



Greystone
COLLEGE

**GREYSTONE
COLLEGE**

VET STUDENT HANDBOOK

Welcome to Greystone College, part of the ILSC Education Group!

Starting your learning journey with a new school is an exciting time, filled with opportunities to meet new people, explore new ideas, and develop valuable skills. We understand it can also feel a bit overwhelming as you adjust to a new environment, learn about our programs and expectations, and settle into your studies.

This handbook is here to guide you and help you feel supported throughout your time with us. It will assist you in:

- Feeling welcome and part of our community;
- Providing you information about ILSC Education Group and Greystone College;
- Learning about our programs, courses, and services;
- Familiarizing yourself with important policies and procedures;
- Knowing what to expect from your learning experience;
- Navigating your studies and accessing support when needed;
- Achieving your learning goals and preparing for success.

We encourage you to:

1. Read this handbook carefully to understand everything Greystone College offers and expects.
2. Reach out with any questions or for clarification if something is unclear.
3. Take full advantage of the resources and support available to you.

This handbook is designed to be a helpful resource for you throughout your time with us. Keep it handy, refer to it often, and remember that our team is here to support your success.

We're excited to see what you'll achieve during your time at Greystone College. Let's work together to make this a rewarding and memorable experience!

SECTION 1

ABOUT

- About ILSC Education Group
 - Vision/Mission/Values
 - Products and Services
 - Contacts



ABOUT ILSC EDUCATION GROUP

A world leader in language education & vocational training

ILSC Education Group offers life-changing educational experiences in Canada, Australia and India, some of the world's most attractive and popular English-speaking work and study destinations.

Students of all ages embark on amazing and unique learning journeys here. They come to study English, French or Hindi at our ILSC Language Schools, pursue vocational education at our Greystone Colleges, or prepare for higher education in Canada, Australia, or the USA through our University Pathway Program and High School Program. For some, ILSC has been part of a journey towards creating a new, permanent home in Canada or Australia.

Join us for an unforgettable learning adventure at our 9 ILSC Language Schools in Adelaide, Brisbane, Melbourne, Perth, and Sydney, Australia; Montréal, Toronto and Vancouver, Canada; and New Delhi, India. Or open global career and life opportunities at our 8 Greystone Colleges campuses in Adelaide, Brisbane, Melbourne, Perth, and Sydney, Australia; and Montréal, Toronto and Vancouver, Canada.

To learn more about the ILSC Education group, please visit our website

www.ilsc.com/about





VISION

Empowering people through global education

MISSION

“To provide our global community with transformative learning, living, and work experiences by offering the finest language, career, and higher education programs.”



CORE VALUES

PASSION

To enrich & transform
people's lives

INNOVATION

To evolve through
creativity & diversity

RESPECT

To treat everyone with
compassion & dignity

COLLABORATION

To build community &
achieve more together

INTEGRITY

To act responsibly & ethically
in everything we do





Greystone COLLEGE

PRODUCTS & SERVICES

As an RTO, Greystone College provides nationally-recognised training and certification. Nationally-recognised training (NRT) programs are those courses for which, upon successful completion, students are able to receive a qualification or Statement of Attainment, which will be recognised across Australia. They address particular competency standards from national Training Packages or Accredited courses.

Greystone College is registered to deliver, assess and provide certification against a defined scope of delivery. The following nationally-recognised qualifications will be awarded when the required units of competency have been obtained:

- BSB20120 Certificate II in Workplace Skills**
- BSB30220 Certificate III Entrepreneurship & New Business**
- BSB30120 Certificate III in Business**
- BSB40120 Certificate IV in Business**
- BSB40120 Certificate IV in Business (Leadership)**
- BSB40120 Certificate IV in Business (Sustainability)**
- BSB40820 Certificate IV in Marketing & Communication**
- BSB50120 Diploma of Business**
- BSB50120 Diploma of Business (Organisational Development)**
- BSB50120 Diploma of Business (Digital Transformation)**
- BSB50420 Diploma of Leadership and Management**
- BSB50620 Diploma of Marketing and Communication**
- BSB50820 Diploma of Project Management**
- 10931NAT Diploma of Digital Marketing**
- 11130NAT Certificate IV in Environmentally Sustainable Management**
- BSB60420 Advanced Diploma of Leadership and Management**
- BSB60520 Advanced Diploma of Marketing and Communication**

For more information on our qualifications, please visit:
www.ilsc.com/greystone-college/australia



Greystone COLLEGE

Specialisation Courses

The Specialization in **Leadership Essentials** is a selection of 6 units taken from our BSB50420 Diploma of Leadership and Management. Develop your planning, organisation, evaluation, communication, and problem-solving skills, and enhance your ability to lead and manage staff across a range of enterprise and industry contexts. Students who successfully complete our BSB50420 Diploma of Leadership and Management - Specialization in Leadership Essentials will be entitled to receive a Statement of Attainment for units completed successfully. The full BSB50420 Diploma of Leadership and Management is available by completing the remaining units offered in the program.

The Specialization in **Human Resources for Project Managers** is a selection of 6 units found in our BSB50820 Diploma of Project Management. On successful completion of these units, you will have skills to manage teams and their performance around a common goal. Students who complete these units will have the option to continue on and study the rest of the BSB50820 Diploma of Project Management if they choose.

The **Project Management Mastery** is a specialized selection of units found in our BSB50820 Diploma of Project Management. On successful completion, students will have managed a full project from scoping through to integration and communications. Student who complete these units will have the option to continue on and study the rest of the BSB50820 Diploma of Project Management if they choose.

Our Specialization in **Leadership Mastery** will help you build upon your existing leadership and management experience. Strengthen your initiative and judgement and learn to use these skills to plan and implement a range of leadership and management functions and be accountable for personal and team outcomes. Further develop your cognitive, communication, creative and analytic skills to support teams, to develop ideas, and to respond to complex problems. Students who successfully complete our BSB60420 Advanced Diploma of Leadership & Management- Specialization in Leadership Mastery will be entitled to receive a Statement of Attainment for units completed successfully. The full BSB60420 Advanced Diploma of Leadership & Management is available by completing the remaining units offered in the program.

Continued next page...

For more information about our range of course offerings, please visit our website.
www.ilsc.com/greystone-college/australia

Specialisation Courses...cont

The Specialization in **Workplace Fundamentals** gives you the flexibility to package 6 consecutive units found in our BSB20120 Certificate II in Workplace Skills. On successful completion of these units, you will have started building fundamental skills required for entry level work. Students who complete these units will have the option to continue on and study the rest of the BSB20120 Certificate II in Workplace Skills if they choose.

The Specialization in **Business Basics** gives students the flexibility to package 6 consecutive units found in our BSB30120 Certificate III in Business. On successful completion of these units, you will have started developing key skills to support you in a variety of business services job roles. Students who complete these units will have the option to continue on and study the rest of the BSB30120 Certificate III in Business if they choose.

The Specialization in **Start-Up Basics** combines 6 units from our BSB30220 Certificate III in Entrepreneurship & New Business. Whether you're developing a start-up idea or working in an existing start-up or business, this specialization will support you to identify and evaluate business opportunities and learn the skills needed to plan, launch, manage and grow a new venture. Students who successfully complete our BSB30220 Certificate III in Entrepreneurship & New Business - Specialization in Start-Up Basics will be entitled to receive a Statement of Attainment for units completed successfully. The full BSB30220 Certificate III in Entrepreneurship & New Business is available by completing the remaining units offered in the program.

The Specialization in **Business Essentials** gives students the flexibility to package 6 consecutive units found in our BSB40120 Certificate IV in Business. On successful completion of these units, you will have started developing key skills to support you in a variety of business services job roles that support administration and operations. Students who complete these units will have the option to continue on and study the rest of the BSB40120 Certificate IV if they choose.

The Specialization in **Communications for Managers and Supervisors** is 6 units from the BSB40820 Certificate IV in Marketing and Communication. It focuses on communication skills as applied by those in full-time marketing roles, as well as those who are responsible for an organisation's marketing. Students who have completed these units can continue on to complete the remainder of the Certificate IV in Marketing and Communication.

Skill Sets

BSB40820 Certificate IV in Marketing & Communication Skill Set

If you're looking for a short program or want a fast-track into the BSB50620 Diploma of Marketing and Communication, this selection of pre-requisite units in our Certificate IV in Marketing & Communication Skill Set is for you. Develop the foundational skills and knowledge needed to use well-developed marketing and communication skills in a variety of contexts.

For more information about our range of course offerings, please visit our website.
www.ilsc.com/greystone-college/australia



Greystone College - Adelaide

Address: Level 7, 115 Grenfell St, Adelaide SA 5000
Phone: 08 8120 1840

VET Student Support

vetstudentsupportaustralia@greystonecollege.com.au

Greystone College - Brisbane

Address: Level 1, 232 Adelaide St, Brisbane City QLD 4000
Phone: 07 3220 0144

VET Student Support

vetstudentsupportaustralia@greystonecollege.com.au

Greystone College - Melbourne

Address: Level 7, 120 Spencer Street Melbourne VIC 3000
Phone: 03 8595 8480

VET Student Support

vetstudentsupportaustralia@greystonecollege.com.au

Greystone College - Perth

Address: 150 St Georges Terrace, Perth WA 6000
Phone: 08 6186 2400

VET Student Support

vetstudentsupportaustralia@greystonecollege.com.au

Greystone College - Sydney

Address: Level 6, 532-540 George St, Sydney NSW 2000
Phone: 02 9247 1744

VET Student Support

vetstudentsupportaustralia@greystonecollege.com.au

For more information about our Global Language and Business schools,
please visit [ILSC TV](#)

SECTION 2

COMMENCING STUDIES

- Student Induction
 - Digital Access
- Completing Enrolment Forms
 - Before You Commence

STUDENT INDUCTION

All new students will receive a 'Welcome Email' from Greystone College 7-10 days before commencing your first weeks classes.

The 'Welcome Email' contains links to important information including:

- Time and location of your student orientation
- Summary of program enrolment
- Timetables
- Links to completing important forms
- Our student connect site



Your induction will be held in the afternoon of the first Monday of your new enrolment. If the Monday is a public holiday, the induction will usually be scheduled for the Tuesday.

If you are not able attend your orientation, it is important to let the school know. Your COE may be cancelled if you do not meet our commencement criteria, within 14 days of commencing (Orientation day, or first Monday of the week, which ever is earlier.)

More information about your Greystone College Orientation can be found here:



DIGITAL ACCESS:

SETTING UP YOUR M365 ACCOUNT

All new students are required to set up their **Microsoft 365** student account.

Use the following steps to set up your digital access. Or, click here for the guide:

<https://student.ilsceducation.com/digital-setup/>

Please refer to your 'Welcome Email' for your username and password

Step 1. Log in to your Microsoft 365 student account

Download "Microsoft Authenticator" App before you start setting up.

Go to <https://office.com> and login with your username and temporary password from the welcome email – USE EDGE OR CHROME ONLY!

What is my username?

You can find your username in your Welcome Email

Your username consists of 3 parts:

1. Your campus code
2. your 6-digit student number (add a 0 at the beginning if your number is 5-digits)
3. @ilsceducation.com

(example: BV021234@ilsceducation.com)

Campus codes are as follows:

City	Greystone College Campus Code
Adelaide	AV
Brisbane	BV
Melbourne	MV
Perth	PV
Sydney	SV

What is my password?

Password is Welcome (in English always) followed by your birthday in the format of year (yyyy), month (mm), and day (dd). Example: Welcome19950829

FAQs: <https://student.ilsceducation.com/digital-setup/#tech-faq-support>

DIGITAL ACCESS:

SETTING UP YOUR M365 ACCOUNT...cont

Create your new password – minimum 8 characters, include 1 number, 1 CAPITAL letter and 1 special character (eg: \$@%!). Don't use your name.

Add a verification method, either the **Microsoft Authenticator** (recommended), email (not @ilsceducation.com) or your phone number (please use an Australian phone number) so you can sign in. We strongly recommend setting up the Microsoft Authenticator app (free app).

Add your account: Click on the plus sign in the Authenticator app, to add your account, select 'Work or School'.

Set up account: Set up your account in the app then come back and click 'Next'

Scan the QR code: The QR code is generated by office.com when you click 'Next' in the previous step.

Your account should now be added to the Authenticator App. Your Authentication setup is now complete!

Find the steps above in our [Authenticator Setup Guide](#) page.

Please watch this short video that explains how to log in: *Click on the image to play the video*



We're here to help!

Visit our [Student Support site](#) for FAQs.

Please email VETStudentSupportAustralia@greystonecollege.com.au

DIGITAL ACCESS: DOWNLOAD APPS

Step 2. Download the myGreystone app



For Apple users:

<https://apps.apple.com/us/app/mygreystone/id1460189341>

For Android users:

<https://play.google.com/store/apps/details?id=com.ilsc.mygreystone&hl=en&gl=US&pli=1>

Benefits of the myGreystone App:

- Timetable (date of class, building/room #, teacher / time)
- Grades and grading (students can view grades and course competencies)
- Courses (view course activities and download materials for offline use)
- Calendar events (view site, course and user events, including view and access activities which are due)
- Activity completion (track progress, take quizzes and mark a task complete on their mobile)
- Connect with course participants
- Access to job board on the go (Canada only feature)
- Interactive map (interactive map opens native mapping app on phone to shows school's location and points of interest)
- Student Card digital card with student's photo, student #, birthdate, valid until, and local school info
- Instagram feed to subscribe to for social engagement and news feeds
- Book an appointment to schedule a virtual meeting with an advisor at your school

For more information visit this site:

<https://student.ilsceducation.com/school-apps/>

Login to Moodle - our LMS (Learning Management System)

[Greystone College Moodle Login page](#)

Important information:

If you do not have a COE (Confirmation of Enrolment) from Greystone College, or if it is conditional, your MOODLE account will be suspended, and you will not be able to access your class. **Please contact your agent if you do not have a COE or if it is conditional.**



COMPLETING ENROLMENT FORMS

Step 3. Create your USI (Unique Student Identifier) - please see next page for more info.

Every student must have a USI to study in Australia. It is mandatory to create this before you commence your studies. It creates an online record of your Australian training achievements.

Create your USI by following this link here:

<https://www.usi.gov.au/students/get-a-usi>

If you already have a USI from another provider, please find it here:

<https://www.usi.gov.au/students/find-your-usi>



For help creating your USI, please follow this handy guide:

[USI Information - A Guide](#)

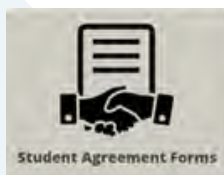
Next, email your USI number to VETStudentSupportAustralia@greystonecollege.com.au

Step 4. Complete the (3) forms, before you commence your studies.

1: Student Agreement form: [Student Agreement Form](#)

2: Greystone Qualification Enrolment Form: [Greystone Qualification Enrolment Form](#)

3: Academic Integrity Agreement: [Academic Integrity Agreement](#)



We're here to help!

Please email: VETStudentSupportAustralia@greystonecollege.com.au

For more information on pre-arrival and completing forms, please visit this site:

<https://student.ilsceducation.com/greystone-college-australia-orientation/#prearrival-tasks>

ILSC (Brisbane) PTY LTD is trading as ILSC-Brisbane, ILSC-Sydney, ILSC-Melbourne, ILSC-Perth, ILSC-Adelaide, Greystone College and ILSC Australia RTO Number 31564, CRICOS Code: 02137M.

USI - Unique Student Identifier - more info

Unique Student Identifier

All students doing nationally recognised training must have a Unique Student Identifier (USI). The USI is a reference number made up of ten numbers and letters (example: 3AW88YH9U5) that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and
- Stays with you for life

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

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training. As an International student who will be studying in Australia you will require a USI. All international students in Australia will have been issued with an Australian Visa. Once you have arrived in Australia your visa will be activated and you will be able to apply for a USI. You will receive a reminder email from our VET team.

If you don't already have a USI, you must get one before your course starts.

But don't worry! It's easy!

To Access a Step x Step guide on completing your USI, click here:

[USI Information For Students - How to Create a USI](#)

Please email the VET Student Support team with your USI:

vetstudentsupportaustralia@greystonecollege.com.au

For more information Please visit:

<https://www.usi.gov.au/students/get-a-usi>

- Calling within Australia: 1300 857 536
- Calling internationally: +61 2 6240 8740



BEFORE YOU COMMENCE

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

If you have studied previously or have workplace experience, you may be able to shorten your studies through Recognition of Prior Learning or Credit Transfer. Recognition of Prior Learning is a way of getting relevant experience – working, training, or volunteering – recognised towards a qualification.

RPL is available to all students who:

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

If you change courses, your RPL may not apply.

Credit Transfer applies if you have completed a Unit of Competency which can be credited towards a qualification. If you change courses, your CT may not apply. All RPL and CT applications must meet ESOS Act requirements that apply to student visa holders. If you received RPL or CT, your course may be shortened. This may impact on your visa or course package. To apply for RPL or CT, please contact your Student Advisor and request an application form. You will need to provide originals of all qualifications and other forms of evidence.

SECTION 3

STUDENT LIFE

- Living in Australia
- Student Wellbeing (Sonder)
- Activities and Engagement
 - Campus Support
 - Facilities
- E-Services/Computers
 - Personal Details
 - General Information
- Who are our Students?

LIVING IN AUSTRALIA

Cost of Living

Make sure you have enough funds to cover unexpected expenses. In addition to tuition fees, airfares and OSHC, living costs may include: rent, food, groceries, transport, utilities, entertainment and clothing. Please visit the Study Australia website to find out more about living in Australia.

<https://www.studyaustralia.gov.au/>

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

For tips on budgeting, saving, and avoiding scams in Australia, visit the **moneysmart** website, which is information provided by the Australian government.

<https://moneysmart.gov.au/>

Banks and Money

You will need to use Australian currency. Money Exchange facilities are located at international airports, banks and major shopping centres. Travelers' cheques are easier to use if already in Australian dollars, however, banks will cash travelers cheques in most other currencies.

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

Overseas Student Health Cover (OSHC)

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



LIVING IN AUSTRALIA

Employment

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

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

To learn more about your work rights visit Fair Work Ombudsman website.

<https://www.fairwork.gov.au/>

To make sure you are properly paid, go to:

<https://calculate.fairwork.gov.au/findyouraward>

An Australian workplace should be safe. Your employer must comply with workplace health and safety laws and ensure you are covered by insurance. For a list of your rights and protections visit the Safe Work Australia website.

<https://www.safeworkaustralia.gov.au/>

Your Tax File Number

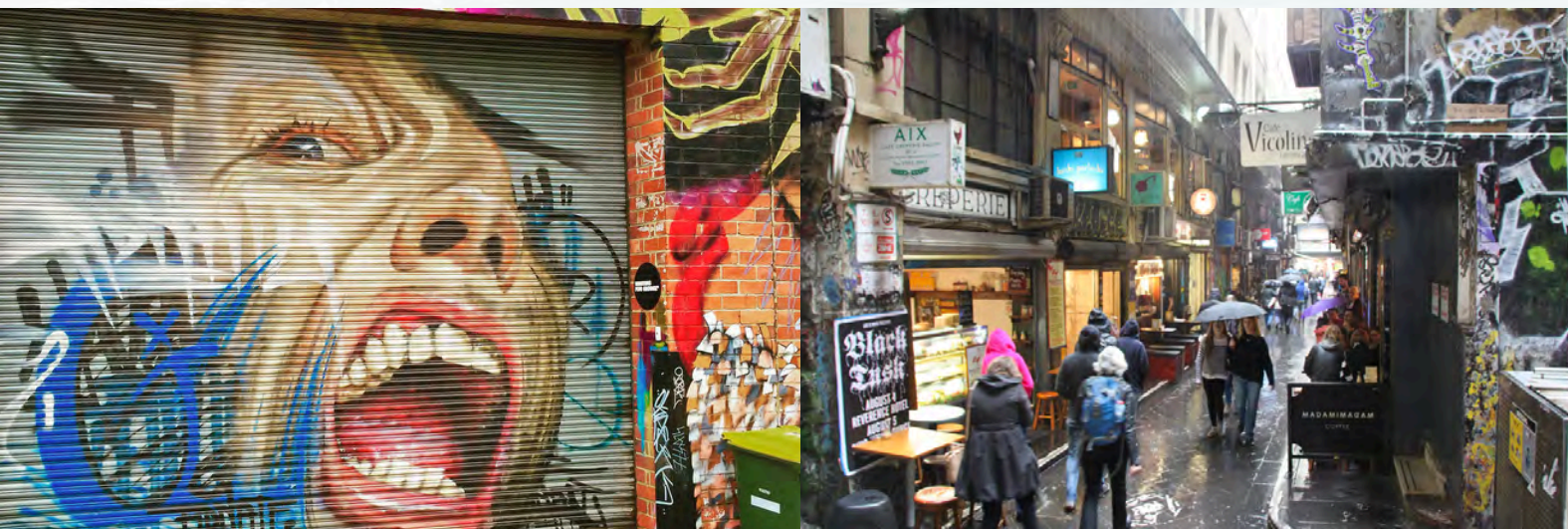
Once you have working rights, you will need to apply for a Tax File Number (TFN). You can apply for a TFN online, using the TFN Application Form on the ATO website.

<https://www.ato.gov.au/individuals-and-families/tax-file-number/apply-for-a-tfn/foreign-passport-holders-permanent-migrants-and-temporary-visitors-tfn-application>

Smoking in Australia

Australia has very strict smoking rules. No smoking is allowed inside any closed public space. This includes all ILSC buildings, toilets and stairwells. Students who wish to smoke must go outside and well away from the building entrances. Place butts in the ashtrays and bins provided, and dispose of other rubbish carefully. Each state has tough penalties for littering.

<https://www.health.gov.au/topics/smoking-vaping-and-tobacco>



LIVING IN AUSTRALIA

Emergency and Safety

- Emergency Contacts
- Dial 000 for police, fire, or ambulance.
- Police Assistance Line
- Non-urgent assistance from the police (dial 131 444).
- Stay Safe Australia
- Tips for staying safe in Australia.

Lifeline Australia

A confidential crisis support and suicide prevention service available 24/7 (call 13 11 14).

Transportation

- [Transport Apps and Websites by State:**
 - NSW: Transport for NSW
 - VIC: Public Transport Victoria
 - QLD: TransLink
 - WA: Transperth
 - SA: Adelaide Metro
 - TAS: Metro Tasmania
- Opal, Myki: Information about transport cards for city travel.

Consumer Protection

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

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



STUDENT WELLBEING

SONDER

Greystone College in Australia have partnered with **Sonder** to connect you with confidential safety, medical, and mental health care around the clock.

Sonder is a 24/7 personal safety and wellbeing service designed to support international students as they navigate studying and living in a new country. The service offers numerous benefits that cater to the unique challenges faced by students far from home.

WHAT DOES SONDER GIVE YOU



24/7 REAL-TIME SUPPORT THROUGH CHAT AND PHONE IN ANY LANGUAGE

Any time

In any language



CONFIDENTIAL CARE AND ADVICE

All support provided by Sonder is kept strictly confidential and will not be shared with your employer, school or any 3rd parties.



WELLBEING LIBRARY

Browse helpful articles, videos, and advice to support you on your wellbeing journey



REAL-TIME, LOCATION-BASED SAFETY FEATURES

Sonder's suite of safety features is available to ensure you are safe - wherever you are.

- **Safety alerts** will notify you of any potential health and security threats, adverse weather, and transportation disruptions close by - in real time.
- Going to an unfamiliar place or meeting someone for the first time? "Check on Me" and "Track My Journey" will make sure you get to your destination safely.

WHAT'S IN THE APP



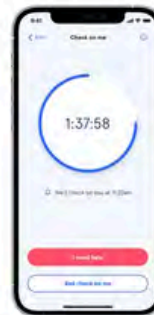
YOUR 24/7 SUPPORT NETWORK IN AN APP

Connect with an expert team of registered nurses, psychologists, doctors, and professional safety experts at any time. The Sonder support team is there to provide advice and support, confidentially - in English or in your preferred language.



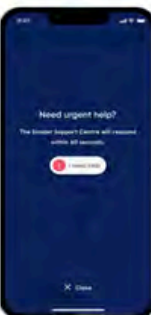
TRACK MY JOURNEY

Stay connected day or night. Whether you're out and about, walking in the dark or on your daily commute, we monitor your progress throughout your journey until you no longer need us.



CHECK ON ME

Feel safe in any situation. Sonder can check up on you to make sure you're okay when you're meeting someone new or going somewhere unfamiliar.



HELP ALERT

Immediate support. If you need urgent help, simply tap "send a help alert" to get connected instantly to our team, who are always here to help. They can assist you remotely or in-person.



SAFETY ALERTS

Feel safer with Sonder without even opening the app, via real-time safety notices about potential dangers and disruptions in your area.

AND MUCH MORE...



LANGUAGE
SCHOOLS



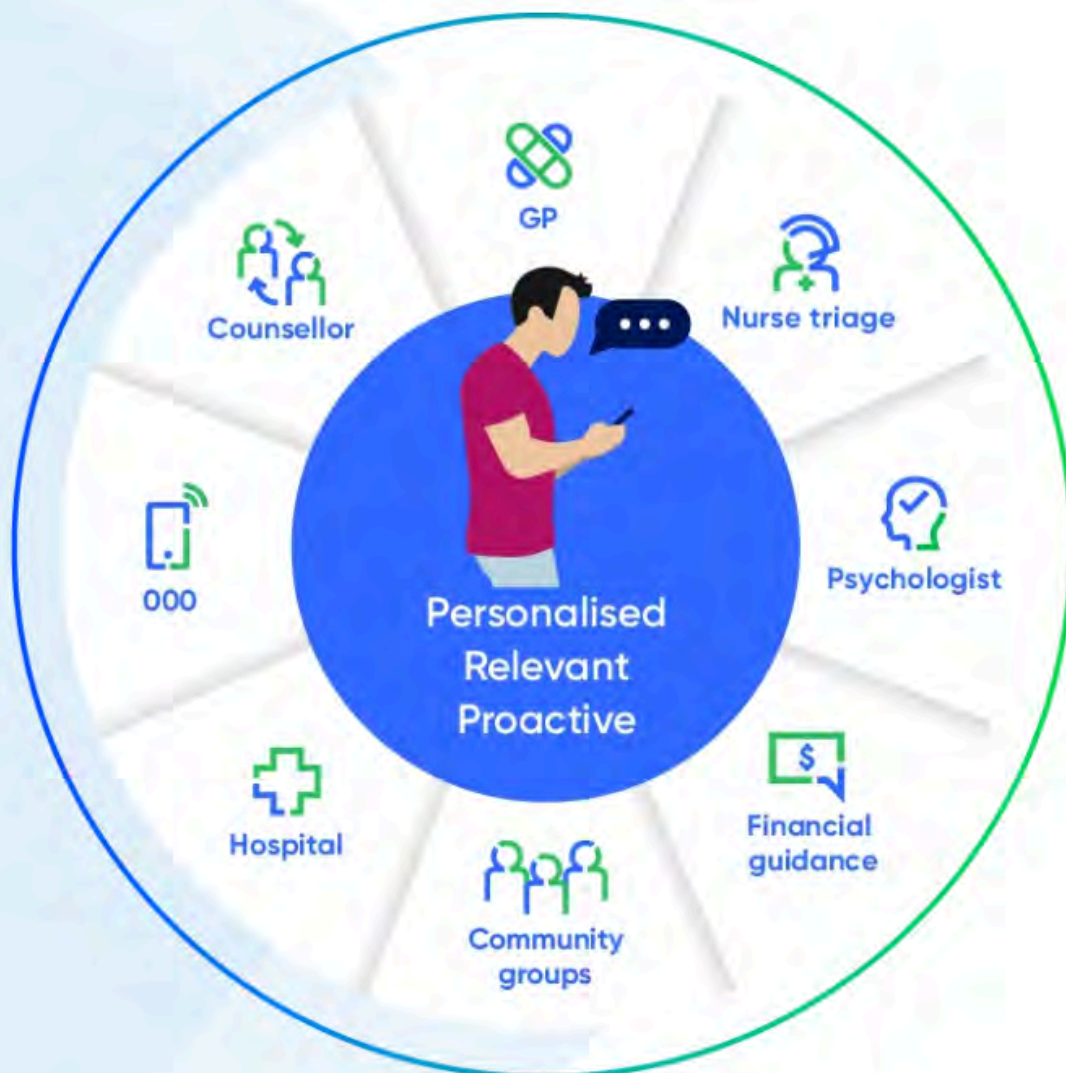
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STUDENT WELLBEING

SONDER

To download the app or for more information on Sonder, visit our Student Connect page here, or using the QR code below:

<https://student.ilsceducation.com/sonder-app-wellbeing/>



ACTIVITIES AND ENGAGEMENT

Activities & Workshops

Greystone College Australia provide students an academic and social 'Activities' calendar, for each of our national campuses.

Our calendars will populate details of activities such as On Campus Workshops, National Online Guest Speaker events, and other student community and social events. Greystone College offer students access to activities and engagement to create a sense of community and belonging, and provide access to additional learning and professional development to enhance career progression and outcomes.

To access our activities calendar, navigate to our **Student Connect** site here:

- **Adelaide:**

<https://student.ilsceducation.com/greystone-college-adelaide-workshops/>

- **Brisbane:**

<https://student.ilsceducation.com/greystone-college-brisbane-workshops/>

- **Melbourne:**

<https://student.ilsceducation.com/greystone-college-melbourne-workshops/>

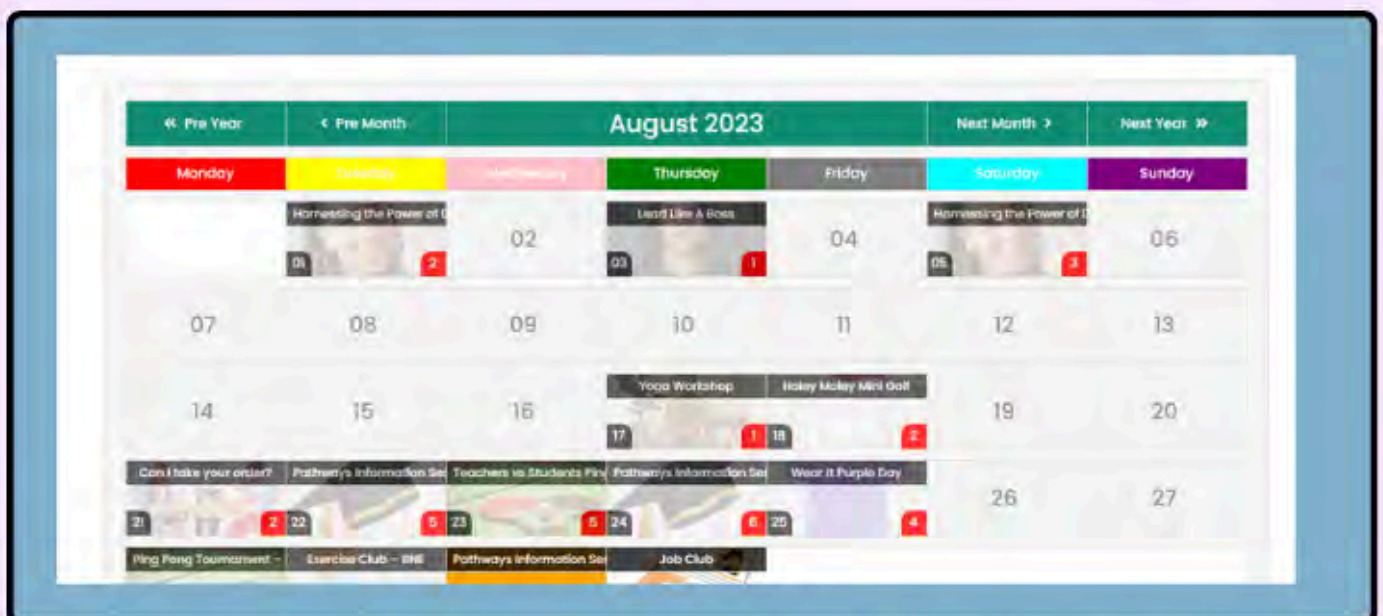
- **Perth:**

<https://student.ilsceducation.com/greystone-college-perth-workshops/>

- **Sydney:**

<https://student.ilsceducation.com/greystone-college-sydney-workshops/>

Greystone College will also send weekly announcements for students, providing links to these calendars and highlights for workshops and activities for that week. Please take a look at your local calendar, and we welcome you to participate, meet other students, and join our workshops and social events.



ACTIVITIES AND ENGAGEMENT...cont

Industry Guest Speaker Program

Greystone College offer students 1 x Industry Guest Speaker, each term. Your trainer will be notified on the class in advance of a guest speaker allocation. Industry Guest Speaker spots run for 45 minutes during scheduled Online Lecture classes. They usually fall on week 2 or 3 of the 4 week session to minimise any interference with unit delivery. Trainers are required to participate with their students in the Industry Guest Speaker activities, for their allocated session.

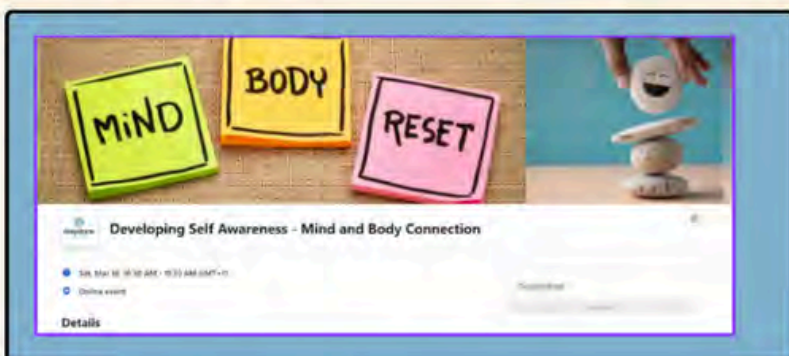
Students may wish to attend Industry Guest Speaker events for other classes/qualifications, which are purely optional. Every time a student attends an Industry Guest Speaker session, they will receive a certificate of professional development sent to their email.

Industry Guest Speaker events will focus on providing value add information to students in areas such as:

- **Digital Marketing**
- **Leadership**
- **Creativity & Innovation**
- **Communication Skills**
- **Sustainability**
- **Self Awareness**
- **And much much more!!**

Student Activities

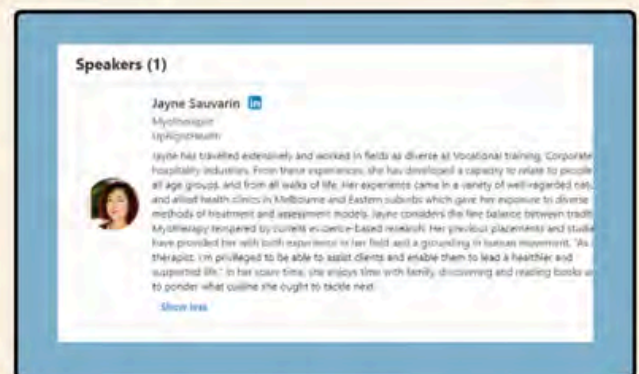
GUEST SPEAKER PROGRAM



Guest Speaker Program

Each class has 1 x Guest Speaker per term
Students are welcome to attend all Guest Speakers
Keep an eye out for announcements and register!

SELF AWARENESS



Guest Speaker Program Topics

Digital Marketing
Leadership
Creativity and Innovation
Communication Skills
Sustainability
Self Awareness

CAMPUS SUPPORT

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

- Reception
- Student Advisors
- VET Student Support team
- Trainers
- Academic Management
- Accommodation Coordinator
- U-Path Coordinator
- Director

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

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

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

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

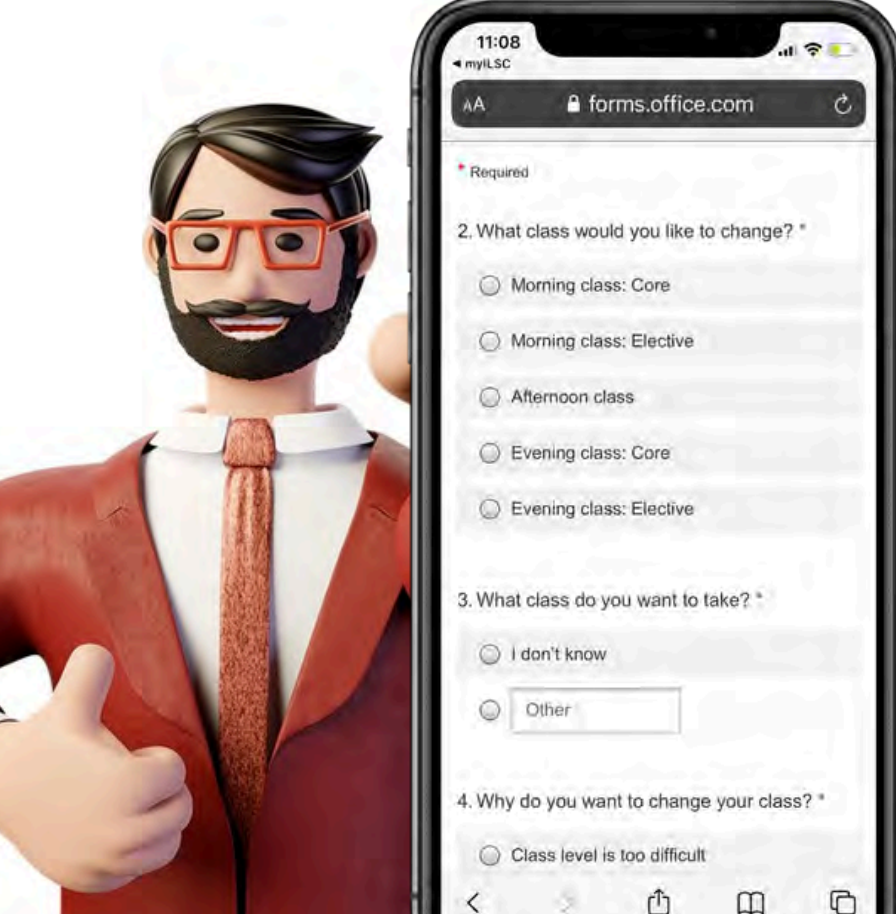
- Personal or family issues
- Some health situations
- Stressful situations
- Mental health/depression/anxiety



FACILITIES

Greystone College have a range of facilities available for students in each of our campuses. Some of the facilities include:

- Classrooms
- Computer Labs (or)
- Mobile Laptop Stations
- WIFI
- Kitchens
- Student Lounges
- Powered Workstations
- Libraries
- Cafés
- Foosball and Table Tennis
- Vending Machines



E-SERVICES

Most student requests are now available through our E-Services facility on the Greystone College App.

Services include:

- Changing Timetables
- Altering Course Enrolments
- Request for Documentation

All students are provided with information on downloading the Greystone College App as part of their orientation. A short explainer video can be found here:

<https://youtu.be/Fgpf0ocfOzl>

COMPUTER USAGE

Greystone College has a computer or mobile lab station available at each campus. Students are free to use these computers during campus hours. (There may be limited access at some times).

When using Greystone College computers students should not:

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

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





PERSONAL DETAILS

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

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

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

GENERAL INFORMATION

Dress & Hygiene Requirements

Students are to be appropriately dressed during online classes and on campus.

Dress requirements include:

- Neat, comfortable clothing
- Appropriate footwear

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

Security

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

Your Student ID card

Digital student ID cards are available via the myGreystone App. Some campuses may issue physical cards, please check at reception at your local campus.

Accommodation

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

<https://www.accommodations.ilsc.com/residences/australia>

<https://www.accommodations.ilsc.com/homestay/australia>

WHO ARE OUR STUDENTS?

Our students are International students comprised of 36 different nationalities, with an average age of 29.1. The top 10 nationalities found in our Australian schools, as of July 2021 are as follows:

- | | | | |
|----|----------|-----|----------|
| 1. | Colombia | 6. | Thailand |
| 2. | Brazil | 7. | Italy |
| 3. | Korea | 8. | Turkey |
| 4. | Japan | 9. | Taiwan |
| 5. | Mexico | 10. | Spain |



SECTION 4

TRAINING & DELIVERY

- Learning Experience
 - Term Structure
 - Timetables
 - Types of Classes
- Learning Resources
 - Attendance
- Academic Intervention
 - Microsoft Teams
 - Studying Remotely

LEARNING EXPERIENCE

Greystone College use a range of adult learning techniques and principles to guide you through your learning experience. We encourage you to give your opinions, ask questions and embrace cultural differences.

Learning is a collaboration in and out of class that involves everybody.

Greystone College delivery methods include:

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

Student and Trainer Roles

- **Students:** Active participants in their own learning, responsible for engaging with course content, completing assessments, and seeking support when needed.
- **Trainers:** Facilitators and guides who provide expertise, encouragement, and constructive feedback to help students achieve their goals.

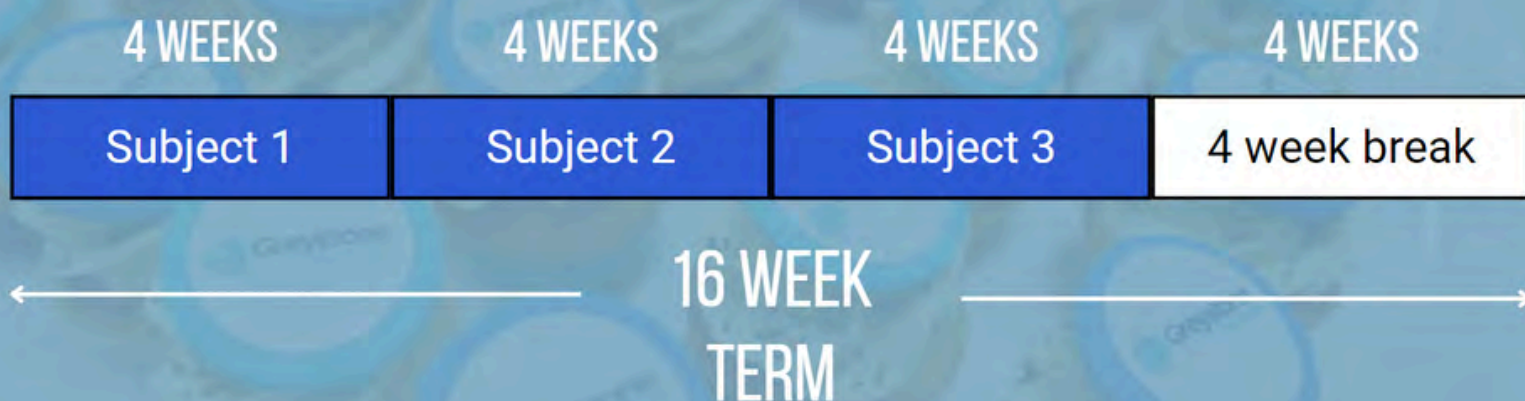
Collaborative and Independent Learning - its a mix!

- **Group activities** play a crucial role in helping students develop essential teamwork and communication skills, which are valuable both in academic settings and professional environments. These activities encourage students to collaborate, share diverse perspectives, and work collectively toward common goals, fostering a sense of community and mutual respect.
- **Independent learning** is vital for cultivating self-discipline, critical thinking, and problem-solving abilities. Independent learning helps students take ownership of their educational journey and build the confidence to explore ideas and concepts on their own.

Our teaching strategy strives to strike a balance between guided learning opportunities, where students receive structured support from trainers, and autonomous learning activities that allow them to apply their knowledge and skills independently. This approach ensures that students develop the ability to thrive in both collaborative and self-directed environments, preparing them for diverse challenges in their personal and professional lives.



TERM STRUCTURE



VET TIMETABLES

All Greystone College schedules combine 14 hours of face-to-face in-class study and 6 hours of online study each week providing a comprehensive learning experience.

Each Term runs for 16 weeks, with 3 x 4-week teaching sessions and a 1 x 4-week break. (see picture above)

Greystone College offer 2 x Weekday Timetables and 2 x Weekend Timetables for students.

Weekday Timetable A combines 6 hours a week of online lectures on Mondays and Tuesdays with 14 hours of on campus workshops and support on Wednesdays and Thursdays.

Weekday Timetable C combines 6 hours a week of online lectures on Wednesday and Thursday with 14 hours of on campus workshops and support on Monday and Tuesdays.

Weekend Timetable F(a) combines 6 hours a week of online lectures on Saturday with 14 hours of on campus workshops and support on Wednesday and Thursdays.

Weekend Timetable F(c) combines 6 hours a week of online lectures on Saturday with 14 hours of on campus workshops and support on Monday and Tuesdays.

Greystone College Timetables - Weekday

WEEKDAY TIMETABLE A

- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB30220 Certificate III Entrepreneurship & New Business
- BSB40820 Certificate IV in Marketing and Communication
- BSB50820 Diploma of Project Management

	Monday	Tuesday		Wednesday	Thursday
				On Campus Workshops & Support 1.15pm-9.00pm (Local time)	
BNE/MEL/SYD: 6:00pm -9:00pm ADL: 5:30pm -8:30pm PER: 4:00pm -7:00pm	Online Lecture		All Campuses: 1:15pm -3:15pm 3:30pm -5:30pm 6:00pm -9:00pm		

WEEKDAY TIMETABLE C

- BSB40120 Certificate IV in Business (+ Leadership and Sustainability)
- BSB50120 Diploma of Business (+ Organisational Development and Digital Transformation)
- BSB50620 Diploma of Marketing and Communication
- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB60520 Advanced Diploma of Marketing and Communication

	Monday	Tuesday		Wednesday	Thursday
All Campuses: 1:15pm -3:15pm 3:30pm -5:30pm 6:00pm -9:00pm	On Campus Workshops & Support 1.15pm-9.00pm (Local time)				
			BNE/MEL/SYD: 6:00pm -9:00pm ADL: 5:30pm -8:30pm PER: 4:00pm -7:00pm	Online Lecture	



**LANGUAGE
SCHOOLS**



**Greystone
COLLEGE**

Greystone College Timetables - Weekend

WEEKEND TIMETABLE F (A)

- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB30220 Certificate III Entrepreneurship & New Business
- BSB50820 Diploma of Project Management

	Wednesday	Thursday		Saturday
All Campuses: 1:15pm -3:15pm 3:30pm -5:30pm 6:00pm -9:00pm	On Campus Workshops & Support 1.15pm-9.00pm (Local time)		BNE/MEL/SYD: 10.00am -1:00pm ADL: 9:30am -12:30pm PER: 8:00am -11:00am	Online Lecture
			BNE/MEL/SYD: 1:30pm -4:30pm ADL: 1:00pm -4:00pm PER: 11:30am -2:30pm	Online Lecture

WEEKEND TIMETABLE F (C)

- BSB40120 Certificate IV in Business (+ Leadership and Sustainability)
- BSB50120 Diploma of Business (+ Organisational Development and Digital Transformation)
- BSB50620 Diploma of Marketing and Communication
- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management

	Monday	Tuesday		Saturday
All Campuses: 1:15pm -3:15pm 3:30pm -5:30pm 6:00pm -9:00pm	On Campus Workshops & Support 1.15pm-9.00pm (Local time)		BNE/MEL/SYD: 10.00am -1:00pm ADL: 9:30am -12:30pm PER: 8:00am -11:00am	Online Lecture
			BNE/MEL/SYD: 1:30pm -4:30pm ADL: 1:00pm -4:00pm PER: 11:30am -2:30pm	Online Lecture

For more information visit our timetable page here:

<https://student.ilsceducation.com/greystone-college-australia-orientation/#find-your-timetable>

TYPES OF CLASSES

Greystone College has 2 different types of classes, as follows:

Lectures (online)

Online Lectures are our core delivery class that covers the unit content in an interactive and engaging delivery. Online Lectures provide students with a deep dive into the content via our sessional Beautiful AI slide decks and provide the backbone of theory and skills needed to complete assessment tasks.

In addition to using our Beautiful AI slide decks, which are available for students in your unit in Moodle, we encourage our trainers to add their own experiences to the sessions, driving discussion and engagement in the learning content utilizing their industry knowledge.

Each online lecture is unique and explores different elements of the session topics.

It is essential for trainers to keep their cameras on during all online classes. We recommend that students have their cameras on during lectures. If its not possible to be on camera, Greystone College request students to upload a profile picture to their teams account.

Greystone College do not record Online Lectures, and students are required to attend to learn, and participate in group activities and assessment tasks like observations.

Students are not allowed to record Online Lectures from their own device.



Greystone
COLLEGE

On Campus Workshops & Support (face to face)

The **On Campus Workshops & Support** classes are combination between an active support class designed to help guide students through weekly reading, and assessment tasks supporting their qualification completion, and workshops aimed at providing professional and academic development for students.

Students requiring support are welcome to discuss questions that they have around the assessment and content. Students can receive the support they need in these classes. This class is often used by students to catch up on work, or complete observation activities previously missed in Online Lecture classes.

In addition, we have Workshops arranged each day for you to attend and get some extra value from. The Workshops are designed to develop your career skills, foster professional development, and encourage socialization, providing practical tools for your future success.



LEARNING RESOURCES

Greystone College has developed resources required for each training program.

Moodle:

Moodle is your LMS (Learning Management System) and the hub for all your learning resources, assessment tasks, project templates, and submissions/grades for each of your subjects and units. In Moodle you will find resources such as:

- Beautiful AI Slide Decks
- Student Handbooks
- Articles and Videos
- Additional Required Resources (i.e. case studies, simulations and statistics)
- Assessment Templates
- Videos for guiding you through each assessment task
- Learning and Assessment schedules
- Unit completion progress
- Grades overviews
- Submissions of your assessment and trainer feedback

You will be enrolled only into the units you are studying, and you can locate these units using either the drop down 'My Units' menu, or via the navigation bar on the left-hand side.

Students can access a range of Moodle help videos found here:

[Moodle Help Videos](#)

Your Moodle credentials are the same as your online network (Teams) logins, and are created during the orientation stage. Please refer to the information earlier in this student handbook for creating your logins.

The screenshot shows the Moodle LMS interface. At the top, a dark navigation bar contains the text 'Greystone' and a series of links: 'Home', 'Dashboard', 'My courses', 'Site administration', and 'All Units'. Below this, a light blue header bar features a hamburger menu icon on the left and a 'Course Management' button with a circular arrow icon on the right. The main content area is titled 'BSBMKG622 Manage organisational marketing processes' in bold. Below the title is a large banner image depicting a desk with various items: a yellow notepad, a laptop displaying a pie chart, a tablet showing a bar chart, a hand holding a pencil over a document with a bar chart, and a keyboard. At the bottom of the main content area, a horizontal menu includes the following items: 'Course' (underlined), 'Settings', 'Participants', 'Grades', 'Reports', and 'More' with a dropdown arrow.

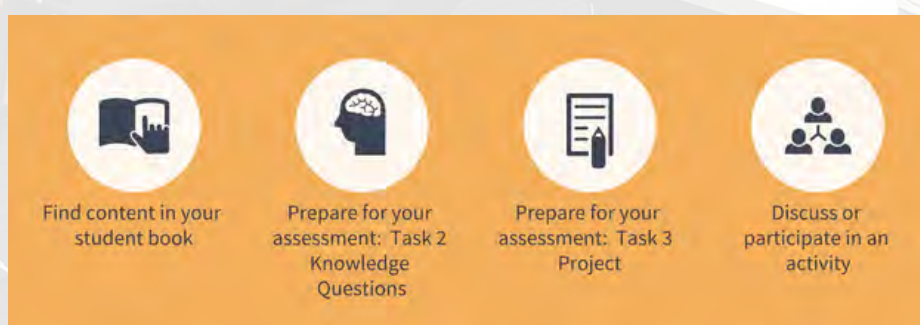
BEAUTIFUL AI SLIDE DECKS

Each unit of delivery has a set of Beautiful AI Slide decks for trainers and students to use for Lecture class delivery, found in Moodle. Each deck is separated by each week of delivery. There is a deck for week 1, week 2, week 3 and week 4, covering the whole 4 week session. For weekend classes, each decks will cover your entire Saturday delivery, i.e. week 1 deck is used for the first Saturday class. For weekday class (Mon/Tue, or Wed/Thu) your week 1 deck will need to be split over your 2 x evening lectures.

To ensure national delivery alignment, we ask all trainers to use the prescribed slide decks, used in the allocated week. We do encourage trainers to add content to their delivery through additional videos, articles, discussions, activities and more. By adding, your trainers ensure that your class cohort needs are taken into consideration, helping to address any learner gaps identified. Its also helpful to have additional materials to ensure students have real world examples and contextualization of the materials.



Icons are used in our Beautiful AI decks to help students connect the learning content with assessment outcomes. I.e. You will see a knowledge head icon, indicating that the topic/slide relates to a knowledge based question. There are project icons, helping students link the learnings with project assessment outcomes. Other icons include a student workbook, which lets the students know that more information is available in the student books. Finally, an activity icon is present where an activity is required in class. Greystone are always looking to improve our slides and content, so please do share any feedback with the college via your surveys to ensure we keep improving the resources for our students.



ATTENDANCE

- We strongly recommend students to attend all classes including support classes for successful completion of your course
- Greystone College take attendance in all scheduled classes as it is obligated to track and monitor attendance of students
- Greystone College does not report students for low attendance
- It is not possible to make satisfactory progress without attendance, in order to complete tasks and activities with your class
- It is the responsibility of all students to maintain their conditions and requirements of their visa. Greystone College will provide student's study records including enrolment details and attendance rate if immigration request.

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

Students are strongly recommended to live within 90 minute travel time of the school campus



ACADEMIC INTERVENTION

Our International students are here on a Student Visa and as such are required to be genuine students under their visa conditions. As an RTO that delivers programs to International Students, we are required to monitor the progress of our students and implement an Academic Intervention policy and procedure. We measure student progress by reviewing the amount of Satisfactory/Competent unit outcomes in their grades.

There are three stages in our Academic Intervention Process:

1: Friendly Reminder

If a student has one or more incomplete unit(s), they will receive a 'Friendly Reminder' email. The Friendly Reminder aims to inform students of incomplete units and guide them on how to manage their own progress successfully.

For more information on Friendly Reminders, please watch this video.

<https://www.youtube.com/watch?v=KvUrml--CGs>

2: Academic Progress (AP)

If a student has 3 or more incomplete units, they will receive a notice of 'Academic Progress' (AP). During this stage of the intervention process, a student is invited to a one on one academic counselling meeting with a local trainer, on campus. The aim of the meeting is to guide and assist students on completing outstanding units. A personalized academic coaching plan will be agreed on and signed together.

For more information on Academic Progress (AP), please watch this video.

<https://youtu.be/ITiUe3rBes0>

3: Intention to Report (ITR)

If a student remains below our expectations in assessment progress, and is nearing the end of their qualification, they will receive a notice of 'Intention to Report'. During this stage of the intervention process, a student is invited to appeal the decision to be reported via a written appeal, providing any additional evidence for the appeal. If the student's appeal is unsuccessful, they will be sent an option for a 2nd appeal, to be held online with our appeals committee. The Committee will review each case and provide an outcome for students. If a student receives ITR notifications, their access will be blocked to the college's Moodle LMS.

For more information on Intention to Report (ITR), please watch this video.

<https://youtu.be/aHom3O9CEo>

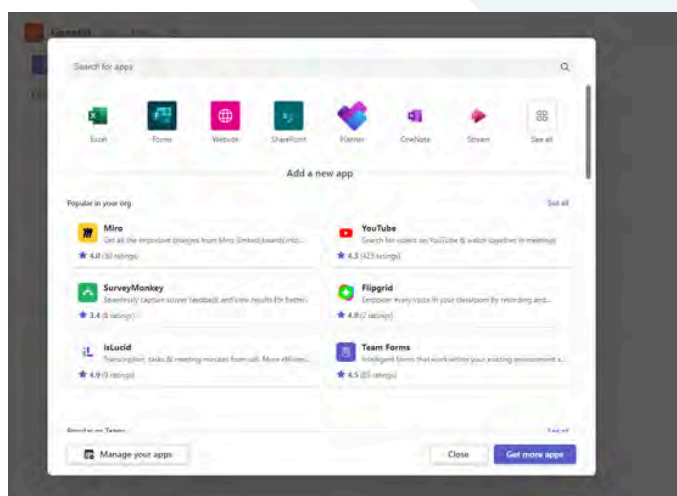
MICROSOFT TEAMS

We use Microsoft Teams to conduct our online classes. Each 4x week session will have its own Team, with students enrolled specifically for each class. Our Administration team enroll students into each Teams group and set up the class links and meetings, which are available in the Teams calendar for staff and students.

Some observations for certain units require a discussion/feedback or forum to generate student feedback and Microsoft Teams is where to do that.

Microsoft Teams enables Students to:

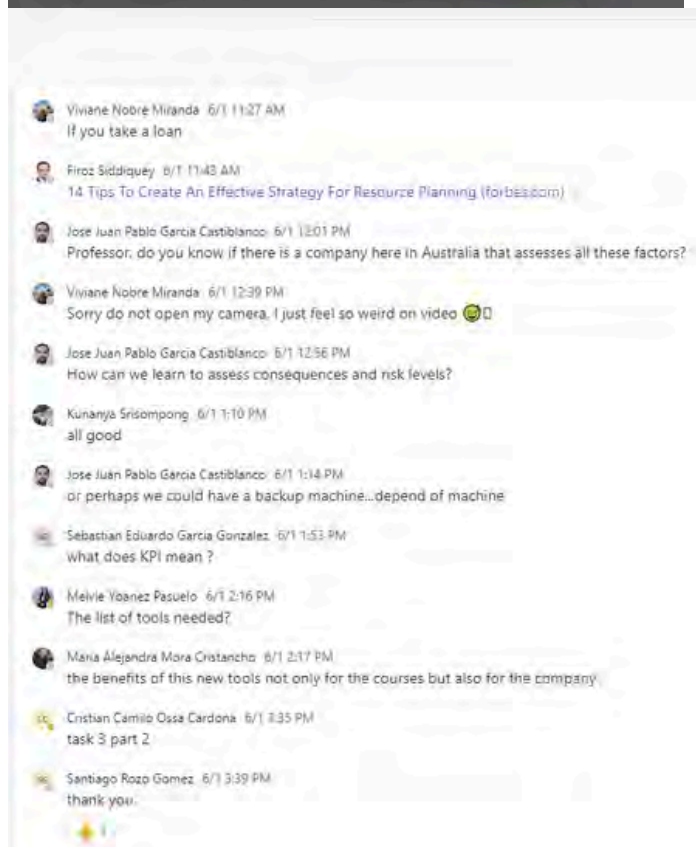
- Join their online classes
- View calendars for online class links
- Participate in conversation threads
- Share files and content
- Comment and use emojis on chat threads
- Join group channels with other students
- Use applications in class
- Use 'Whiteboards' during online sessions

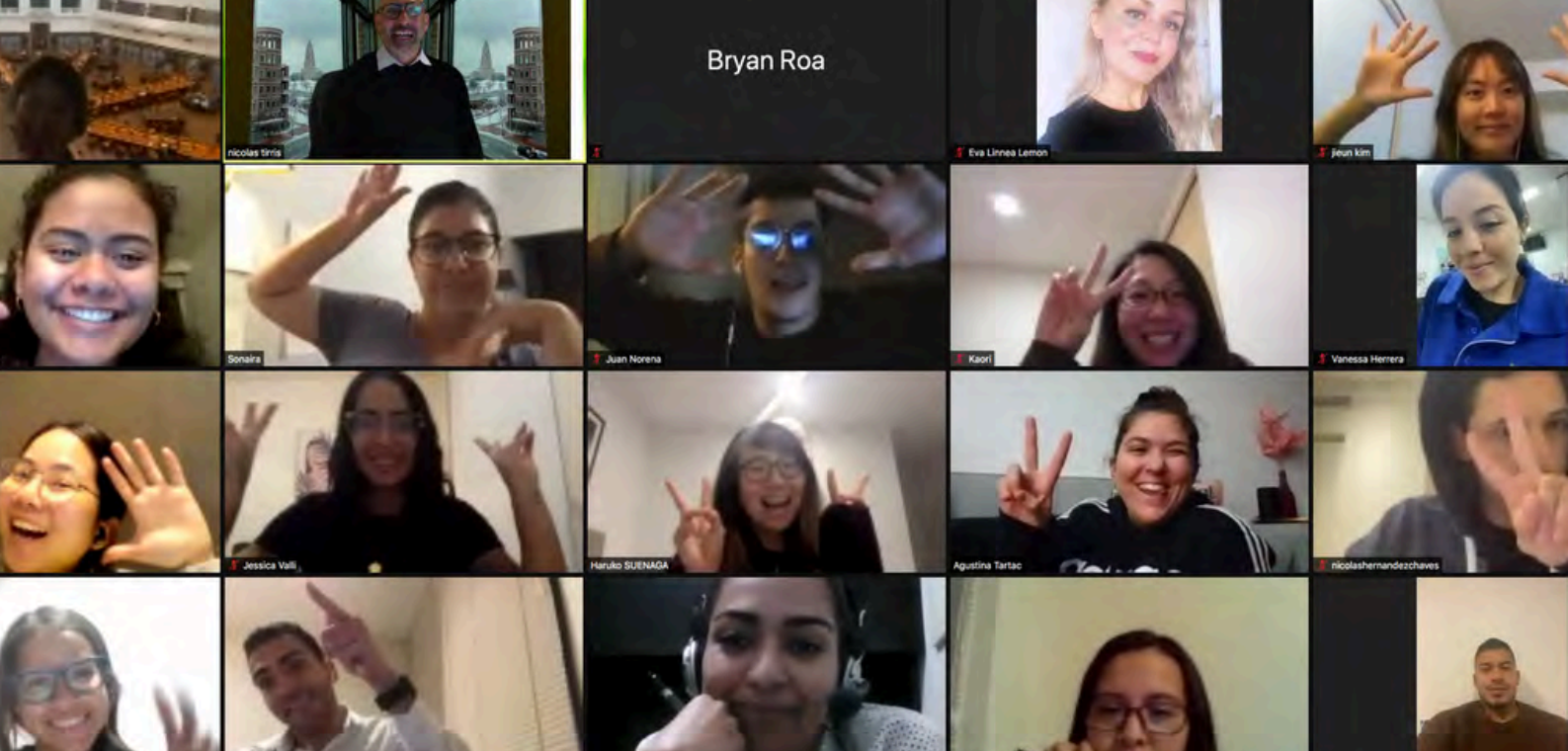


END OF UNIT FEEDBACK

Students are provided a link at the end of each unit, via email, requesting feedback on that unit delivery. Students are encouraged to provide feedback on anything they choose, which may include feedback on:

- The unit Trainer
- The resources
- The assessment length or difficulty
- The assessment instructions
- Moodle layout
- Other students
- Anything else





STUDYING ONLINE

Here are some tips and tricks to maximising your study experience during our online lectures:

- Choose a quiet and distraction-free studying space.
- Have access to an internet connection that's adequate, Wi-Fi is available on all national campuses for student use.
- Get involved in the chats, threads, discussions and activities.
- Respect the opinions of others in the class.
- Refrain from any discriminatory behaviour online.
- Use your camera (where possible, or, upload a profile picture on Teams).
- Adhere to the same dress code as would be expected on campus.

STUDENT EMAILS

Student Emails are able to be accessed via Microsoft Outlook, or remotely via our 365 service. Please use the network credentials provided to you in your Welcome Email.

<https://outlook.office.com/mail/inbox>

SECTION 5

ASSESSMENT

- Types of Assessment
- Reasonable Adjustment
 - Plagiarism
 - AI Use Policy
- Principles of Assessment
- Certificates and Statements

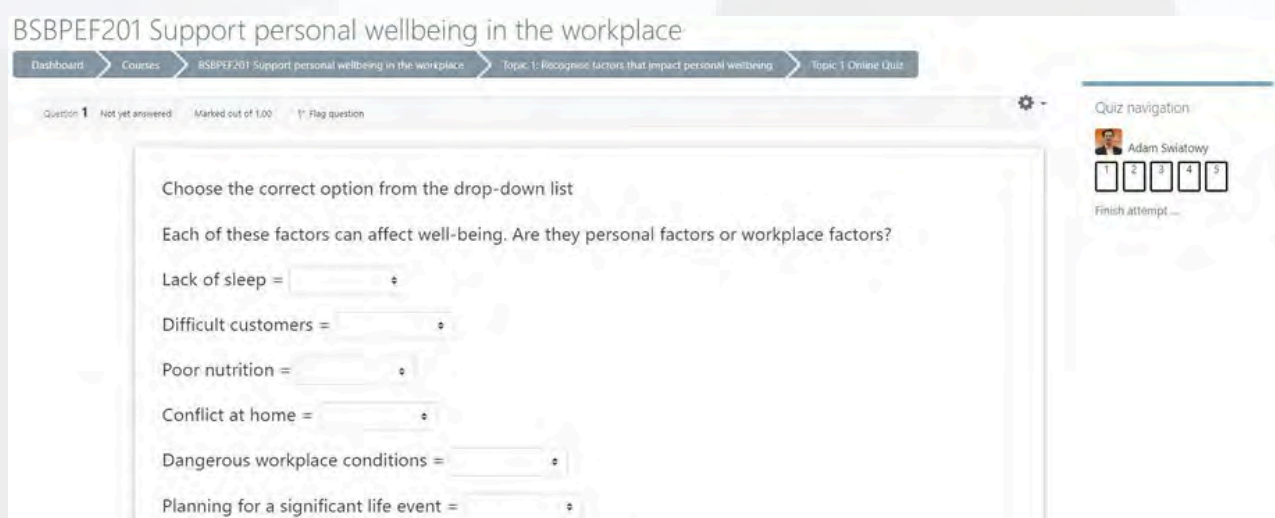
TYPES OF ASSESSMENT

The most common type of assessments delivered at Greystone are as follows:

- Quizzes
- Knowledge-Based Questions
- Written Assessments and Reports
- Observations

Quizzes:

Quizzes provide students with a chance to explore the content knowledge, using pre-designed modules on Moodle. A quiz is an auto-graded module in Moodle that requires no grading by a trainer. It utilises drag and drop, true/false, multiple choice and other question types. Students are provided 3 attempts at completing the quizzes and are required to score 100% on each quiz to progress to the next stage of assessment.



Knowledge Based Questions

Knowledge-Based questions form the fundamental grounding of knowledge required on each unit to progress to the next stage of assessment. Content delivered in class will cover all elements of the knowledge-based questions. The student responses are delivered in short essay answer, where students will 'list', 'describe' and 'explain' to answer questions provided, depending on the AQF level. These questions require a manual grade from trainers.

TYPES OF ASSESSMENT cont.

Written Assessments and Reports

The Written Tasks and Reports form the main part of the student assessment. Greystone College provides students with pre-approved templates for completing reports and written tasks. The Tasks are usually based on case studies where students take the knowledge gained and demonstrated in the Knowledge-Based Questions and apply it to a simulated or real-world scenario. It is not optional for trainers to alter the assessment instructions or approved templates under any circumstances. You may provide feedback at the end of your session to improve the quality of our assessment, or share any identified issues with your Academic Management team. The Written Assessments and Reports require a manual grade and evaluation from trainers.

Observations

Observations are common assessment methods found in our units. The Observations are typically role-play activities between students and trainers or presentations delivered. Sometimes they are scheduled early in the unit to enable the next part of the student's assessment to occur, sometimes they occur at the end. They are often lots of fun and very rewarding for the trainers to see the students participating in an activity that demonstrates knowledge gained. The Observations are graded on Moodle using a digital observation checklist.


Assessment Templates
BSBPEF201
Support personal wellbeing in the workplace

Student ID	Student Name
	First Name:
	Last Name:

Student's declaration:
By submitting this assessment, you acknowledge and agree to the following conditions. Check all boxes if you agree.

<input type="checkbox"/>	I have read and understood the details of the assessment
<input type="checkbox"/>	I have been informed of the conditions of the assessment and the appeals process and understand I may appeal if I believe the assessment is not equitable, fair or just
<input type="checkbox"/>	I agree to participate in this assessment, and I am ready to be assessed
<input type="checkbox"/>	I have acknowledged all sources where appropriate in accordance with Greystone College's Academic Integrity Policy, and I believe other group members have done the same
<input type="checkbox"/>	I declare that no part of this assessment has been copied from another person's work except for where I have listed or referenced documents or work and that no part of this assessment has been written for me by another person.

BSBPEF201 Support personal wellbeing in the workplace

BSBPEF201 Observation will take place in Week 4

Observation Instructions

You will be observed participating in a role play. You may choose to play either Mei or Eduardo according to the scenarios in Assessment Task 3 Part 3. Your assessor will play the part of your supervisor at BuzOp and will provide an opportunity for you to change from passive to assertive or aggressive to assertive communication styles. In addition to the tasks in Observation checklist, during the Observation task, you must answer the following verbal question from your Assessor:

- In your own words, explain the benefits of communicating your wellbeing to your supervisor.

 You must score "Satisfactory" on this observation to complete the unit.

Grade: _____

You must achieve 100% on this Observation to complete the unit.

Greeted the Customer Service Representative in a professional and courteous manner	Not-satisfactory	Satisfactory	Good greeting - warm and friendly style.
Clearly explained the reason for the meeting	not-satisfactory	Satisfactory	Explained the purpose of meeting well
Indicated where documentation on team member roles	Not-satisfactory	Satisfactory	Mentioned where Job description



Assessment Methods

Assessment methods that may be used include, but are not limited to:

- Demonstration of skills;
 - Work samples;
 - Workbook activities;
 - Case Studies;
- Oral presentations;
 - Role-plays;
 - Simulations;
 - Projects;
- Written questionnaires/tests;
- Portfolio of Evidence (RPL).

REASONABLE ADJUSTMENT

Reasonable Adjustment is provided to students as part of fairness in the principles of assessment. Students are encouraged to speak to their trainers to request alternative methods of assessment if required. The Academic Management team will need to approve any alternative methods of assessment on a case by case basis.



PLAGIARISM

Greystone College takes plagiarism seriously, and as such has implemented a plagiarism policy as well as software to enable better plagiarism identification and tracking.

Plagiarism may include but is not limited to:

- Copying another person's ideas from the Internet, books or other printed material without providing a reference;
- Copying an essay, assignment or report from another student;
- Use of AI tools to generate complete responses (When submitting assessments, it's crucial that all responses are the students' own work. While students can use AI to help them learn and understand content, they must not submit AI-generated text as their own.)
- Letting another student copy your essay, assignment or report;
- Buying or selling essays, assignments or reports;
- Re-using old essays, assignments or reports that you wrote for a different purpose or teacher.
- Taking a test or exam for another student;
- Letting a student take a test or exam for you;
- Copying test answers from another student (Note: Copying includes paraphrasing or summarizing);
- Letting another student copy your test answers;
- Giving other students any information about exam questions before, during, or after the exam;
- Using unauthorized information (notes or smart phones) during a test or exam.

Students must provide information on the sources of any reference in a reference list:

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

If Plagiarism is suspected:

The Academic Management team will investigate the case, and likely interview the student. If the student is deemed to have plagiarized, the student will be required to sign a breach of academic integrity form. A second breach of this will, at the discretion of the college, result in cessation of the student's enrolment. If the student's work is deemed not to be considered plagiarised, trainers will be asked to re-grade the work.

Students are provided a module and further information on academic integrity during induction.



Greystone
COLLEGE

AI USE POLICY

Greystone College AI Use Policy

Policy

1. Policy Statement

Greystone College is committed to maintaining the highest standards of academic integrity while embracing emerging technologies, including Artificial Intelligence (AI). This policy outlines the appropriate use of AI tools in academic work, ensuring transparency, ethical practice, and the protection of academic and intellectual integrity.

2. Scope

This policy applies to all students, staff, and faculty members at Greystone College, encompassing both domestic and international students enrolled in Vocational Education and Training (VET) programs. It governs AI use in all academic submissions, assessments, and learning activities. This policy is to be used in conjunction with Greystone Colleges Plagiarism, Fraud Detection and Academic Integrity Policies.

3. Definition of AI and AI-Generated Content

- **AI Tools:** Refers to generative artificial intelligence technologies, such as language models (e.g., ChatGPT), content creation tools, and automated systems used for generating text, code, images, or any other material.
- **AI-Generated Content:** Any output produced by AI tools, including written text, data analysis, coding, or media.

Common types of generative AI tools and functions

- Text generation – specialising in producing human-like text (tools that do this are sometimes known as large language models (LLMs))
- Image generation – able to transform text into images or create images
- Video generation – able to create videos or edit existing videos
- Audio generation – able to create audio files, such as music, speech, or sound effects
- Code generation – can produce computer programming code, such as Python, Java, or C++
- Design generation – can produce layouts, visual compositions, and graphical elements for a wide range of design projects

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AI USE POLICY... cont

4. Guiding Principles

- **Integrity:** AI tools should enhance learning but not substitute personal effort or academic responsibility.
- **Transparency:** Students and staff must be open about the use of AI tools in all educational and administrative work.
- **Responsibility:** Proper acknowledgment of AI contributions is required to avoid misrepresentation or plagiarism.

5. Guidelines for Acceptable Use of AI

- **Learning Aids:** Students may use AI tools for research, drafting or generating ideas, language assistance, and summarizing researched content, if AI's contribution is appropriately acknowledged and cited.
- **Skill Development:** AI can be used to support the development of technical, writing, research, and problem-solving skills, provided it complements learning without compromising independent critical thinking or personal and professional reflective practice.
- **Transparency:** Any use of AI in assessments must be disclosed, and AI contributions must be clearly cited, detailing the tool used, the date, and the nature of the AI's involvement, and any prompts used to assist.

6. Prohibited Practices

- **Use in Assessments:** AI tools are strictly prohibited in any observation, quiz or written assessment at Greystone College unless explicitly allowed.
- **Assessment Completion:** Students are not allowed to use AI tools to generate or complete any part of assessments, topic quizzes, knowledge questions, observational scripts, presentations or other assessable items at Greystone College.
- **Submitting AI-Generated Content as Original:** Students must not submit any AI-generated material (e.g., assessments, reports, presentations, scripts for observations, images) as their own without acknowledgment. This includes using AI to generate content that the student presents as original work.
- **Excessive Reliance on AI:** AI should not be used in a way that undermines the development of a student's personal and professional skills or replaces critical thinking and analysis and the development of workplace appropriate soft skills.
- **Critical thinking and Personal Reflective Practice:** While AI can assist in gathering information and generating ideas, students are expected to engage in critical thinking and personal reflective practices, independent of AI-tools and AI generated insights.

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AI USE POLICY... cont

7. Citation of AI Tools

- **Citing AI:** If AI tools are used to generate content or support research, students must provide a citation indicating the AI tool, how it was used, and the extent of its contribution. Where possible, providing AI prompts to showcase how the tools were used to support research, learning and the generation of ideas. Example: "This report was generated with the assistance of [AI Tool], used on [date], to help organize and summarize key points. The following prompts were used to assist."

8. Detection and Consequences of Misuse

- **Plagiarism Detection:** Greystone College employs both manual reviews and AI detection software to identify plagiarism and the inappropriate use of AI tools.
- **Consequences:** Violations will be treated in accordance with the college's Academic Integrity Policy and Plagiarism Policy. Penalties range from an official warning and signing of a breach of academic integrity form, to cessation of enrolment at the discretion of senior school management.

9. Educational Support and Resources

- **Academic Training:** Students will be provided information on appropriate and ethical use of AI tools and managing academic integrity via our Moodle LMS platform, and during student orientations.
- **Academic Support:** Student academic support services are available to help students understand their role within acceptable AI use in our learning environment, and, how to enhance their skills without over-relying on AI tools.
- **Trainer Guidance:** Trainers will be provided with resources to support them in identifying inappropriate AI use and fostering an understanding of responsible AI practices among students.

9. Review and Compliance

- This policy will be reviewed as part of all policy review processes, and, in conjunction with our Fraud Detection Policy, Plagiarism Policy and Academic Integrity Policy.

10. Detection of plagiarism

- In alignment with the college's Plagiarism Policy, if plagiarism involving AI tools is detected, students will be required to meet one of the Academic Managers to discuss and assess the student's use of AI, type of tool used, knowledge and understanding of presented topic/assessment, retention of information, and critical thinking, and, ultimately whether a breach of this policy has occurred

Rules of Evidence

Greystone College Assessors are required to ensure that all evidence provided by clients, as proof of their competency, meets the following "rules of evidence".

Valid

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

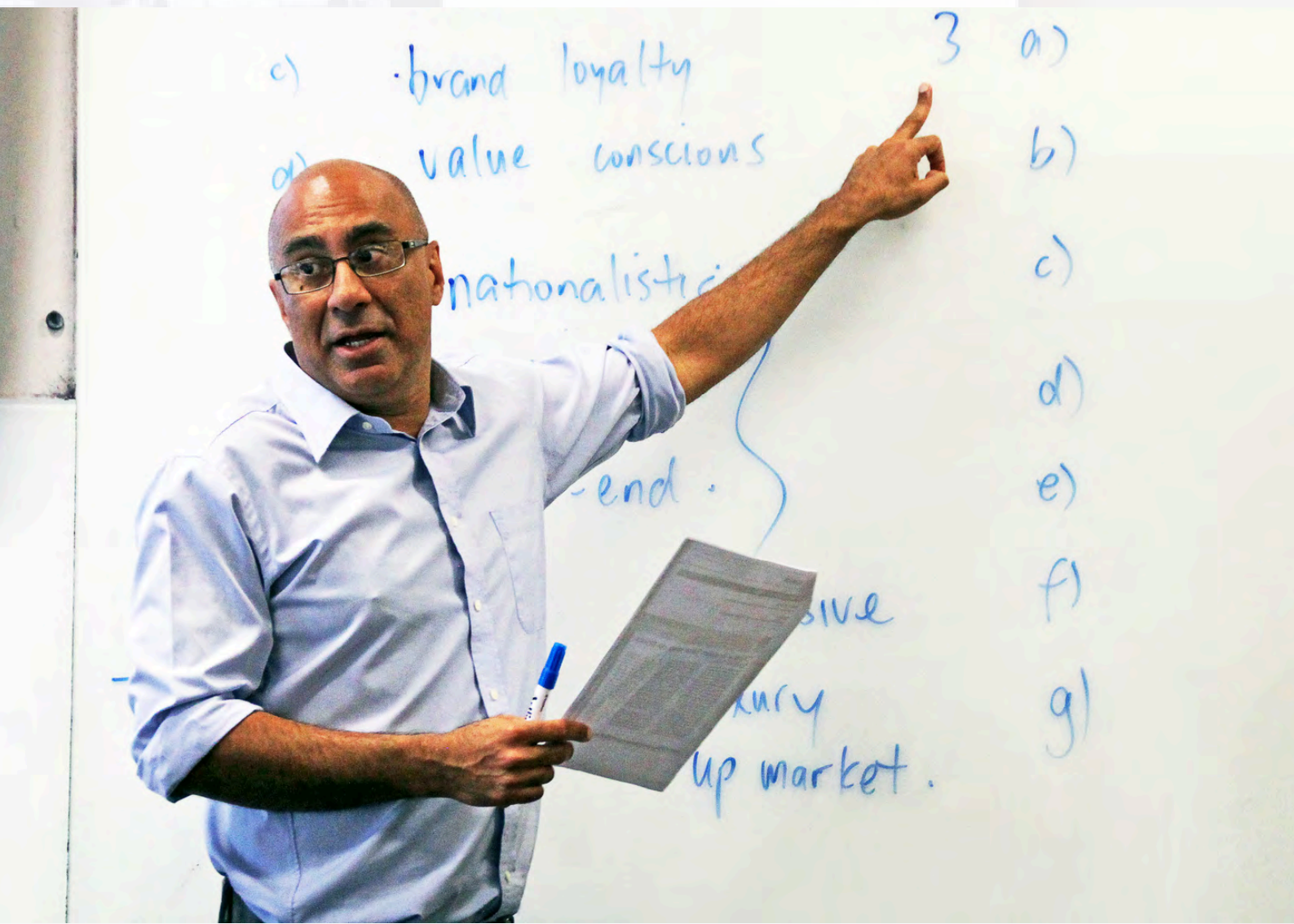
The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authentic

The assessor is assured that the evidence presented for assessment is the learner's own work.

Current

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.



Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid

Any assessment decision of the RTO 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 requirement 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 to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.

Reliable

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

Flexible

Assessment is flexible to the individual learner by:

- Reflecting the learner's needs;
- Assessing competencies held by the Learner no matter how or 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.

Fair

The individual learner's needs are considered in the assessment process.

Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary



Greystone
COLLEGE

CERTIFICATES QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Certificates are issued within thirty (30) days after the final assessment in a course being completed. Greystone College issues Qualifications and Statements of Attainment (SOAs) according to the Australian Qualification Framework (AQF) for nationally recognised training.

Greystone College are not required to issue Qualifications or SOAs unless all student fees have been paid and any other obligations met (such as providing entry required documents – USI, AVETMISS questionnaire, passport copy, Year 12 or equivalent, etc.).

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

If a Letter of Interim results is required, please contact our VET Student Support team:
vetstudentsupportaustralia@greystonecollege.com.au

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

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

Certificate Replacement

Requests for replacement of Certificates and Statements of Attainment must be made to the VET Student Support team in writing. A replacement fee of \$50.00 and shipping costs applies.



SECTION 6

VET FRAMEWORK

- Code of Conduct
- Policy & Procedures
- Complaints and Appeals
 - Quality Framework
 - VET Regulator
 - Helpful Websites

CODE OF CONDUCT

The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the attendance policy.
- Speak English in the school in accordance with the English Only Policy.
- Treat all students and staff with dignity and respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Follow the Cell Phone / Electronics Policy during class.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from cheating or plagiarising in completing class assignments.
- Ensure that outstanding tuition fees are paid.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Refrain from bringing any alcohol or any prohibited mood-altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.
- Whenever a student has repeatedly demonstrated unprofessional behavior, against the Code of Conduct, that student will be placed on probation. The student may receive a verbal warning for the first offence; however, the incident must be documented and kept in the student file. On the second occurrence, the student receives a letter of probation, where the incident is stated and the conditions of the probation are outlined.
- The student will be dismissed from the school when it becomes apparent that there is neither the desire nor the ability of complying with the probation terms. It is necessary to supply the student with a letter and at the same time a statement of charges. In all cases the probation and dismissal must be well documented. This means that under normal circumstances the student must have advance knowledge that dismissal is a real possibility should the student fail to meet the probation terms.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period, and police will be summoned, as required:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft.

Concerns related to a student's conduct shall be referred to the National Director/Senior Management team to process in accordance with this policy.

This does not remove the right to appeal under the appeals process. Students who are expelled for the above acts will be required to stay away from the school until the appeals process is determined. The refund policy will apply.

POLICY & PROCEDURES

All Greystone College (part of ILSC Education Group) policies and procedures are available on the Greystone College Australia website for your viewing.

All students are required to read and become familiar with these policies.

To Access the list of policies please visit our website here:

<https://www.ilsc.com/greystone-college/australia/policies>

MISCONDUCT

Misconduct includes but is not limited to the following:

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

Disciplinary Processes

- Greystone College may implement disciplinary processes should a student behave inappropriately.
- Any breaches of discipline may result in:
 - Verbal Warning
 - Written Warning
 - Probation
 - Suspension or Expulsion from training activities or programs
 - A report to police or other authorities.

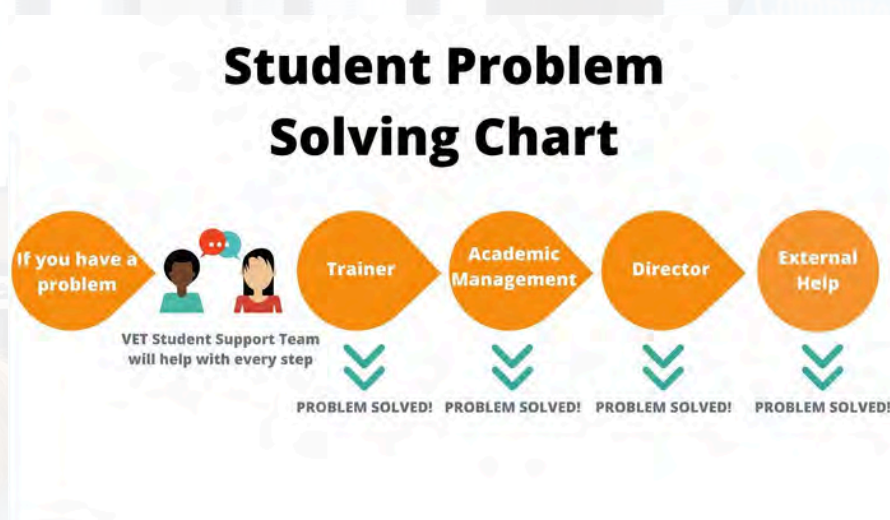
COMPLAINTS AND APPEALS

If at any time during your study at Greystone College you are dissatisfied with any academic decision, procedures or any issues that relate to the successful completion of your program, you can access Greystone College complaints and appeals process via the online link, or speak with a Greystone College student advisor.

Any student who feels that they have been disadvantaged in their studies by such a decision, procedure or issue, shall be entitled to have these reviewed by the National Director. The characteristics of the Greystone College appeal system include simplicity, speed and fairness. Greystone College provides an opportunity for students to resolve disputes in a fair and reasonable manner.

To begin the process of solving any issue, complaint or dispute, students are encouraged to resolve the matter using our Student Problem Solving chart, as indicated here.

Student Problem Solving Chart:



Formal Complaint:

If a complaint is not able to be managed to the students satisfaction, a formal complaint may be lodged with Greystone College via this link:

[ILSC Greystone Direct Complaint Link](#)

External Appeals:

If it is not possible to resolve the dispute internally, via the process above, you may wish to lodge an external appeal or complaint about this decision. To do this, you can contact the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a 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. See the website www.ombudsman.gov.au or phone 1-300-362-072 within Australia for more information.

QUALITY FRAMEWORK

Greystone College abides by the stringent quality requirements of the Vocational Education Training (VET) Quality Framework, including the Standards for Registered Training Organisations 2015 (SRTOS 2015), which we are audited against by the VET Regulator on a regular basis. As a provider in the International Student sector, Greystone College also abides by the ESOS Act and National Code of Practice.

To meet these objectives, we have implemented and maintain a quality management system, in accordance with the SRTOS 2015 and ESOS Act, throughout our operations. The quality management system ensures that all company activities are carried out in a planned and systematic manner and that our training and support activities satisfy our student's needs.

Our aim is to constantly strive towards continuous improvement in all our activities in order to maintain our competitive advantage. Quality is the concern and responsibility of all staff of Greystone College in every aspect of our business. To assist us to meet our quality responsibilities, Greystone College will ensure that all personnel are clearly briefed and that suitably qualified personnel are provided with adequate resources and training to maintain the quality system.

Our commitment to quality will enhance our reputation, competitiveness and long-term success in the marketplace, maintain our viability and provide our staffs with an even higher degree of satisfaction and continuing employment opportunities.

The VET Quality Framework is a set of standards and conditions that the VET Regulators use to assess whether an RTO meets the requirements for registration. The VET Quality Framework comprises –

- the Standards for Registered Training Organisations 2015
- the Australian Qualifications Framework (AQF)
- the Financial Viability Risk Assessment Requirements 2011
- the Data Provision Requirements 2012
- Training Packages

Under the SRTOS 2015, training organisations must be registered in order to deliver, assess and issue Australian Qualifications Framework (AQF) qualifications or Statements of Attainment for endorsed Training Packages and accredited courses.

VET REGULATOR

Australian Skills Quality Authority (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's Vocational Education and Training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

As the national regulator for the Vocational Education and Training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector's quality is maintained through the effective regulation of providers and accredited courses.

ASQA regulates according to a risk assessment model—meaning that the Authority applies proportionate regulatory intervention based on risk assessment. 'Proportionate' intervention means that regulatory focus is concentrated on providers of concern (those that are not delivering quality training outcomes). Similarly, regulatory interventions are minimised for providers that consistently deliver high-quality training outcomes.

This model:

- ensures risks to quality vocational education are well managed
- employs a strong compliance auditing and monitoring regime and a range of escalating sanctions, and
- recognises the need for innovation and flexibility in VET.
- ASQA's approach to regulating the sector:
 - is risk-based, and
 - ensures training meets the needs of industry.

The ASQA Website is: <http://www.asqa.gov.au/>

HELPFUL WEBSITES

DET <https://education.gov.au/>

National Register www.training.gov.au

Australian Qualifications Framework (AQF) www.aqf.edu.au

ASQA www.asqa.gov.au

Training Accreditation Council (TAC) www.tac.wa.gov.au

Unique Student Identifier <http://www.usi.gov.au/Pages/default.aspx>

GREYSTONE COLLEGE AUSTRALIA

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