



# Richmond School of Business (RSB)

Student Handbook





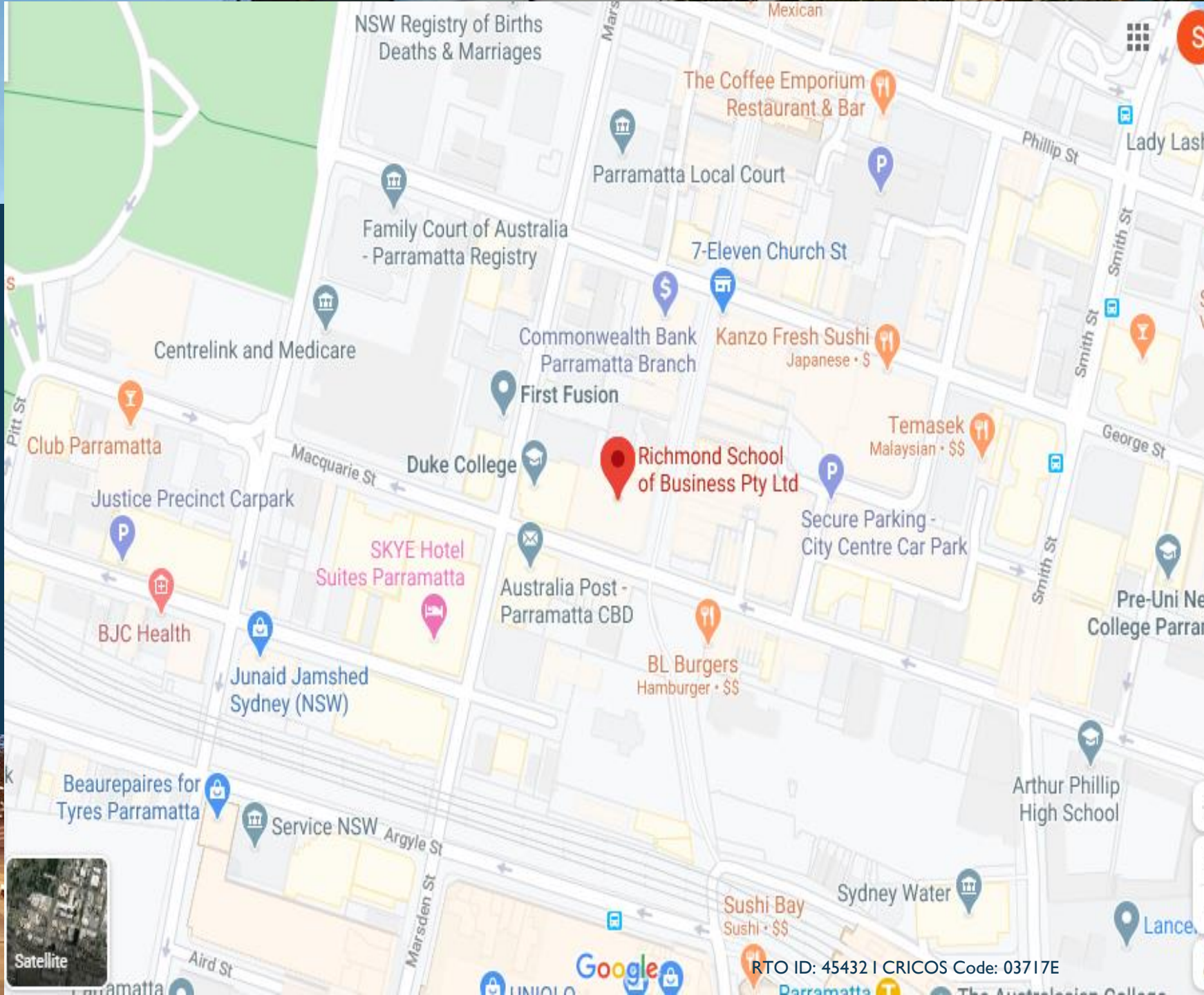
# Location



Suite 1, Level 1, 37  
George Street,  
PARRAMATTA  
NSW 2150  
AUSTRALIA



+61 2 8844 1000



RTO ID: 45432 | CRICOS Code: 03717E

*If you fail never give up because fail means first attempt in learning.*



# Table of Content

Welcome to RSB	3
About RSB	4
Location	5
Point of Contact	6
Student Facilities	7
Student Support Services	8 - 9
National Code of Practice 2018	10
National Code of Practice 2018 - Key Points	11
Policies and Procedures	12 - 14
Supplementary Fees	15
Discrimination	16
Occupational Health and Safety	17

Emergency Evacuation Floor Plan	18
Evacuation in Case of Fire	19
Living and Studying in Australia	20 - 27
Transport Services	28
Student Visa Compliance	29 - 31
Critical Incident and Emergency Management	32
Emergency and Crisis Support	33
Medical and Emergency Facilities	34
Contact details of some relevant services in New South Wales (NSW)	35 - 37
Information on Places of Religious Worships	38 - 42
RSB Emergency Contact	43
RSB Details	44

# Welcome to Richmond School of Business

Thank you for choosing Richmond School of Business (RSB) for your next learning experience.



RSB is a Registered Training Organisation (RTO). It meets administrative, delivery, staffing, resources, marketing, financial, quality assurance and assessment standards of the Australian Skills Quality Authority (ASQA) which monitors and subjects the RTOs through regular external audits to verify adherence to Standards for Training Organisations.

RSB is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification. The RTOs Standards set out the requirements that an organisation must meet in order to be an RTO and ensures the integrity of nationally recognised training provided by registered training organisations.

RSB is aims to provide a fresh approach to delivering practical hands-on business and management training for people who are seeking to enhance their work skills and career prospects.

# Welcome to Richmond School of Business



  **Richmond School of Business**

**K**



## ABOUT RSB

*Thank you for choosing RSB for your next learning experience.*

RSB is located at Level 1, 37 George Street, PARRAMATTA NSW 2150. RSB is located within short distance to the main transport, government offices and tourist facilities.

help

support

assistance

guidance

## POINT OF CONTACT



Area	Name	Email
General Enquires	Mr Ramand Shrivastava	<a href="mailto:reception@rsb.edu.au">reception@rsb.edu.au</a>
Principal	Mr. Zaman Khan	<a href="mailto:zaman@rsb.edu.au">zaman@rsb.edu.au</a>
Admissions/Administration	Ms Janvi Ailani	<a href="mailto:admin@rsb.edu.au">admin@rsb.edu.au</a>
Student Support	Ms Anushka SHRESTHA Mr Asad JAVED	<a href="mailto:anushka@rsb.edu.au">anushka@rsb.edu.au</a> <a href="mailto:asad@rsb.edu.au">asad@rsb.edu.au</a>
Accounts	Ms Bhavika MEHTA	<a href="mailto:accounts@rsb.edu.au">accounts@rsb.edu.au</a>
Marketing	Mr Vikas Pal Mr Rohit Girdhani	<a href="mailto:admin@rsb.edu.au">admin@rsb.edu.au</a>
Course Coordinators	Mr Md Rajjaqul Haider Ms Farhana Islam	<a href="mailto:mdrajjaqul@rsb.edu.au">mdrajjaqul@rsb.edu.au</a> <a href="mailto:farhana.islam@rsb.edu.au">farhana.islam@rsb.edu.au</a>
IT Support	Mr Amosh Shakya	<a href="mailto:itsupport@sci.edu.au">itsupport@sci.edu.au</a>





Westfield

Storage Solution

ANGYER STREET

operto

operto

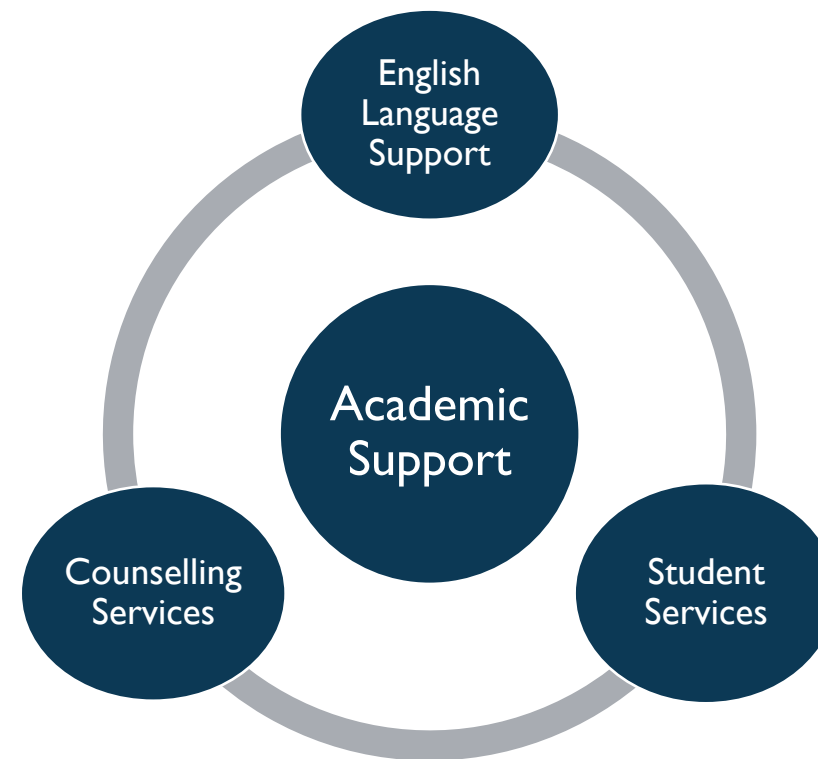
NO RIGHT TURN

↑ ↓  
← →

40



# Student Support Services



# Student Support Services



Our passionate academic staff help to improve student study skills, understand assessment task requirements and information to prepare for their future career.

RSB counselling service through its internal staff and external professional counselor is designed to assist students in dealing with a wide range of problems including homesickness, balancing studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations.



# Student Support Services




If English is not a student's first language, they must have satisfied RSB's English Language entry criteria for admission (English Placement Test).

Students in need of additional English language support and/or study skills should utilize various support services that are offered throughout the academic year.

Student Support Team's aim is to assist students and graduates for their further education and career progression, provide information and advice in selecting the right career path, personal counseling in matters related to the student academic life.



The image features a warm, golden sunset background. In the upper half, several black silhouettes of graduation caps are scattered across the sky. In the lower half, black silhouettes of hands are raised in a cheering gesture. A dark blue rectangular box is centered in the middle of the image, containing white text.

**Today a Reader.  
Tomorrow a Leader.**



**Policy**

**AV**

**Procedure**

**ST**

# Introduction to Policies and Procedures

## Course Progress and Intervention

RSB's Continuous Improvement Committee, or nominee, will monitor and assess the course progress of students at the end of each Study Period. RSB Trainers & Assessors will regularly assess their students' progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. Whilst unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, RSB will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals.



## Complaints and Appeals

RSB encourages students to express any concerns they may have about study or other matters that they might face. Students should familiarize themselves with the Student Complaints and Appeals Policy and Procedure for details.

Students wishing to make a complaint or lodge an appeal may do so by filling out the Complaints and Appeals Form available at RSB Website or at RSB Reception.



## Deferral, Suspension and Cancellation

RSB enables students to defer, temporarily suspend or cancel their studies during their enrolment at the School through formal agreement in certain circumstances in compliance with the National Code 2018 and Standards for RTOs 2015. RSB is committed to the welfare of its students and to ensure that appropriate support is available to all students and to ease the transition into life and study in Australia.



# Introduction to Policies and Procedures

## Recognition of Prior Learning and Credit Transfer

RSB uses an objective, non-discriminatory, transparent and systematic process to evaluate and grant recognition of prior learning and credit transfers for qualifying students. Recognition of prior learning and credit transfer processes are designed to ensure all relevant legislation and regulatory requirements are met, records maintained, and the prospective student is well informed and receives a high level of student service and support throughout the entire process. The aim of granting RPL / CT is to reduce the amount of learning required to achieve a training package qualification or VET accredited course by acknowledging an individual's skills, knowledge and/or experience acquired through formal, non-formal and informal learning.



## Transfer between Registered Providers

RSB will consider a student's request for transfer between registered providers in compliance with National Code 2018 and Standards for RTOs 2015. RSB has procedures in place for the International Students who wish to transfer to and from the School.



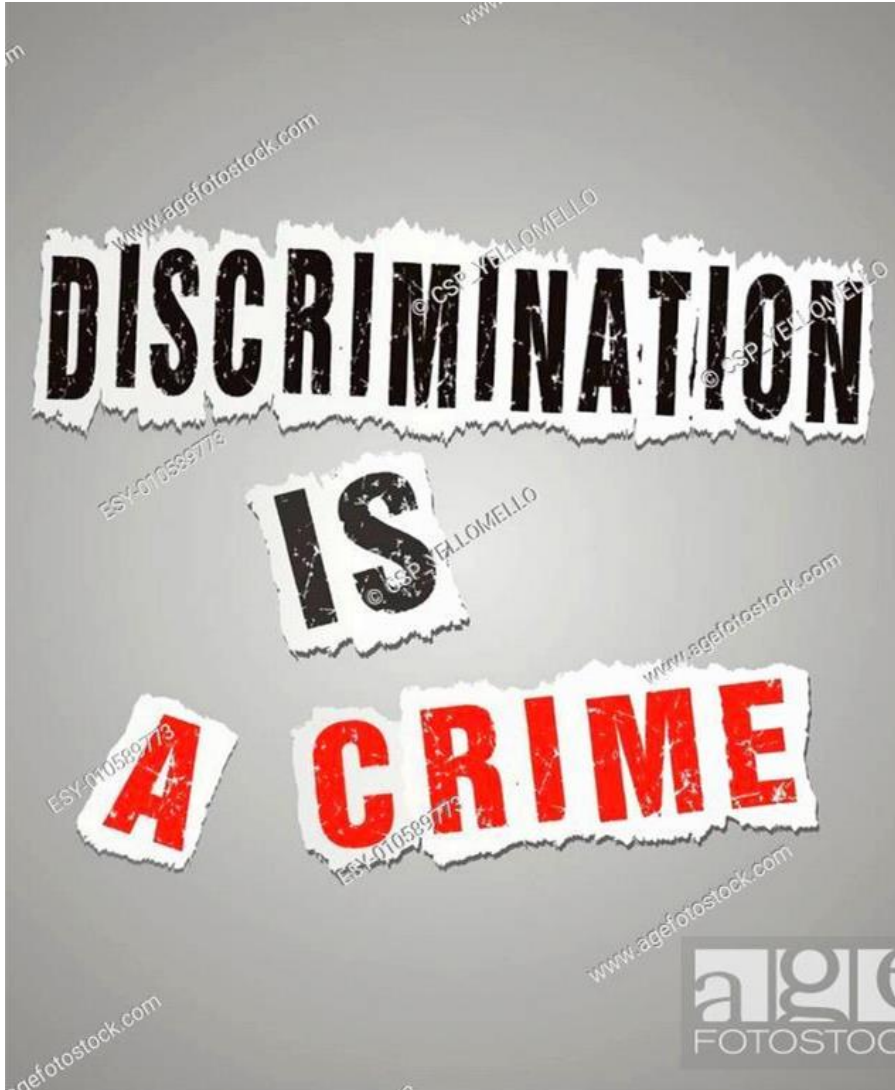
## Student Fees and Refund

All refunds will be processed in line with the RSB Refund Policy, refer to the RSB Website [www.rsb.edu.au](http://www.rsb.edu.au) for details.





# Discrimination



RSB takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability sexual orientation or age.

It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Student Support Manager.

Further information can also be obtained by contacting the Anti-Discrimination Board:

- NSW Anti-Discrimination Board

Stockland House

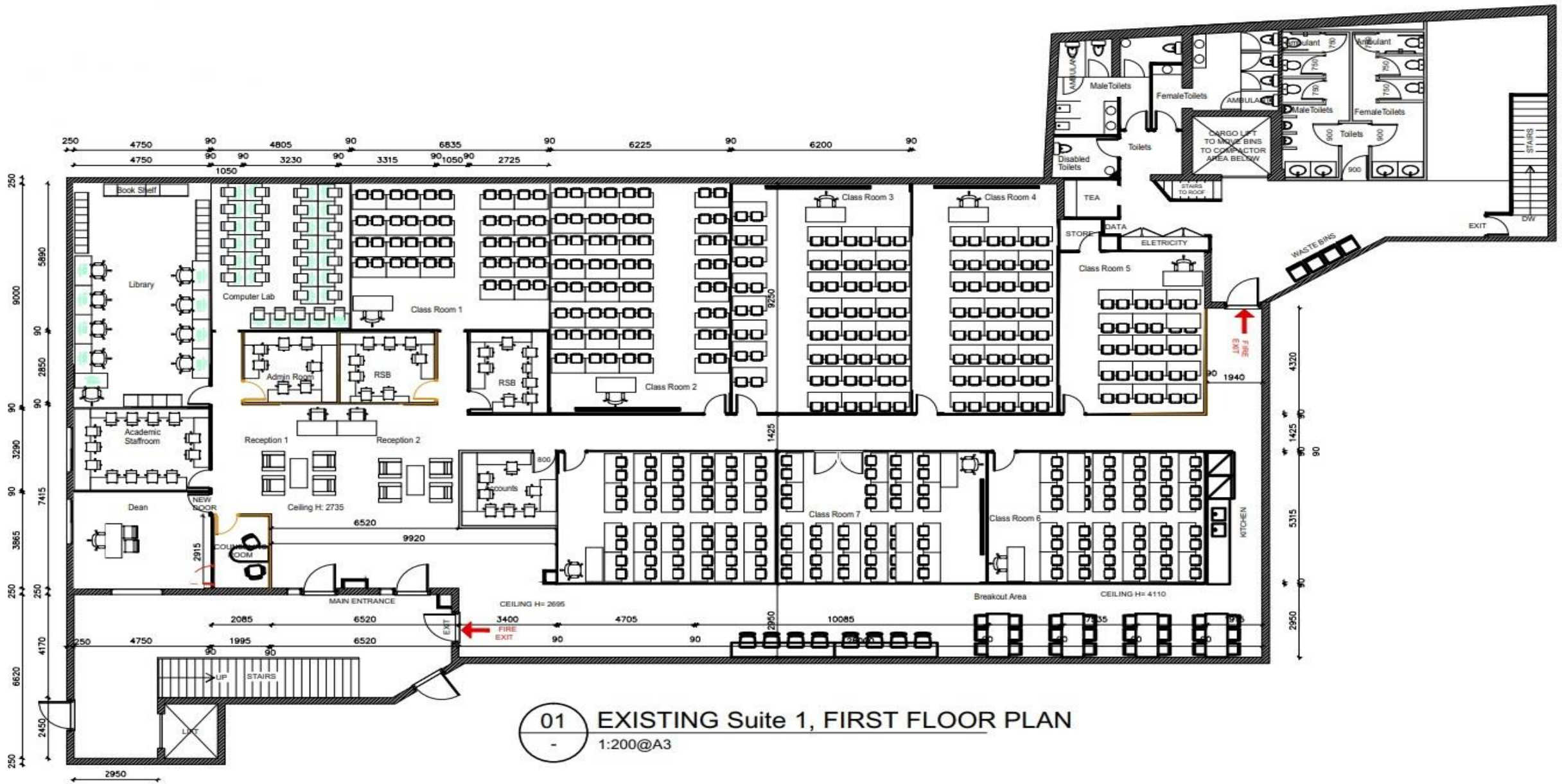
Level 4, 175-183 Castlereagh Street,

SYDNEY NSW 2000

Phone: +612 9268 5555

<https://www.lawlink.nsw.gov.au>





# RSB Campus and Emergency Evacuation Floor Plan



www.shutterstock.com · 1219071424

## EVACUATION PROCEDURE WHEN ALARM SOUNDS

- 1 LEAVE IMMEDIATELY BY THE NEAREST EXIT**
- 2 PROCEED IN AN ORDERLY MANNER TO ASSEMBLY AREA**
- 3 REMAIN AT ASSEMBLY AREA UNTIL ALL-CLEAR IS GIVEN**

Situations may arise when RSB campus will be evacuated. In such situations, the following steps must be followed:

Floor wardens will notify each room of the need to evacuate;

Trainers & Assessors will take charge of their Classroom;

Students accompanied by their Trainer & Assessor will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices;

Personal effects only are to be taken as bags can impede evacuation;

Students, Trainers & Assessors and other staff will assemble at the allocated point until further instructions are given



# Living and Studying in Australia

For the most up-to-date information on cost of living in Sydney please refer to RSB's website or

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

# Living and Studying in Australia



Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.

## Climate

Sydney generally has a temperate climate with an average of 240 days of sunshine annually. The winters are cool and mild, while the summers are warm.

Average Summer temperature: 26 degrees Celsius (22 degrees Fahrenheit)

Average Winter temperature: 16 degrees Celsius (61 degrees Fahrenheit)



# Accommodation while living in Australia

The School's Student Support Officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia.



# Transport Services



## Transport for NSW

- Sydney's public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.
- For further information regarding timetables, fares and routes please refer to the following websites.
- Rail Service: [Rail | transportnsw.info](https://transportnsw.info/rail)
- Bus Service: [Bus | transportnsw.info](https://transportnsw.info/bus)
- Ferry Service: [Ferry | transportnsw.info](https://transportnsw.info/ferry)
- To get information in general regarding Bus, Train, Ferry Services please call 131500 between 6:00am – 10:00 pm (7 days) or refer to: [Home | transportnsw.info](https://transportnsw.info/home)



# Student Visa Compliance



Full time Students



Change of Contact Details



Conditions and Compliance



Dependents



Re-entry to Australia



Work Conditions



# Critical Incident and Emergency Management

Under the National Code 2018, RSB will support students to adjust to study and “life in Australia”, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. It is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

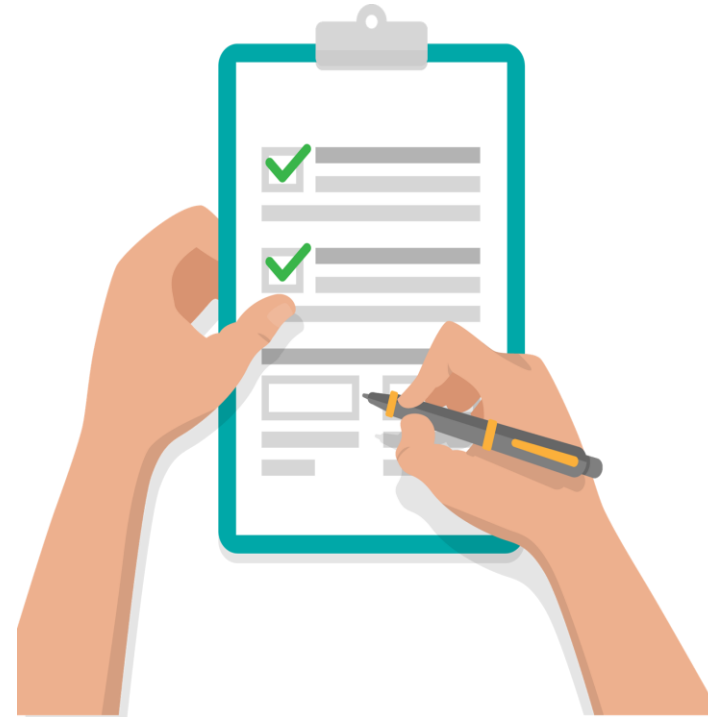


Critical incidents are not limited to but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat;
- Natural disaster;
- Domestic violence, sexual assault, physical assault, drug or alcohol abuse;
- Non-life-threatening events could still qualify as critical incidents occurring at RSB

If an incident has occurred at RSB and involves death, serious injury or a threat to life or property, the following people should be contacted immediately:

- Student Support Manager
- Principal Executive Officer



## Key Details to be Reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved. The RSB Incident Report Form must be completed incorporating all the key details of the incident.

# Emergency and Crisis Support

Person/Organisation	Contact Details
Police	000
Parramatta Police Station	02 9633 0799
Police Assistance Line	131 444
National Security Hotline (Counter Terrorism)	1800 1234 00
Fire Brigade	000
Ambulance	000
Westmead Hospital	02 8890 5555
State Emergency Services (Flood and Storm)	132 500
NSW Rural Fire Service	1800 679 737
International Incident Emergency Helpline (within Australia)	1300 555 135
International Incident Emergency Helpline (outside Australia)	+61 2 6261 3305
Principal	0437 480 023
Student Support Manager	0435 004 740



# Medical and Emergency Facilities

Following are the closest available medical services:



Argyle Street Medical Centre



Cnr Argyle &, Marsden Street, PARRAMATTA  
NSW 2150



Phone: +612 9893 8733



Business Hours: 8:30 am – 6:30 pm (Mon – Fri)  
and 9:00 am – 5:00 pm (Sat – Sun)



Parramatta Medical Centre



Entrada Building, Shop 2, 20 Victoria Road,  
PARRAMATTA NSW 2150



Phone: +612 9762 1041



Business Hours: 8:00 am – 7:00 pm (Mon – Fri)  
and 9:00 am – 3:30pm (Sat – Sun)



# Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details
Student Visa Conditions (applying for other visas)	Department of Home Affairs (DoHA)	<a href="https://www.homeaffairs.gov.au">https://www.homeaffairs.gov.au</a> General Inquiries: 131 881
Information on Renting Real Estate	NSW Office of Fair Trading	<a href="http://www.fairtrading.com.au">www.fairtrading.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a>
Tax File Number (TFN)	Australian Taxation Office (ATO)	<a href="http://www.ato.gov.au">http://www.ato.gov.au</a>
Employment (information on writing application letters & resumes)	Seek	<a href="http://www.seek.com.au">www.seek.com.au</a>
	My Career	<a href="http://www.mycareer.com.au">www.mycareer.com.au</a>
Information on Location/ Street Maps	Whereis	<a href="http://www.whereis.com">http://www.whereis.com</a>
Overseas Health Cover (OSHC)	Medibank	<a href="http://www.medibank.com.au/oshc">http://www.medibank.com.au/oshc</a> Phone: 134190
List of Hospitals in New South Wales (NSW)	NSW Health Department	<a href="http://www.health.nsw.gov.au">http://www.health.nsw.gov.au</a>
Safety & Emergency: Police / Fire/ Ambulance	NSW State Emergency Services	<a href="http://www.ses.nsw.gov.au">http://www.ses.nsw.gov.au</a> Dial 000 In Case of Emergency
Driving License / Vehicle Registration	Roads and Maritime Services	<a href="http://www.rms.nsw.gov.au">http://www.rms.nsw.gov.au</a>
Department of Home Affairs	Department of Home Affairs (DoHA)	<a href="https://www.homeaffairs.gov.au">https://www.homeaffairs.gov.au</a>

# Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details	
Legal Services	Legal Aid	Help over the phone call 1300 888 529	<a href="http://www.legalaid.nsw.gov.au">http://www.legalaid.nsw.gov.au</a>
Taxi Information	Taxis Combined	133 300 +612 8332 8888	
	Premier Cabs	131 017	
Family Assistance	Relationship Australia	Phone: 1300 364 277	<a href="http://www.relationships.com.au">http://www.relationships.com.au</a>
Child Protection	Department of Community Services (DoCS)	Kids Help Line: 1800 551 800	<a href="http://www.community.nsw.gov.au">http://www.community.nsw.gov.au</a>
Sexual Health	NSW Health		<a href="http://www.health.nsw.gov.au">http://www.health.nsw.gov.au</a>
	Family Planning, NSW	Phone: 1300 658 886	<a href="http://www.fpnsw.org.au">http://www.fpnsw.org.au</a>
Australian Search and Rescue	Australian Maritime Safety Authority		<a href="http://www.amsa.gov.au">http://www.amsa.gov.au</a>
Pregnancy	The Department of Health	Free call: 1800 882 436	<a href="http://www.health.gov.au/pregnancy">http://www.health.gov.au/pregnancy</a>
Domestic Violence	Domestic and Family Violence   Family & Community Services	24hr telephone support and referral. Phone: 1800 656 463 or TTY: 1800671442	<a href="https://www.facs.nsw.gov.au/domestic-violence">https://www.facs.nsw.gov.au/domestic-violence</a>
	Rape and Domestic Violence Services Australia	Phone: 1800 424 017 Available 24 hours/day, 7 days/week	<a href="https://www.rape-dvservices.org.au/contact-us">https://www.rape-dvservices.org.au/contact-us</a>

# Relevant Services in New South Wales (NSW)

Information About	Source	Contact Details
Dispute resolution & Mediation Services	Overseas Student Ombudsman	Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> <a href="https://www.ombudsman.gov.au">https://www.ombudsman.gov.au</a>
Interpreting Services	Community Relations Commission	Phone: 1300 651 500 Level 8, 175-183 Castlereagh Street Sydney NSW 2000 FAX: +612 8255 6711 TTY: +612 8255 6758
Bullying/ Harassment	Human Rights and Equal Opportunity Commission (HREOC)	GPO Box 5218, Sydney NSW 2001 Phone: +612 9284 9600 or 1300 656 419 Fax: +612 9284 9611 Email: <a href="mailto:communications@humanrights.gov.au">communications@humanrights.gov.au</a>
Professional Counselling Services	Lifeline Counselling / Support for Ethnic /Community groups (phone counselling) Transcultural Mental Health Centre	Phone : 131114 (24 hours , 7 days a week) Phone: +612 9840 3800 or +612 9840 3755 Toll Free: 1800 648 911 Hours: 8:30 am – 5:30 pm (Mon – Fri)
Disability Services	Wesley Mission	Phone: +612 9263 5555 Fax: +612 9264 4681 <a href="http://wesleymission.org.au">wesleymission.org.au</a>
	National Disability Services, NSW	Phone: +612 9256 3111 Fax: +612 9256 3123 <a href="https://www.nds.org.au">https://www.nds.org.au</a>

# Information on Places of Religious Worships



## Gurdwaras

### **Gurdwara Sahib**

8 Meurants Lane  
GLENWOOD NSW 2768

### **Ramgarhia Welfare Association**

2 Lane Street,  
WENTWORTHVILLE NSW 2145

### **Gurdwara Sahib**

462 Meurants Land  
PARKLEA NSW 2155

### **Sikh Mission Centre Inc**

170 Nineth Avenue  
AUSTRAL NSW 2171



# Places of Religious Worships



## Hindu Temples



### Sydney Murugan Temple

217 Great Western Hwy  
MAYS HILL , NSW 2145



### ISKCON

180 Falcon St,  
NORTH SYDNEY NSW 2060



### Sri Venkateshwara Temple

Temple Road  
HELENSBURGH NSW 2508



### Sri Mandir

286 Cumberland Road  
AUBURN SYDNEY NSW 2144

# Places of Religious Worships



## Buddhist Temples

**Nan Tien Temple**  
22 Cowper Street  
PARRAMATTA 2150

**Buddhist Mahamakut Temple**  
80-90 Stanmore Road  
STANMORE NSW 2048



## Synagogues

**Paramatta & District Synagogue**  
116 Victoria Road  
NORTH PARRAMATTA  
NSW 2151

**Newtown Synagogue**  
20 Georgina Street  
NEWTOWN  
NSW 2042

# Places of Religious Worships

## **Auburn Gallipoli Mosque**

Khutbah in Turkish.  
15-19 North Parade  
AUBURN NSW 2144

## **Parramatta Mosque**

1/150 Marsden Street  
PARRAMATTA NSW 2150

## **Blacktown Mosque**

15 Fourth Avenue  
BLACKTOWN NSW 2148

## **Ashfield Musalah**

1/27 Holden Street  
ASHFIELD NSW 2131



## **Mosques**



## Catholic Churches

**St. Anthony of Padua Catholic Church**

27-33 Aurelia Street  
TOONGABBIE  
NSW 2146

**Our Lady of Lourdes Catholic Church**

7 Grantham Street  
SEVEN HILLS  
NSW 2147

**Sacred Heart Catholic Church**

9 Ropes Creek Road  
MOUNT DRUITT  
NSW 2770

**St Michaels Catholic Church**

58 Orwell Street  
BLACKTOWN  
NSW 2148

## Christian Churches

**West Sydney Community Church**

1/9 Kildo Cres  
GLENDENNING  
NSW 2761

**Victory Life Christian Church**

Cnr Mort &, Cardiff Street  
BLACKTOWN  
NSW 2148

**Parramatta Christian Church**

20 Barney Street  
NORTH PARRAMATTA  
NSW 2151

**Hope Christian Community Church**

74 Marsden Road  
ST MARYS  
NSW 2760

# RSB Emergency Contact Details



<b>Responsible Officer</b>	<b>Position</b>	<b>Contact Details</b>
Asad JAVED	Student Support Manager	+61 435 004 740
Zaman KHAN	Principal Executive Officer	+61 422 624 280



Richmond School of Business,  
Suite 1 Level 1, 37 George Street, PARRAMATTA  
NSW 2150 Australia



+612 8844 1000



[reception@rsb.edu.au](mailto:reception@rsb.edu.au)



<http://www.rsb.edu.au/>



<https://www.facebook.com/pages/category/Education/Richmond-School-of-Business-365599994097637/>



**RICHMOND SCHOOL OF BUSINESS**