in writing, in accordance with section 47D (3) of the *ESOS Act 2000*.

B. Student Defaults

An overseas student or intending overseas student defaults, in relation to a course at a location, if the student himself/herself initiates termination of enrolment or otherwise meets the criteria set out in section 47A of the *ESOS Act 2000*, including:

- Misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A (3) of the *ESOS Act 2000*).

- If students do not commence studies in a course (i.e., the student does not start the course on that day) or when they are due to commence and have not notified the institute in writing then student's enrolment will be cancelled based on non-commencement of studies within 21 days of the course commencement.

No refunds will be granted where:

An international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions

The refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:

- The student's failure to start the course at the location on the agreed starting day.
- The students' withdrawal from the course at that location.
- The student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course at that location.

Refund payments to students following visa refusals will be paid within a 4-week timeframe after receiving a written claim from the student.

Students must provide the institute with substantiated evidence of their student visa refusal from the Department of Home Affairs.

RBA will pay the refund to the following person:

- the student
- if a person (other than the student) is specified in this written agreement to receive any refund- the specified person.

RBA will pay the refund within the period of 4 weeks after receiving a written claim from the student and supporting evidence, in compliance with section 47D of the ESOS Act 2000.

All refunds will be made in Australian dollars and paid via bank transfer to the account from which payment was originally received, unless another method is agreed in writing.

C. Visa Refusal

If a student visa application or visa renewal is refused by the Australian Government prior to course commencement, a refund of course fees will be made, and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (4).

The calculation under subsection 47E (4) is as follows:

The amount of unspent pre-paid fees that the institute must refund the student for the purpose of Subsection 47E (2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount the lesser of:

- 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- the sum of \$500.

Whichever is lesser.

Students must provide the institute with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; a refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

- a. The weekly tuition fee = total tuition fee for the course/number of calendar days in the course x seven (7). This amount is rounded up to the nearest whole dollar.
- b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / seven (7).

or the number of weeks in the default period = the number of weeks (i.e., calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which RBA has received tuition fees.

If RBA has only received an installment of tuition fees for part of the course, the weeks in default period would be the number of weeks between the default day and the end of the part of the course to which the installment relates.

If the number of weeks calculated is not a whole number, round the number up to the nearest whole number.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

This refund policy does not limit the student's right to access the Tuition Protection Service (TPS) or seek remedies under Australian Consumer Law.

D. Provider Default

In the unlikely event that the institute is unable to start or deliver the course (known as provider default under ESOS 46A), the institute must notify you of the default in writing. Within 14 days of the default occurring, the Institute must either:

- I. Issue a refund of unspent tuition fees, to the student within 14 days.
- II. Or the student must be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.
- III. the institute will calculate the unspent portion of tuition fees paid to date, If the student chooses to receive a refund of course fees, (i.e., tuition fees the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 working days after the cessation of the course.
- IV. If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director. For more information visit <https://www.education.gov.au/tps>
- V. RBA will notify the Secretary and the TPS Director via PRISMS within 5 business days of the default, as required under section 46B of the ESOS Act 2000.

Refund Process

- a. The student must apply for a refund using the Refund Application Form available on RBA's website www.rba.vic.edu.au along with the evidence and supporting documents. Such documents include:
 - a completed Refund application form provided by the institute,
 - a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
 - Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 4 weeks of the receipt of the completed refund application form along with the full supporting document by the institute **in accordance with section 47D and 46D of the ESOS Act 2000.**
- c. Student can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act 2000.

Royal Building Academy Pty Ltd trading as Royal Building Academy

Document Name: Student Handbook | Version no: 25.2

RTO no: 46138 | CRICOS no: 04216G

Address: 218 Station Street, Norlane, Victoria 3214 | ABN: 73 645 577 475

Ph: 1300379959 | Email: info@rba.vic.edu.au | Website: www.rba.vic.edu.au

Payment of Refunds

Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form. RBA will only process refunds to the account of the student or to the person identified in the written agreement, in accordance with section 47D (3) of the ESOS Act 2000.

Refund to International banks is made in the Australian currency whereby the student will receive a refund amount equivalent to the Australian Dollar exchange rate on the date of transfer as well as any intermediary bank fees or currency conversion charges. RBA is not responsible for exchange rate fluctuations or fees charged by overseas or intermediary banks.

Note: Timeline for refund

It is to be noted that refunds will be made available to students differently based on the student's default and provider's default in accordance with the **ESOS Act 2000**:

In case of Student default: Refund will be paid within the period of 4 weeks after receiving written notification/claim from the student and relevant forms duly signed by the student as required under **section 47D of the ESOS Act 2000**.

In case of Provider's default: Refund will be paid within the period of 14 days after cessation of the course as per section 46D of the ESOS Act 2000.

RBA will ensure that these timelines are strictly followed and will maintain records of all refund assessments and payment confirmations for compliance purposes.

Please refer to the course refund table below for details:

ROYAL BUILDING ACADEMY COURSE FEE REFUND TABLE			
Refund circumstances	Refund of Tuition Fees paid	Refund of Material Fees	Application Fee
Withdrawal at least 12 full weeks or more prior to agreed start date.	100%	100%	No refund
Withdrawal between 6 to 11 full weeks prior to the agreed Start Date.	50%	100%	No refund
Withdrawal in 5 full weeks or less	No refund	No refund	No refund
Withdrawal after course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%		
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to course commencement	Total amount of the pre-paid fees received by RBA for the course in respect of the student course less the following amount: (a) 5% of the total amount of pre-paid fees that the institute received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser		
Visa is refused after commencement of studies due to not meeting visa requirements	The refund amount = weekly tuition fee x the number of weeks in the default period	No refund	No refund

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	a. The weekly tuition fee = total tuition fee for the course/ number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates /7		
RPL fee	No refund if 'Statement of Attainment' is provided	No refund	No refund
Withdraws from the course without notification or breaches their Visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
No refunds will be granted where: ➤ an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions. ➤ The refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location: (i) The student's failure to start the course at the location on the agreed starting day. (ii) The students' withdrawal from the course at that location. (iii) The student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course at that location. (iv) If your enrolment falls within no refund timelines before the agreed start date of the course and you decide to withdraw from the course, then there will be no refund. For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls in no refund time period of 5 weeks prior to the agreed start date of the course. ➤ Refund payments to students following visa refusals will be paid within a 4-week timeframe after receiving a written claim from the student. ➤ Students must provide the institute with substantiated evidence of their student visa refusal.			

Student's Rights to Appeal

Any student who is refused for a refund by the institute may appeal within 20 working days in writing to the Student Support Officer and follow the complaints and appeal process of RBA.

The institute's appeal process does not restrict the student's right to pursue other legal avenues. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

For more information, please refer to RBA's Fee Payment and Refund Policy, available at reception and on our website: www.rba.vic.edu.au

Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS ACT 2000 requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

RBA is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

It is an unlikely event that RBA is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service visit: <https://tps.gov.au>

Payment method

Royal Building Academy (RBA) accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Royal Building Academy (RBA))
- Payment in cash is discouraged.

Payment Instructions – How to Pay

Payments can be made by:

- i. Cash at the office reception desk during office hours.
- ii. EFT Banking Details-Contact the institute at 1300379959 for details on banking details. Alternatively, banking details are also available on RBA's application for admission form.

Note: Students are advised to retain their proof of payment (e.g., transaction receipt or bank confirmation) and ensure that their full name or student ID are included in the payment reference.

Student Notifications

Royal Building Academy (RBA) will inform the student regarding any significant changes that may impact their studies. This may include the following:

- Change of Ownership of RTO (Registered Training Organisation)
- Change in engagement terms and conditions.
- Change of delivery, Training, work placement or assessment location
- Information on regulated outcomes

All notifications will be issued in a timely manner via email, or official letter to ensure students remain informed and supported.

Change of Ownership of RTO (Registered Training Organisation)

Royal Building Academy (RBA) will notify all learners, students, and clients about the change of ownership taking place within 28 days of the change of ownership. Student support officer will also brief the students, learners, and clients about the impact of the changes.

Change in engagement terms and conditions.

Royal Building Academy (RBA) reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed 7 days prior to changes taking effect.

Change of delivery, Training, work placement or assessment location

Royal Building Academy (RBA) reserves the right to change the location of delivery, training, work placement or assessment. If any such changes are made that effect the student's training or assessment the student will be informed 7 days prior to changes taking effect.

Legislative and Regulatory Responsibilities

Royal Building Academy (RBA) is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Royal Building Academy (RBA) has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Royal Building Academy (RBA).

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.legislation.gov.au (Federal) www.legislation.vic.gov.au (state).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable, and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and includes the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to <https://www.legislation.gov.au/Series/C2004A00757>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred as National Code 2018) is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. , kindly refer to <https://www.legislation.gov.au/Details/F2017L01182>

Occupational Health and Safety Act 2004 (Victoria) The Occupational Health and Safety Act 2004 (OHS Act) is the primary legislation governing workplace health and safety in Victoria. Its main objective is to secure the health, safety, and welfare of employees and other persons at work by eliminating or reducing workplace risks.

The OHS Act applies to employers, employees, contractors, sub-contractors, apprentices, trainees, work experience students, and volunteers, as well as to members of the public who may be affected by work activities.

Under Section 25 of the OHS Act, all individuals at a workplace, including students, clients, and visitors, are required to:

- Take reasonable care for their own health and safety, and
- Ensure their actions or omissions do not adversely affect the health and safety of others, and
- Cooperate with any reasonable instructions, policies, or procedures provided by RBA to comply with occupational health and safety laws.

RBA is committed to maintaining a safe learning and working environment in line with the OHS Act 2004.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way and secure manner.

- the kinds of personal information that the entity collects and holds.
- how the entity collects and holds personal information.
- the purposes for which the entity collects, holds, uses, and discloses personal information.
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information.
- whether the entity is likely to disclose personal information to overseas recipients.

For more information, please refer to RBA's Privacy Policy, available at reception and on our website:

www.rba.vic.edu.au

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

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- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people based on their race, colour, descent or national or ethnic origin in areas such as education, employment, housing, and access to services unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations.
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders.
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.
- Supporting the effective operation of the Fair Work Commission and the Fair Work Ombudsman in delivering education, advice, compliance, and enforcement services.

Privacy Statement

Student's privacy is important to us, and all the personal & private information collected about the student will be treated as confidential. Information collected during student's enrolment is done in order to meet RBA's obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under

Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about the student during their enrolment

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will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected during students' enrolment can be disclosed without student's consent where the institute is authorised or required to do so by the law.

Students can access information collected from them on the application for admission form and during their enrolment by contacting Student Administration at the institute.

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, RBA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on the letter of offer, your training activity data) may be used or disclosed by RBA for statistical, regulatory and research purposes. RBA may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys; and
- Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - Issuing statements of attainment or qualification and populating authenticated VET transcripts.
 - Facilitating statistics and research relating to education, including surveys.
 - Understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - Administering VET, including programme administration, regulation, monitoring, and evaluation.

Student may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. Student may opt out of the survey at the time of being contacted. NCVER will collect, hold, use, and disclose student's personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Your privacy is important to us, and all the personal & private information collected about you will be treated as confidential. Information collected during your enrolment is done to meet our obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about you during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected during your enrolment can be disclosed without your consent where the institute is authorised or required to do so by the law.

This may include disclosure to the Department of Education, the Department of Home Affairs, and the TPS Director under the ESOS Framework. You can access information collected from you on the application for admission form and during your enrolment by contacting Student Administration at the institute. You may also request corrections to your personal information if you believe it is inaccurate, out of date, incomplete, irrelevant, or misleading.

Under the National Vocational and Training Regulator (Data Provision Requirements) Instrument 2020, RBA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on the letter of offer, your training activity data) may be used or disclosed by RBA for statistical, regulatory and research purposes. RBA may disclose your personal information for these purposes to third parties, including:

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- Administering VET, including programme administration, regulation, monitoring, and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. Participation in the survey is voluntary; and, you may opt out at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below.

Address: 218 Station Street, Norlane, Victoria 3214, Australia

Phone: 1300379959

Email: info@rba.vic.edu.au

Website: www.rba.vic.edu.au

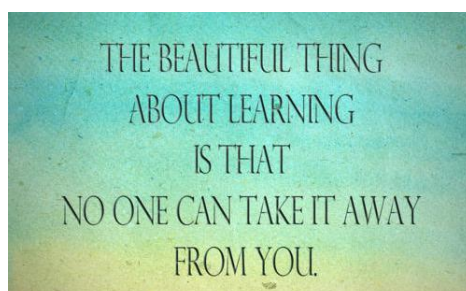
Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on website www.rba.vic.edu.au for the most current information or speak to RBA's student's administration. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to RBA staff member for further details.

RBA handles all superseded qualifications as per our Course Transition Policy and Procedures available from www.rba.vic.edu.au or at reception. Information contained in this handbook might not be suitable for enrolment purposes however this information should be read in conjunction with website or course information brochures. For more information, please speak to student's Administrative officer at the reception of Royal Building Academy (RBA).

We are always there to provide support wherever required.

On Behalf of RBA, we would like to welcome you aboard.

**"An investment in knowledge pays the best interest" –
Benjamin Franklin**



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