



CAPSTONE
Institute of Australia

STUDENT HANDBOOK

About the Student Handbook

This Student Handbook is your guide to CAPSTONE. In this guide, you will find information on how CAPSTONE works, where students should go, and who they should see to resolve problems. This guide also contains policies and procedures and relevant legislative and regulatory requirements so that you understand how CAPSTONE operates.

Disclaimer

CAPSTONE attempts to ensure that the information provided within this guide is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained herein should first check with CAPSTONE to ascertain whether any updated information is available in respect of the relevant material. CAPSTONE, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

Throughout this handbook, CAPSTONE refers to The Ballarat Academy Pty Ltd, trading as Capstone Institute of Australia

In this handbook, Overseas Student means an international student studying in Australia on a student visa.



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WELCOME

Welcome to CAPSTONE, where new and exciting experiences and adventures await you. Our dedicated and experienced staff and trainers provide every student with equal and the best educational opportunity possible. We are committed to delivering high-quality learning experiences to prepare you for your future career.

RTO: CAPSTONE is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 (NVETR Act) (CAPSTONE's **RTO No: 45903**).

CRICOS: CAPSTONE is a CRICOS-registered provider under the Education Services for Overseas Students (ESOS) Act 2000 to deliver educational services to overseas students on student visas. CRICOS stands for the Commonwealth Register of Institutions and Courses for Overseas Students (CAPSTONE's **CRICOS Provider No: 04051A**).

Please take a few moments to read through this handbook to familiarise yourself with CAPSTONE's policies and procedures. If you have questions or need support, speak to any of our friendly staff.

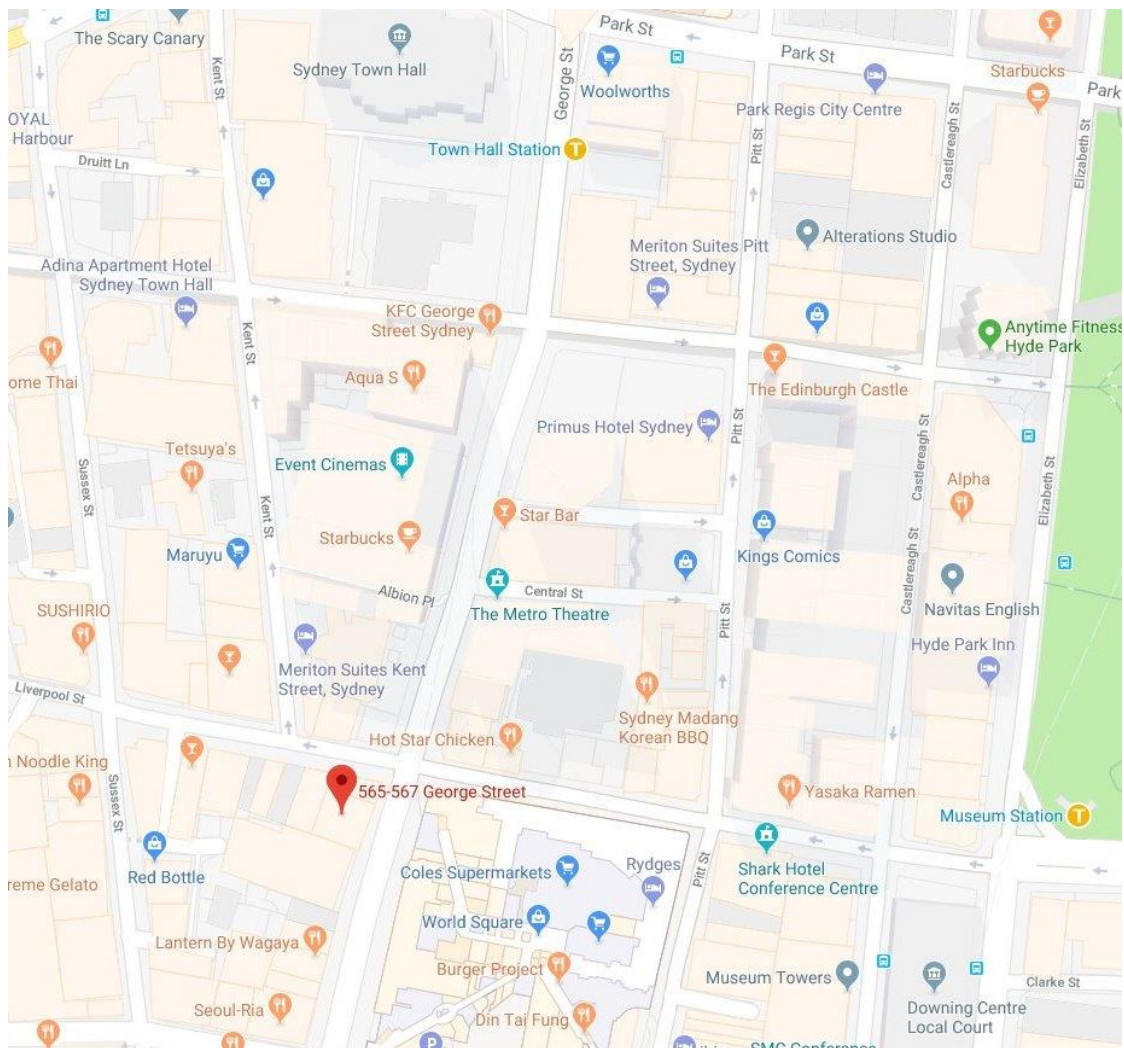
Thank you,
TEAM CAPSTONE

CAPSTONE welcomes students worldwide seeking a rewarding educational experience and a taste of the Australian lifestyle.

We focus on delivering quality education while preparing students for a rewarding career. We engage with industry to ensure course content is current and relevant. Our dedicated trainers and assessors provide up-to-date knowledge and skills to succeed during and after your studies.

Our Location

CAPSTONE is in the heart of Sydney, between **Central** and **Town Hall** train stations, and opposite **World Square** retail complex. A short walk to Darling Harbour and surrounded by food and entertainment options.





CONTACTING CAPSTONE

Our Location

- **Level 5, 565 George St, Sydney NSW 2000 (Club Sydney Building)**

Reception Hours

Day	Hours
Monday – Friday	9:00 am – 5:30 pm
Saturday	Closed
Sunday	Closed

Contact Us

- **Telephone:** (02) 9163 8948
- **Email:** info@capstone.edu.au
- **Website:** www.capstone.edu.au

IMPORTANT INFORMATION

Key Contacts

Studying in a new location, particularly in a new country, can be challenging. We understand this as many of our staff have been through the same experience. Let us know if you have a problem or need support

First point of contact: Student Services Team at the Reception Desk

Role	Purpose / Enquiries
Trainers and Assessors	Training and assessment queries, feedback on assessments, training schedules, outcomes
Student Services Team	General enquiries, change of address, first aid, certificate issuance, leaves, course variations, payments, complaints/appeals, OSHC, attendance
Academic Support Team	Course enquiries, timetable, reassessment support, course progress/re-enrolment support, resources, general academic support

Student ID cards

- You will get your Student ID card in the first week of your course.
- Always carry it with you.
- Some local shops and businesses may give discounts to students.
- Show your Student ID card to get these discounts.
- Please look after your Student ID card.
- If you lose it or it gets damaged, visit the Student Services Team at Reception.
- A replacement card costs \$10.

Overseas Student Health Cover (OSHC)

- If you are in Australia on a student visa, you must have health cover (OSHC) for your whole visa period.
- If your cover runs out, you must renew it straight away.

- If you ask CAPSTONE to arrange your health cover when you enrolled, Student Services will send you a message when your OSHC card is ready. This may take up to two weeks after your course starts.
- Always keep your OSHC card with you in case you need medical services.

If you are sick

- If you miss class because you are sick, you must get a medical certificate from your doctor.
- Give the certificate to Student Services at Reception Desk so they can keep a copy on your file.
- Please note absences from illness still reduce your attendance, unless you are on approved medical leave.

Critical Incidents

- CAPSTONE recognises the duty of care owed to its students and understands that planning to manage a critical incident is essential. Students must report all incidents and hazards to the Student Services Team as soon as possible
- Examples of critical incidents include:
 - A serious injury or accident
 - A student or staff member collapsing or becoming seriously ill
 - Fire, gas leak, or other dangerous situation on campus
 - Physical assault, threat, or robbery
 - Missing students
 - Death of a student or staff member
 - Natural disasters (e.g., flood, storm, earthquake)

On-Campus Incidents

If the incident happens within CAPSTONE's campus premises, staff, students or visitors involved or witnessing a critical incident should immediately contact the emergency services - fire, police or ambulance (000). Student Services Staff members are responsible for documenting the critical incidents and post-incident management.

Off-Campus Incidents

Where the incident occurs outside of CAPSTONE's campus premises. In that case, any student or staff involved in the incident must contact the Student Services Team or the CEO and report the issue immediately. The number to contact is (02) 9163 8948.

- CAPSTONE holds regular evacuation drills during the year to help everyone prepare for an emergency.
- Please learn where the emergency exits and floor plans are.

If the emergency alarm sounds

- Leave the building immediately using the nearest emergency exit.
- Do not use the lift.
- Go to the evacuation meeting point shown on the maps around campus.

Paying your Fees

Fee Payment

- Pay by due dates in your Letter of Offer and Written Agreement.
- CAPSTONE sends reminders via email; update your contact details if changed.

Late Payment Penalty Fee

- If you do not pay the fees by the due date, a late fee will be added to your account.
- You will also receive an email and SMS with the details.

Progressive late payment fee structure

Up to 7 days overdue	\$100
8 days to 14 days overdue	another \$50
15 days to 21 days overdue	another \$50
22 days to 28 days overdue	another \$50
Maximum late fee capped at	\$250

Please refer to the below chart to understand the late payment penalty fee structure:



Overdue Fees

- If your fees are more than 2 days late, your enrolment may be cancelled. Until fees are paid, you may also be:
 - excluded from classes and assessments
 - unable to receive documents
 - suspended from the CAPSTONE's e-Learning portal.

Financial Hardship

- If you are having trouble paying your fees, please come and speak to us immediately.
- In some cases, we can arrange a short-term payment plan.
- To access this support, you must show evidence of genuine short-term financial hardship caused by compassionate or compelling circumstances beyond your control.

Updating your Contact Information

- CAPSTONE must always have your current contact details on file.
- Student visa rules require you to tell us of any changes within 7 days.
- Please make sure your mobile number and email address are always correct.
- To update your details, visit the Student Services Team.
- Every 6 months, CAPSTONE will email you to confirm your contact details.

Privacy Commitment

- CAPSTONE follows Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Personal information is not shared without consent unless required by law.

Data Security

- Information is kept accurate, secure, and destroyed when no longer needed.

Access & Correction

- If you want to access or correct your information held on file, please complete Change of Details Notification Form
- Processed within 20 working days.

CAPSTONE Student Code of Conduct

Behave with Respect

- Treat staff, trainers, students and visitors with courtesy.
- No bullying, harassment or discrimination.
- Respect different cultures and privacy.
- Follow Classroom Conduct Rules.

Study Honestly

- Submit your own work. No plagiarism, cheating or paid assignments.
- Only use AI tools if your assessor allows it.
- Ask your trainer if you are unsure about referencing.

Attend & Participate

- Attend all scheduled classes and be on time.
- Return promptly after breaks.
- If sick, give a medical certificate to Student Services.

Use Facilities Properly

- Follow the IT & eLearning rules.
- Use campus computers, Wi-Fi and printers for study purpose only.
- Do not access illegal or offensive material.

Health & Safety


- No drugs or alcohol on campus.
- Report on hazards or incidents to Student Services.
- Do not bring children to campus except for very short, supervised visits.
- Maintain good personal hygiene

Dress Code

- Wear clean, neat and modest clothing suitable for a classroom.
- Avoid clothing with offensive, discriminatory or inappropriate images or language.
- Wear shoes at all times for safety reasons.
- Follow uniform requirements for practical classes and work placements.

Consequences for breaching the rules

Possible actions include a verbal or written warning, resubmission of assessment, repeating a unit, suspension or cancellation of enrolment. You will be told the allegation, given a chance to explain your side, and may appeal the decision.

 **Important (overseas students):** poor attendance and course progress and enrolment cancellations can be reported to Immigration and may affect your visa.

CAPSTONE Classroom Conduct Rules

Be on time

- Arrive on time to the classes.
- If you come late or leave early, please seek permission from the trainer and do so silently.

Phones

- Silent or off during class.
- Step outside quietly for urgent calls.

Eating & Drinking


- Food and drinks are only allowed in the kitchen area or outside the classroom.
- Only bottled water is permitted in classrooms.

Respect others

- Speak politely. No shouting, threats or insults.
- Do not interrupt the trainer or other students.


Aggressive behaviour

- **Not tolerated:** shouting, threats, intimidation, physical behaviour.
- If you are aggressive you will be asked to leave, and the incident will be recorded. Repeated or serious incidents may result in suspension or cancellation of enrolment.

 **Important:** Aggressive behaviour can affect your enrolment and visa status. CAPSTONE must report serious cases to authorities when required.

If a problem happens (Trainer steps)

- Stay calm and use a firm, neutral tone.
- Ask the student politely to stop the behaviour. Example: “Please stop shouting. If you continue, I will ask you to leave.”
- If the student does not calm down, ask them to leave and contact Student Services. If there is danger call **000**.
- Record the incident and submit a brief report to Student Services.

 **Tip for students:** If you are upset, step outside and speak quietly with the trainer or Student Services.

What does this mean:

- **Deferral:** Delaying the start of your course before it begins.
- **Suspension:** Temporarily pausing your course after it has started.
- **Cancellation:** Ending your enrolment in your course.
- **Change of Course:** Switching to another course.
- **Early Completion:** Finishing your course earlier than expected.

When you can request these:

- **Deferral:** If your visa is delayed, you cannot complete a prerequisite, or you have serious personal or compassionate reasons.
- **Suspension:** For compassionate or compelling circumstances (e.g., serious illness, death of a family member).
- **Cancellation:** When you decide to withdraw from your course. Supporting evidence is required. You must continue your studies until CAPSTONE finalises withdrawal.
- **Change of Course:** When you decide to change courses. You can only change courses at the start of a new block or term, depending on class numbers and availability.
- **Early Completion:** When you decide to complete your course early and agreed to undertake increased study load. Early completion is generally allowed up to 4 weeks before the original end date, unless there are exceptional circumstances

How to Request

- **Deferral or Suspension:**
 - Complete the *Course Deferment or Suspension Form*.
 - Provide supporting evidence (e.g., medical certificate).
 - Submit the form to the Student Services Team.
- **Cancellation:**
 - Meet with Student Services to discuss options.
 - Complete the *Student Withdrawal Form* with supporting documents.

- Submit your withdrawal form at least four weeks before your next fee due date to avoid paying a course withdrawal fee (equal to four weeks of tuition).
- **Change of Course or Early Completion:**
 - Complete the *Change of Course Request Form* or email Student Services.
 - Provide supporting documents if required.
 - Approval depends on academic progress, attendance, and course availability.
- **Early completion**
 - Talk about your plan to finish early as soon you have decided.
 - Submit any evidence if required (e.g., proof of readiness).
 - Email the request send it to Student Services.

Important Notes for Students

- All requests are acknowledged within three (3) working days and a decision is made within 10 working days provided all supporting evidence is submitted to enable the decision. The outcomes of the decisions will be communicated to the students via
 - email.
- Visa Impact (Overseas Students): Any course variation may affect your visa. Always check with Immigration before making changes.
- Fees: Suspending or deferring does not stop your fee obligations. You must still pay any outstanding fees.
- Non-Commencement: If you do not start your course without notifying CAPSTONE, we will report this as non-commencement to the Immigration department, and this may affect your student visa.
- **CAPSTONE Initiated Suspensions:** CAPSTONE may initiate suspension of enrolment due to:
 - Student misbehaviour or academic misconduct.
 - Failure to complete the pre-requisite units
- **CAPSTONE Initiated Cancellations:** CAPSTONE may initiate cancellation of enrolment due to:
 - criminal activity
 - bullying, harassing or threatening staff, students or trainers

- verbal or physical abuse of staff, students or trainers
- failure to pay fees
- erratic course progress
- Appeals: If CAPSTONE initiates suspension or cancellation, you have the right to appeal through the Complaints and Appeals process.

Overseas Students Transfers

What is a transfer?

- A transfer is when you change from CAPSTONE to another registered education provider or move from another provider to CAPSTONE.
- Overseas student transfers are only possible under the National Code 2018 rules.

When you can request a transfer from CAPSTONE:

- You are within the first six months of your main course (principal course).
- You have a valid Letter of Offer from another provider.
- The transfer is in your best interest.

When CAPSTONE may refuse a transfer:

- You have not completed six months of your principal course.
- You do not have a valid Letter of Offer from another provider.
- You have outstanding fees with CAPSTONE.
- The transfer could be detrimental to your studies or progress.
- The transfer is not in your best interest.
- The transfer may jeopardise your progression through your course package.
- You have not used the support services available to help you.
- You are trying to avoid being reported to Immigration for failing course progress requirements.
- Your request is mainly for employment or migration reasons.
- You are transferring to a similar or lower-level course.
- Your request is influenced by another person in a negative way.
- You are claiming financial hardship as the reason.
- There is a discrepancy between the information you provided when enrolling and the details in your transfer request.

How to request a transfer from CAPSTONE:

- Submit a *Student Withdrawal Form* with:
 - A valid Letter of Offer from the new provider.
 - Any supporting evidence for your request.
- CAPSTONE will acknowledge your request within 3 working days.
- CAPSTONE checks your eligibility (six-month rule, fees, course progress).
- You will be notified in writing of CAPSTONE's decision.
- If approved:
 - CAPSTONE cancels your CoE in PRISMS.
 - Your release is recorded at no cost.
 - You should check with Immigration about any visa implications.
- If refused:
 - You will be informed of the reason.
 - You can appeal the decision under CAPSTONE's *Complaints and Appeals Policy*.

Transferring to CAPSTONE from another provider:

- You must have the release approved from your previous provider if you haven't completed six months of your principal course.
- CAPSTONE will only issue a CoE after receiving formal approval from your previous provider.

Important Notes:

- Transfer approval does not guarantee a refund; refunds are separate under the *Refunds Policy and Procedure*.

Complaints and Appeals

Appeal is a request to review a decision made by CAPSTONE, including assessment outcomes or complaints resolution.

Complaint is an expression of dissatisfaction with any aspect of CAPSTONE's services, staff, trainers/assessors, third parties, or operations.

Informal Resolution

- Try to resolve the issue directly with the person involved.
- If resolved = No further action needed.
- If not resolved = Proceed to formal complaint.

Formal Complaint or Appeal

- Submit the *Complaints and Appeals Form* (available at reception or by email).
- Attach any supporting evidence.
- Submit to the Student Services Coordinator (for non-academic matters) or the Training Coordinator (academic matters).

Acknowledgement

- You will receive a written acknowledgment within 3 working days of its lodgment.
- Your complaint/appeal is recorded and sent to a manager for investigation.

Investigation and outcome

The manager:

- Commences investigation within 10 working days of it being made
- Reviews evidence and interviews involved parties.
- Reaches a decision within 20 working days of acknowledging the complaint (or longer for complex cases) and prepares an Outcome Report or provides the outcome via email.
- You will receive:
 - Outcome report (or email) within 2 working days of the decision.
 - Information about your right to an external review if not satisfied.

External Review (if not satisfied with internal resolution)

You may contact:

- Domestic students: National Training Complaints Hotline (13 38 73 - <https://www.dewr.gov.au/national-training-complaints-hotline>)
- Overseas students: Overseas Students Ombudsman (1300 362 072 - <https://www.ombudsman.gov.au/complaints/international-student-complaints>)

- CAPSTONE will cooperate fully with the external review process.

Children on Campus

For the safety of everyone on campus, children under 18 are generally not allowed on CAPSTONE premises. This helps prevent accidents, disruptions, and interference with learning and staff work.

Parents/Carers:

- If you have children under five, you must make childcare arrangements.
- School-aged children must be enrolled at a school. You can find information here: NSW School Finder (<https://schoolfinder.education.nsw.gov.au/>)
- For childcare options, visit: NSW Early Childhood Education (<https://education.nsw.gov.au/early-childhood-education/information-for-parents-and-carers>)

Bringing Children for a Short Time:

- You must supervise your child at all times.
- Make sure your child's presence does not disrupt classes or staff work.
- CAPSTONE staff will not supervise children.

Responsibility:

- Parents/carers are fully responsible for the safety and wellbeing of their children while on campus.
- CAPSTONE is not liable for any accidents or incidents involving children.

Credit Transfer

What it is:

Credit Transfer (CT) allows you to get credit for units or modules you have already completed at another Registered Training Organisation (RTO), so you don't have to repeat the same learning.

Who it applies to:

All students enrolled in a nationally recognised course at CAPSTONE.

Key points for students:

- You must provide proof of your completed units (AQF certificate or statement of attainment).
- CT is only granted for identical units to those in your CAPSTONE course.
- Overseas students should note that CT may affect their course duration and visa conditions.
- Once approved, you don't need to repeat the units.

How to apply:

- Get the *Credit Transfer Application Form* from Student Services.
- Attach certified copies of your AQF certification documents or transcripts.
- Submit the form and supporting documents to Student Services.

What happens next:

- CAPSTONE checks your documents against its course units and verifies authenticity.
- Any changes affecting your course duration (for overseas students) are considered.
- You will be notified in writing of the outcome.
- If approved, your unit records and timetables are updated.

Assessments

Methods of assessment:

Method	Explanation
Knowledge Assessment (Short answer questions)	Students will be assessed through the questioning method using short answer questions that assess the unit's knowledge requirements.

<p>Demonstration Assessment (Observation/ Roleplay/ Presentation)</p>	<p>Students will be assessed through observation methods by the assessor when they:</p> <ul style="list-style-type: none"> • Demonstrate practical or work- related tasks in a simulated or actual work environment • Participate in roleplays in a simulated work environment to adopt and act out the role of characters or parts that may have personalities, motivations, and backgrounds different from their own • Deliver presentation to their peer group
<p>Project Assessment (Portfolio)</p>	<p>Students will be assessed through the evaluation by the assessors of the portfolio of evidence produced either independently or collaboratively</p>

Before your assessment:

- Assessors will explain what is expected, the assessment conditions, and deadlines.
- Assessment tools are checked by CAPSTONE staff to make sure they meet course requirements.

Submitting your assessment:

- Submit your work by the due date on the eLearning platform, or deliver as per instructed by training staff
- If you submit your assessment early, the assessor will check it and give you feedback
- You can act on assessor feedback and resubmit if needed.
- You won't have the opportunity to resubmit the assessment work after the deadline.
- Extensions may be granted for illness (with a medical certificate), compassionate reasons, or technical issues.
- Roleplay / Demonstration Assessment
 - You must participate in **all** roleplay and demonstration assessments

- These assessments must be completed under your assessor's supervision
- Failure to participate in these assessments will result in Not Competent outcome for the subject
- A reassessment fee will apply for each reassessment task unless your attendance is above 50% of the failed subject

Assessment marking:

- Your assessment work will be marked as Satisfactory (S) or Not Satisfactory (NS) with final outcome for unit given as either Competent (C) or Not Competent (NC).
- Feedback will be provided if reassessment is required.
- Results are recorded in CAPSTONE's Student Management System (SMS).
- If marked NC, you will be notified via email.

Reassessment and appeals:

- If you receive a Not Competent Notification email, you may request reassessment or submit an appeal within 20 working days of receiving the notification email.
- Reassessments are conducted fairly and in a timely manner.
- Appeals follow CAPSTONE's Complaints and Appeals Policy.
- You must pay for each reassessment. If you attend 50% or more of the classes in a unit, you do not have to pay for reassessment.
- You must finish all reassessments during your course. CAPSTONE usually does not allow reassessments after your course ends.

Overseas Students Course Progress Monitoring

What is Course Progress?

- Satisfactory progress: Completing units of competency as required during each compulsory study period.
- Unsatisfactory progress: Failing more than 50% of units in a compulsory study period.
- Course progress breach: Unsatisfactory progress in two consecutive compulsory study periods.

Compulsory study period:

- For courses with a total duration of 52 weeks or less, the compulsory study period is 9 study weeks.
- For courses exceeding 52 weeks in total duration, the compulsory study period is 18 study weeks.

Monitoring:

- CAPSTONE reviews your results at the end of each study block.
- Students who have unsatisfactory course progress will be identified.

Intervention:

- You will receive an *Unsatisfactory Course Progress Warning* email.
- A support plan will be created, including assessment, academic counselling, tutorials, English language support, or personal counselling.
- You must sign and follow the plan.

Ongoing Monitoring:

- CAPSTONE tracks your progress and updates the plan if needed.
- You are expected to maintain contact with your Training Coordinator.

Course Progress Breach

- If progress does not improve, CAPSTONE issues an *Intention to Report Course Progress Breach Warning*
- You have 20 working days to appeal this decision if:
 - Your results were recorded incorrectly.
 - You have compassionate or compelling circumstances.
 - CAPSTONE did not implement intervention strategies correctly.

Appeals

- Appeals are managed according to CAPSTONE's *Complaints and Appeals Policy*.
- If the appeal is unsuccessful or not submitted, CAPSTONE reports the breach to Immigration via PRISMS.

Completion within CoE Duration

- CAPSTONE monitors your progress to ensure you can finish your course on time.
- If required, reassessments will be offered, and your course completion date may be extended.
- Any changes to your CoE or course duration will be communicated in writing.

Academic Misconduct

What is Academic Misconduct?

Academic misconduct includes:

- **Plagiarism:** Using someone else's words, ideas, or work without acknowledgment.
- **Cheating:** Using unauthorised aids, copying answers, or receiving improper help.
- **Contract cheating:** Hiring someone or purchasing work to submit as your own.
- **Misuse of AI tools:** Using AI (e.g., ChatGPT) to complete tasks where not allowed.
- **Falsifying data or evidence:** Making up information, sources, or results.

Your Responsibilities

- Submit original work and follow all assessment instructions.
- Acknowledge all external sources where required.
- Only use AI tools if explicitly allowed by your assessor or assessment instructions.

Consequences of Academic Misconduct

Depending on the severity, consequences may include:

- Verbal or written warning

- Resubmission of the assessment
- Repeating the unit
- Suspension or cancellation of enrolment
- **For overseas students:** Notification to the Immigration department, which may affect your visa

You may access the complaints and appeals process if you disagree with a decision.

Certification Issuance

Purpose

CAPSTONE will issue your AQF certification documents (testamur and transcript of results, or statement of attainment) accurately and promptly once you have successfully completed your course. These documents officially recognise your achievements.

What are AQF Certification Documents?

- **Testamur:** Confirms completion of a full qualification.
- **Statement of Attainment:** Confirms completion of one or more units of a qualification.
- **Transcript of Results:** Lists all units completed, accompanying your testamur.

Eligibility for Your Certification

- You will receive your certificate or statement of attainment when:
 - You have successfully completed all required units of your course.
 - All course fees have been paid.
 - Your Unique Student Identifier (USI) has been verified.

Issuance Timeline

- Certificates and statements will be issued within 30 calendar days of course completion (once eligibility is confirmed).
- You can request urgent issuance by paying the urgent processing fee.

Collecting Your Certificate

- You will be notified when your certificate is ready.
- You (or an authorised representative) must sign to acknowledge receipt.
- If you authorise someone else to collect your certificate, you must complete a *Certificate Pickup Authorisation Form*.

Replacement Certificates

- If your certificate is lost, damaged, or needs reissuing, contact Student Services.
- Replacement documents will be clearly marked as “Replacement” with the new issue date.
- Fees apply for this service

Important Tips for Students

- Check your name, qualification title, and units are correct on your certificate.
- Keep your certificate and statement safe—they are legal proof of your qualifications.
- Contact Student Services immediately if you notice any errors.

Attendance

- You must attend all classes to keep good progress in your course.
- If you miss classes, you may miss important lessons and assessments.
- You must complete all training and learning activities before assessment.

For Student Visa Holders

You must:

- Maintain 20 course contact hours per week and complete all training and assessments.
- Complete assessments on time to make satisfactory progress.
- Maintain full-time enrolment to maintain your student visa.

If you need approved leave (for illness or special circumstances), contact Student Services.

Note: Even with a medical certificate, your attendance will fall unless you are on approved leave.

Discrimination and Harassment

In Australia, the law protects you from unfair treatment based on:

- Gender, pregnancy, or marriage
- Race, religion, or disability
- Age or sexuality

If you feel discriminated against or harassed:

1. Report it through the Complaints and Appeals process.
2. CAPSTONE will treat your complaint as confidential.
3. If unhappy with CAPSTONE's decision, you can contact the Anti-Discrimination Board of NSW.

Health and Safety

- CAPSTONE follows the Work Health and Safety Act 2011.
- Everyone (students, staff, trainers) must help keep the campus safe and healthy.
- CAPSTONE provides first aid facilities in its campus. If you require assistance, please contact the Reception Desk.

Drugs and Alcohol

- No drugs or alcohol are allowed on campus.
- Students under the influence will be asked to leave.
- A counselling session will be held with a senior staff member.
- Repeated misconduct may lead to cancellation of your enrolment.

CAMPUS FACILITIES AND RESOURCES

Entering and Leaving the Campus

- Enter the campus via ground floor, 565 George St, Sydney.
- Access Level 5 using the two lifts on the ground floor.
- Exits are via lifts or the main stairwell next to the lifts, which leads to the foyer and George Street.

Emergency Exits

- Do not use lifts during an emergency.
- There are two sets of fire stairs:
 1. Between the lifts – exit to George St (foyer) or Liverpool St (rear laneway).
 2. Next to Classroom 9 (Level 5) – exit to George Street.
- After exiting, report to your trainer at the building's meeting point on the corner of George and Goulburn Streets.
- Emergency floor plans are located around the campus and at the end of this handbook.

Dining Facilities

- Level 2: Restaurant.
- World Square Shopping Centre: Wide variety of options.

Wi-Fi Access

- Campus-wide Wi-Fi is available for students.
- See Student Services at Reception for the password.

Student Kitchen Facilities

- Kitchenette is available on level 5.
- Clean up after use and report accidents or hazards to Student Services.

The eLearning Portal

CAPSTONE gives every student access to the eLearning Portal.

Here you can find:

- Learning resources (learner guides and presentations)
- Assessment materials (assessment manual, templates and appendices)
- Any other useful materials required for the unit

How to Access

Use a computer, laptop, tablet, or mobile phone (big enough to read text).

Open your internet browser.

- Go to: lms.capstone.edu.au
- Click “Login with College Email.”

Enter:

- Username: Your Student ID
- Password: The password given to you at orientation

Need Help?

- Email the Academic Support Team: acsupport@capstone.edu.au or
- Ask the Student Services Staff at Reception Desk.

Tip: Check the portal often. All your study materials are kept there.

IT Facilities and Printing Facilities on campus

Capstone provides few computers in each class on campus.

You can use them for:

- Internet access
- Learning resources
- Study support

Capstone does not accept printed assessments. You don't need to print them. If you must print something, please ask Student Services at the Reception Desk.

Capstone gives you all the learning materials required for the units.

You can also use the City of Sydney libraries for extra study materials.

There are many library branches across Sydney:

<https://www.cityofsydney.nsw.gov.au/libraries/>

Good news for overseas students:

- Membership is free
- You can borrow books and resources while you live in NSW

LEGISLATIVE REQUIREMENTS

CAPSTONE operates under a number of Australian laws and regulations. You can read the full text of each law at www.legislation.gov.au.

Key laws include:

- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000 & Regulations 2001
- Standards for Registered Training Organisations (RTOs) 2015
- National Code of Practice for Providers to Overseas Students 2018
- Student Identifiers Act 2014
- Data Provision Requirements 2012
- Competition and Consumer Act 2010 & Regulations 2010
- Copyright Act 1968
- Privacy Act 1988
- Work Health and Safety Act 2011
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Note: Your trainer or assessor may also provide a list of laws and regulations that relate specifically to your study units.

CAPSTONE provides many support services to help make your study experience enjoyable and successful.

Accommodation

There are three main types of accommodation in Sydney for overseas students:

- Purpose-built student accommodation
- Private rentals or shared accommodation
- Homestay (living with an Australian family)

CAPSTONE can help you arrange Homestay. Please let us know when you enrol.

More information: [Study NSW – Accommodation](#)

Orientation Session

- You must attend the student orientation session.
- You will receive an email about the session at least one week before.
- Orientation gives you important information about CAPSTONE and its policies.
- You can meet with the student services staff and ask questions.

Counselling

CAPSTONE can support you with:

- Accommodation and Homestay
- Academic progress and study opportunities
- Student visa requirements
- Finding legal, health and medical services
- External counselling for mental health and mediation

Book an appointment to see the Student Services Coordinator at the Reception Desk.

English and Academic Support

- If you are finding your studies or English difficult, please tell us quickly.
- Support may include:
 - Suspending your current course so you can study an intensive English course.
 - Re-attempting assessments.
 - Re-enrolling in classes you found difficult.
 - Getting one-on-one help in tutorial sessions.
 - Academic counselling with the support team to understand course requirements, assessments, and due dates.
- If you have special learning needs, tell us at orientation or speak to the Student Support Team.

Healthcare

- Student visa holders must have Overseas Student Health Cover (OSHC) for the whole stay in Australia.
- For non-emergencies: visit a General Practitioner (GP) doctor at a medical centre.
- For emergencies: go directly to a hospital or call 000.

Other Support Contacts

- **Emergencies:** Call 000 (police, fire, ambulance).
- **Lifeline (mental health, crisis support):** 13 11 14
- **Legal Aid NSW (free legal help):** 1300 888 529
- **Fair Work Ombudsman (work rights, pay, conditions):** 13 13 94 or www.fairwork.gov.au

Public Transport

- You can travel by train, metro, light rail, bus, and ferry using an Opal Card (www.opal.com.au).
- Overseas students do not receive transport discounts.
- To plan trips or check transport information, visit www.transportnsw.info.

Nearest Stations to CAPSTONE:

- Train: **Town Hall** and **Central Station**
- Bus: **Town Hall** and **Railway Square**
- If you don't use an Opal Card, you can use your credit card or buy a ticket at the station before boarding.

Working While Studying

- Student visa holders can work up to 48 hours per fortnight during study periods, and unlimited hours during holidays. (Visa condition 8105)
- More information: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>

Tax File Number (TFN)

- You need a TFN to work in Australia.
- Apply through the Australian Taxation Office (ATO): www.ato.gov.au

Banks

You should open a bank account soon after arrival. You will need your passport and other identification.

Major banks in Australia:

- Commonwealth Bank of Australia
- Westpac Banking Corporation
- NAB (National Australia Bank)
- ANZ (Australia and New Zealand Bank)

Entertainment

Shopping

- **World Square** – Large shopping centre with many food options.
- **Market City** – Shops, food court, and Paddy's Markets (discount shopping, open on certain days).

Events and Activities

- City of Sydney website: www.cityofsydney.nsw.gov.au/places
- Events guide: whatson.cityofsydney.nsw.gov.au

Level 5 Emergency Exits

Emergency Exit

The emergency exit on the left is next to the lifts across from the training kitchen.

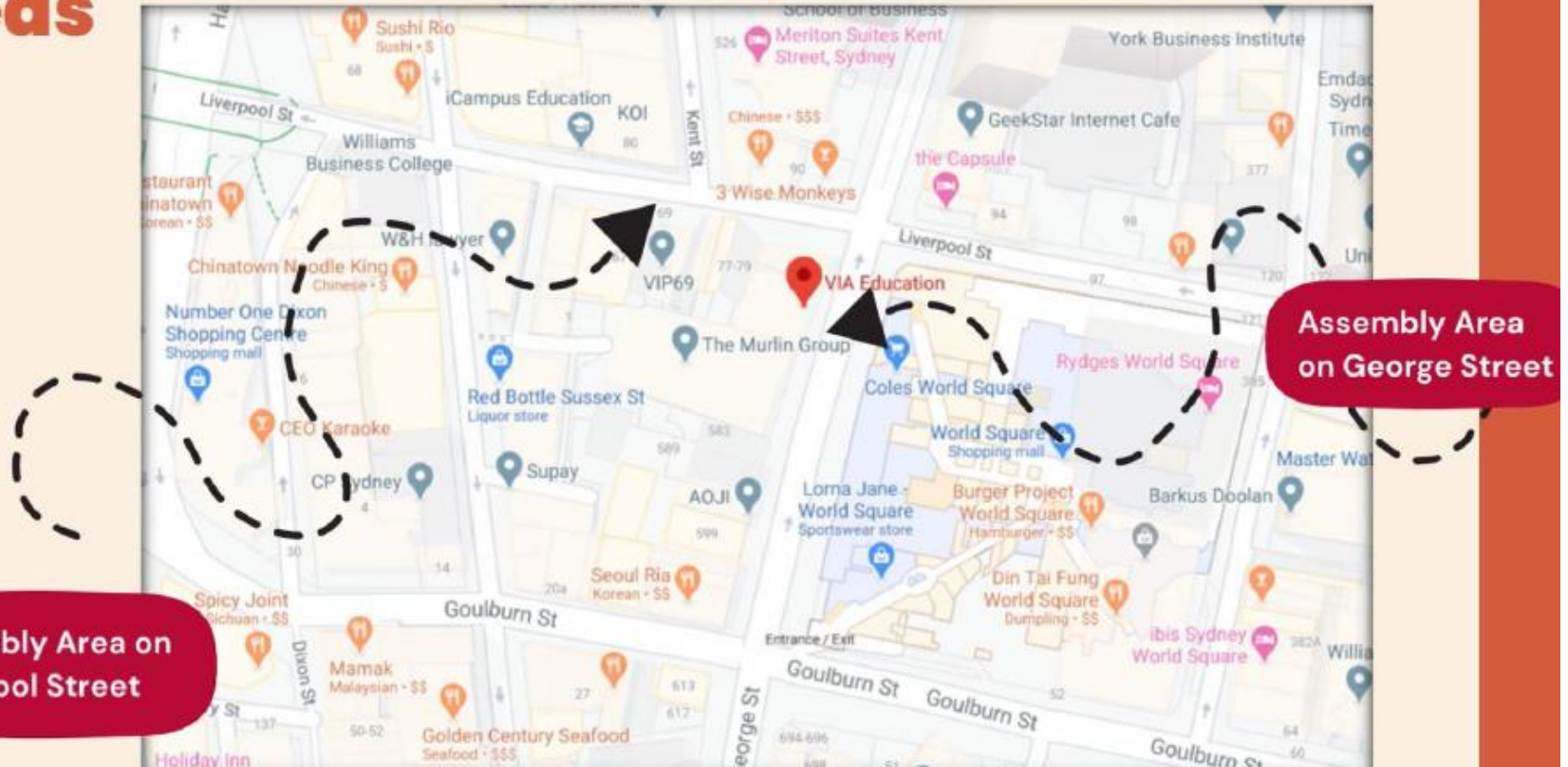
The right-side emergency exit is accessible via the corridor and is next to Classroom 5.

Emergency Exit





Assembly Areas



Assembly Area on Liverpool Street

Assembly Area on George Street