# INTERNATIONAL STUDENT HANDBOOK

Greystone Institute | Brisbane

ilsc Greystone INSTITUTE

# WELCOME TO
## GREYSTONE INSTITUTE

We are delighted that you have selected Greystone Institute as your education provider of choice.

We welcome you to share our mission and embrace the transformative journey of being a lifelong learner.

This handbook provides important information to support you as a student.

Thank you for choosing Greystone Institute. Enjoy the journey with us and we wish you the very best success.

Warmest regards,

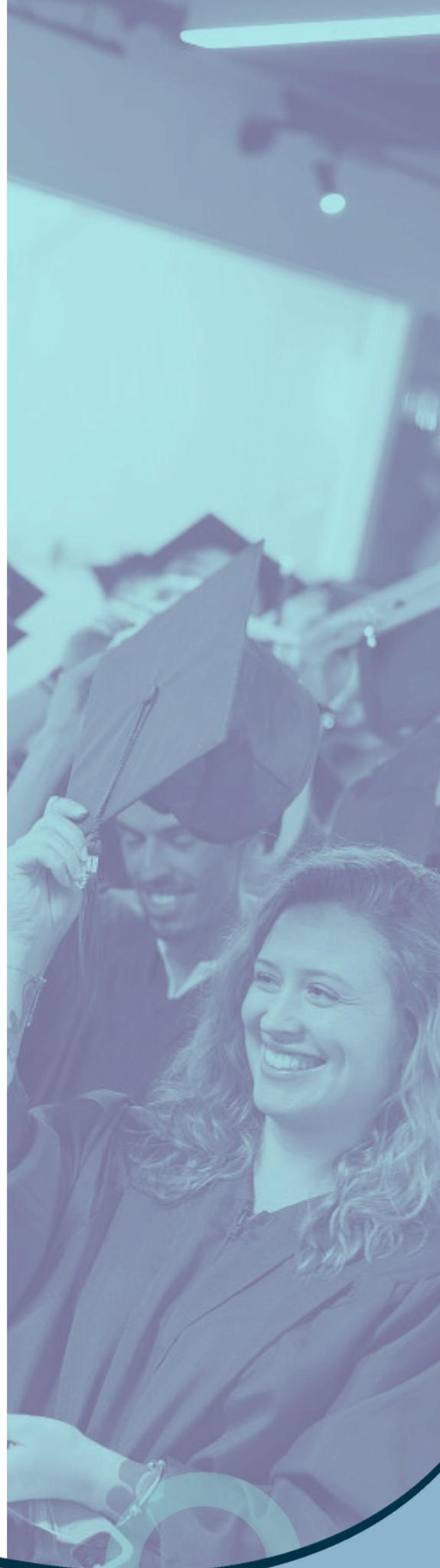**Babette Furstner**
President, Greystone Institute

**Dr Mitchell Ross**
Dean, Greystone Institute

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# ABOUT GREYSTONE INSTITUTE

# WELCOME TO
## GREYSTONE INSTITUTE

Welcome to Greystone Institute, a dynamic Brisbane-based higher education provider dedicated to shaping future leaders and empowering minds.

At Greystone Institute, we believe that education is not confined to the classroom; we offer an innovative and immersive journey designed to prepare you for the complexities of the ever-evolving global business arena. As the business landscape continues to change, our programs are designed to equip you with the skills, knowledge, and adaptability you need to thrive in an increasingly interconnected world.

As the newest education provider in the ILSC Education Group, Greystone Institute embodies the core values, vision and mission of ILSC Education worldwide, and seeks to bring these to life for higher education graduates.

## OUR VISION

Empowering people through global education

## OUR MISSION

To provide our global community with transformative learning, living, and working experiences by offering the finest higher education programs

# OUR GOALS

**1**

Deliver transformative learning experiences

**2**

Grow and sustain an active global community

**3**

Expand globally and locally

**4**

Leverage our collective expertise to stimulate innovation and evolution

# OUR 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

# ILSC
## EDUCATION GROUP

## History

Founded in Vancouver in 1991, ILSC began as a student-centred language school built on the belief that education transforms lives, with the goal of creating meaningful, enjoyable learning experiences that foster personal and professional growth.

In 2002, Greystone College was established to provide career-focused vocational training that complemented ILSC's language programs.

The launch of Greystone Institute in Australia extends this mission into higher education, offering innovative degree programs aligned with global and industry needs.
Together, ILSC and Greystone form a global education community that welcomes international students into an environment of understanding, respect, and lifelong learning. All programs promote cross-cultural exchange, curiosity, and connection—helping students grow through study and life experience.

Today, ILSC and Greystone have evolved into a global education network offering language, teacher training, vocational, and higher education programs that adapt to student interests and global trends. With campuses in Australia, Canada, India, and Ireland, ILSC and Greystone have welcomed learners from over 100 countries. In 2023, ILSC and Greystone joined forces with ELS Educational Services, uniting over a century of combined expertise to deliver world-class language and career education through one of the most extensive global networks of schools and university partnerships.

## Sustainability

Sustainability and the environment are part of all decisions at Greystone Institute, and part of our Strategic Plan Goal 1. By actively implementing strategic activities related to sustainability and education, Greystone Institute aims to foster a culture of sustainability, where environmental consciousness is integrated into all aspects of our educational experience. As a responsible institution, we strive to inspire a generation of environmentally conscious leaders who will shape a sustainable future for our planet.

## Community Social Responsibility

Community Social Responsibility (CSR) is part of Greystone Institute's DNA and is part of our Strategic Plan Goal 2. It has been embedded in the ethos of our schools, and interwoven into course content and school activities from the moment Greystone Institute began.

Greystone Institute remains steadfast in its dedication to fostering community social responsibility (CSR) through a range of initiatives. Through concerted efforts, Greystone Institute endeavors to make a meaningful and lasting impact on the community and society at large, reinforcing our commitment to social responsibility and ethical leadership.

# Funding Social Development

**Greystone Institute is part of ILSC Education Group's #ILSCGIVES**

Greystone Institute joins ILSC to support a variety of social projects and causes within our local schools, surrounding communities, and internationally. We are proud to have been recognised in our industry for our social development and environmental efforts.

We donate $1 from every ILSC Language School and Greystone registration towards the Learn to Earn (LTE) Program at ILSC New Delhi and integrate a wide range of CSR initiatives into our programs, activities, and school community.

ILSC's ongoing CSR activities through #ILSCGIVES provide opportunities for our staff, students, and partners to contribute to causes that they care about; to build community and friendships; and to practice and develop language and other skills.

## Statement of Inclusion

At Greystone Institute, we are dedicated to fostering an inclusive, equitable, and diverse community where every individual feels valued, respected, and empowered. As a private higher education provider, we recognise that our strength lies in the diverse backgrounds, perspectives and experiences of our students, faculty, and staff.

We aim to create an environment that promotes academic excellence, personal growth, and social responsibility by embracing differences in culture, identity, and belief. We work actively to to remove barriers and create opportunities for all members of our community to participate fully in the academic and social life of the college.

**To uphold these values, Greystone Institute will:**

- Implement and regularly review inclusive policies and practices.
- Promote a campus culture grounded in respect, openness, and belonging.
- Support diversity in recruitment, retention, and professional development.
- Provide training to build awareness and understanding of inclusion issues.
- Encourage engagement in activities that advance social justice and equity.

At Greystone Institute, inclusivity is not just an aspiration but a fundamental value that enriches our community and prepares our students to contribute meaningfully to a diverse and interconnected world.
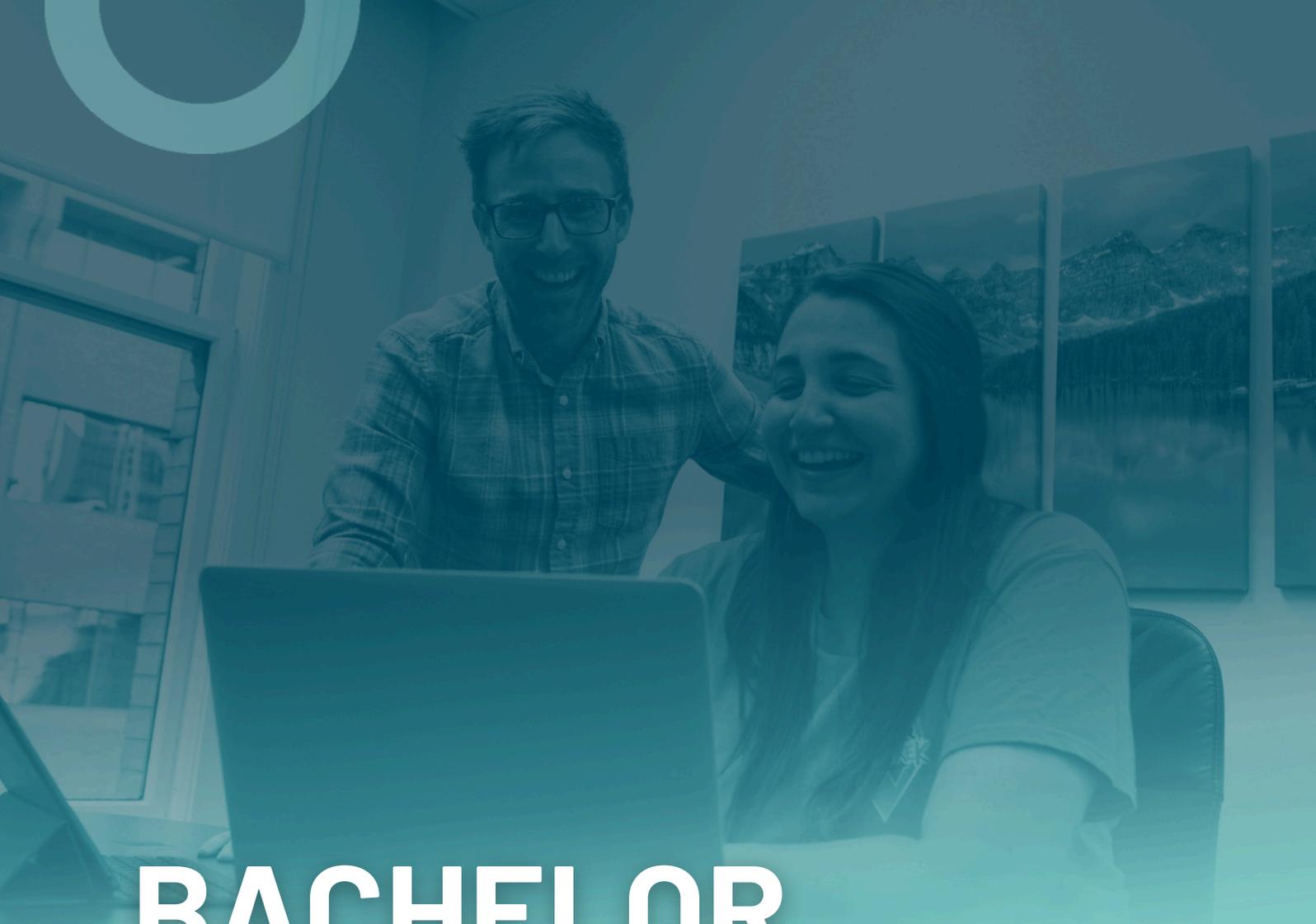
# BACHELOR OF BUSINESS

# BACHELOR
# OF BUSINESS

## About the Course

The Bachelor of Business is a forward thinking and dynamic program that will empower you with the skills, knowledge, and mindset required to thrive in today's rapidly evolving business landscape.

Designed to meet the key needs identified by industry and business leaders, the learning and teaching design of this qualification will place you at the centre of your learning experience, by emphasising active engagement, critical thinking, curiosity, and real-world application.

You'll combine established business principles and practices with innovative, current and upcoming business approaches and skills that will equip you to meet current and future industry demands and take advantage of your future business opportunities.
Graduate with transferable skills in:

- Collaboration and Teamwork
- Critical Thinking and Problem-Solving
- Cultural Fluidity
- Digital Literacy
- Effective Communication

- Entrepreneurial Mindset
- Global Awareness
- Sustainability and Environmental Alignment
- Resourcefulness and Resilience

## At a Glance

**Program Length:** 12 study blocks, completed over 3 years. Complete 4 study blocks each year.

**Number of Units:** 24 units focused on unique topics and key business skills sets. You'll take 2 units each 8-week block.

**Weekly Class Hours:** 12 hours of scheduled lectures and workshops, on campus.

**Personal Study Time:** We recommend you plan 28 hours per week for additional personal study, which could include time for reading and reviewing, completing assignments, participating in team meetings, and more.

**Program Requirements:** All materials, textbooks, and simulations are included in your fees. You'll need a laptop and access to the internet, as well as a smartphone.

**Start Dates:** Greystone Institute offers 6 intake periods each year.

**Orientation:** All students will receive orientation on the Tuesday and Wednesday prior to commencement.

**Scheduled Breaks:** Each 8-week block offers 6 weeks of study followed by a 2-week break. Other breaks throughout the year depend on start dates.

**Assessment:** In all units, your first assessment is due in Week 2, 3 or 4 and your second assessment is due in Week 6 or 7.

*Note that you may have assessment due in Week 7 - do not plan to take holidays at the beginning of this week.*

| MONDAY | TUESDAY |
|---|---|
| 9:30 AM - 12:30 PM<br><br>**BUZ101**<br>Smart Business | 9:30 AM - 12:30 PM<br><br>**BUZ102**<br>Marketing in Action |
| **B R E A K   T I M E** ||
| 1:30 AM - 4:30 PM<br><br>**BUZ102**<br>Marketing in Action | 1:30 AM - 4:30 PM<br><br>**BUZ101**<br>Smart Business |

## TIMETABLE
### YEAR 1 | BLOCK 1

Your timetable may change each block. All timetables will be available on Moodle.

## Your Academic Schedule

Your academic schedule is tailored to you.  Your units will depend on your start date and any credit you have been granted for previous studies.

Your schedule shows the units you will study in each block, as well as the dates of any breaks.

**Find your degree type and your 2026 start date below, and click on the link to access your schedule**

### 2026 start - Full degree (24 units)
- 23 Mar - Cohort 2
- 18 May - Cohort 3
- 13 Jul - Cohort 4
- 7 Sep - Cohort 5
- 2 Nov - Cohort 6

### 2026 start - Degree with credit for Approved non-BSB Diploma studies
Follow the schedules above, but receive credit for: BUZ102, BUZ103, BUZ105, and BUZ207. You will not need to take these four units.

### 2026 Start - Degree with credit for Approved Cert IV studies
- 23 Mar - Cohort 2B
- 18 May - Cohort 3B
- 13 Jul - Cohort 4B
- 7 Sep - Cohort 5B

### 2026 Start - Degree with credit for Approved BSB Diploma studies
- 13 Jul - Cohort 4C
- 7 Sep - Cohort 5C

### 2026 Start - Degree with credit for Approved BSB Advanced Diploma studies
Follow the Credit for Approved BSB Diploma schedules, and in addition, receive credit for two further units, dependent on prior studies:
- AdvDip of Marketing & Communications: BUZ203, BUZ207
- AdvDip of Leadership & Management: BUZ201, BUZ205
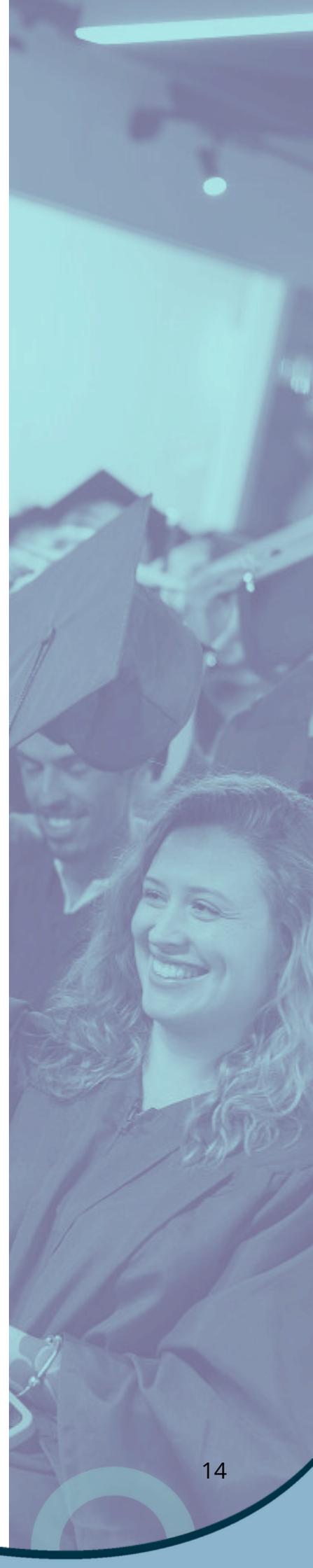
## Course Units

Detailed information and the most up-to-date information on delivery, resources and assessment on your units is available on Moodle.

## YEAR 1: Building the Business Foundation

**BUZ101 Smart Business** is designed to provide students with a comprehensive overview of the fundamental principles, concepts, and practices essential to the world of business.

**BUZ102 Marketing in Action** delves into the fundamental principles and core concepts underlying the field of marketing.

**BUZ103 Financial Fundamentals** is a comprehensive introduction to the core principles and essential concepts of finance.

**BUZ104 Intercultural Communication** assists students in developing an understanding of communication dynamics across diverse cultural contexts

**BUZ105 Consumer Behaviour** explores the psychological, social, and behavioural aspects influencing individuals' purchasing decisions and consumption patterns

**BUZ106 Business Ethics and Sustainability** guides students through the intersection of ethical decision-making and sustainable business practices within organisational contexts.

**BUZ107 Business Information Systems** focuses on the integration of information technology (IT) and business processes to facilitate efficient operations and strategic decision-making within organisations.

**BUZ108 Business Globally** provides students with a comprehensive understanding of the complexities and nuances inherent in conducting business on a global scale.

## YEAR 2: Developing and Applying Knowledge

**BUZ201 People and Workplace Dynamics** is an interdisciplinary unit that addresses the holistic aspects of individual and collective welfare within various organisational and societal contexts.
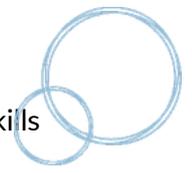
**BUZ203 Digital Business and Cybersecurity** equips students with essential knowledge and skills on digital business and cybersecurity to navigate contemporary business landscapes.

**BUZ204 Logistics & Supply Chain Management** focuses on the efficient planning, implementation, and control of the flow of goods and services from point of origin to consumption.

**BUZ205 Leadership and Strategic Management** equips students with the essential tools for navigating complex organisational landscapes and driving sustainable success.

## YEAR 3: Extending and Synthesising Understanding

**BUZ301 Solving Business Problems** focuses on developing critical thinking skills and problem-solving strategies necessary for addressing complex challenges within organisational contexts.

**BUZ302 Sustainable Finance** builds upon the knowledge developed in 'Financial Management', to delve deeper into Sustainability and Environmental, Social & Governance (ESG).

**BUZ303 Project Management** focuses on the principles, methodologies, and tools required to effectively plan, execute, and control projects across various industries and sectors.

**BUZ304 Data Analytics and Decision-Making** covers a variety of data analysis and decision-making topics including data collection, data pre-processing, exploratory data analysis, statistical modelling, machine learning, and data visualisation techniques.

**BUZ305 Sustainability and Social** Impact delves into the critical intersection of sustainable business practices and social responsibility within contemporary organisational contexts.

**BUZ306 Managing Change** explores the crucial principles, strategies, and practices necessary for navigating the dynamic landscape of organisational change.

**BUZ307 Self-Marketing** focuses on empowering individuals to develop personal branding strategies and effectively market themselves in professional settings.

**BUZ308 Empowerment Through Experience** is the culminating unit of this program and is designed to integrate and apply the knowledge, skills, and competencies acquired throughout the academic program.

## Assessment - What Success Looks Like

Throughout the Bachelor of Business at Greystone Institute, you will receive ongoing feedback and assessments to ensure your progression. We'll keep you on track for success by providing:

- A mix of individual and team-based assessments.
- Multiple reflection points during the program that allow you to review your learning journey.
- Timely and constructive feedback to help you improve.
- Peer-assessments that empower you to take responsibility for and manage your own learning.

Assessments take the form of quizzes, oral discussions, oral presentations, simulations, group projects, presentations and more. See the *Greystone Institute Assessment Policy and Procedures* for more details.

## Career Outcomes & Work Opportunities

Graduates will be prepared for a diverse range of careers, depending on their interests and passions. Some of these could include:

- Business Analyst
- Marketing Coordinator
- Human Resources (HR)
- Sales or Customer Service Representative
- Financial Analyst
- Operations Manager

- Project Coordinator
- Entrepreneur
- Supply Chain Analyst
- ESG Data Analyst
- Sustainability Assessor
- Product Lifecycle Manager

If you are interested in working in Australia following graduation, you must check the Australian Government *Department of Home Affairs* website for the most current post-study work permit options. As individual circumstances may vary, Greystone Institute suggests that each student seek professional advice tailored to their situation. Greystone Institute provides no guarantee that successful course completion will lead to work opportunities in Australia.

# ACADEMIC INTEGRITY & AI

# ACADEMIC
# INTEGRITY & AI USE

**Maintaining Academic Integrity**

Greystone Institute upholds the highest standards of academic integrity. You must complete your work independently, acknowledge sources correctly, and avoid plagiarism, collusion, or contract cheating. Violations may result in penalties, including failing grades or disciplinary action.

**Academic Integrity Declaration**

By submitting assessments, you confirm that:

- The work is your own, except where referenced.
- You have not plagiarised, colluded, or used contract cheating.
- You have disclosed AI use (if applicable).

Any breach of these standards will be investigated under *Greystone Institute Academic Integrity and Misconduct Policy*.

**Use of Generative AI in Assessments**

You must follow these guidelines when using AI tools:

- AI should not be used in the classroom or in assessments unless written permission or confirmation is provided by the lecturer.
- AI-generated content must be properly acknowledged in assessments.
- AI should at all times be used ethically, considering fairness, transparency, accountability and respect for human decency.
- All AI use must comply with the relevant privacy laws and regulations.
- Students are responsible for verifying the accuracy and originality of AI-generated material.

Refer to the *Greystone Institute Generative AI Policy* for more details.

If AI is used, you need to include an AI Use Declaration in your submission, detailing:

- Purpose of AI use (e.g., idea generation, language clarification).
- Specific AI tools and prompts used.
- Steps taken to check for accuracy and potential bias.

## Student Guidelines for Reporting AI Use in Assessment

To ensure Academic Integrity, if you have used GenAI for anything related to an assessment task you must include the following information as an Appendix with your assessment item.
Do this each time you use GenAI.

## AI Use Declaration

- For what educational purpose/s did you use GenAI?
  - Help me to get started on the assessment.
  - Help me to improve what I've already done.
  - Explain an idea in simpler terms of in a different way.
  - Help with my research and to find facts, quotes, or resources.
  - Other – provide details.
- What GenAI did you use?
- What prompts did you use? What ideas were generated by using these prompts?
- What are the potential ethical implications in your use of GenAI for this assessment task? How did you mitigate any potential ethical implications?
- Have you considered the potential for bias in the AI response?  How did you minimise any potential bias?
- The accountability for the accuracy of the information generated by GenAI lies with you. What did you do to check the accuracy of the information generated?
- Comment on the potential for plagiarism in your use of GenAI for this assessment task. How have you minimised the potential for plagiarism?
- Comment on any potential risks associated with how your data will be used and stored by the AI service.  What did you do to minimise any potential risks?
- Is your final work factually accurate and does it reflect your writing voice and style?

# POLICIES & PROCEDURES

# POLICIES
# & PROCEDURES

This section outlines key policies that govern academic integrity, conduct, privacy, and assessment at Greystone Institute. For full policies see *Greystone Institute Policies.*

## Assessment

The *Greystone Institute Assessment Policy and Procedures* outlines the framework through which Greystone Institute regulates learning and assessment. All Greystone Institute higher education coursework programs are designed to deliver a depth of learning aligned with the appropriate Australian Qualification Framework (AQF) level for the course. Within the course, meaningful assessment contributes to achieving our teaching objectives and your learning aspirations. The assessment policy establishes the assessment process, ensuring equitable assessment, grading, certification, and qualification for all students.

The policy outlines procedures for students and teaching staff to ensure regular and comprehensive unit assessments. The policy's objectives are to ensure that Greystone Institute's assessments:

- Align with rigorous outcomes that assess disciplinary-specific knowledge and skills.
- Ensure inclusive, fair, and equitable student learning experiences.
- Measure student performance with recognisable grades enhancing students' career trajectories.
- Promote lifelong learning.
- Are conducted with integrity, applying consistent standards and marking schemes.
- Are communicated clearly and effectively
- Provide for student enquires, clarification of requirements, and encourage self-reflection.

This policy applies to all students and teaching staff within Greystone Institute. You must be aware of assessment process and available avenues for appealing assessment decisions, as detailed in the *Greystone Institute Student Complaints and Appeals Policy and Procedures*

## Group Assessments

Greystone Institute believes group assessments to be essential for students in developing employability skills. When group assessment is required, we provide you with an induction on expectations and processes. Students who do not contribute to the assessment may receive a Pass/Fail grade without impacting the group's result.

## Assessment Feedback

Assessment feedback will be timely, justify marks, highlight areas for improvement, offer guidance for future tasks, and recommend academic support if needed.

## Final Grades

Greystone Institute, in collaboration with teaching staff, determines final unit grades. Greystone operates the following grading scheme:

| Grade | Mark | Descriptor |
|---|---|---|
| HD | 85-100% | **High Distinction.** Student demonstrated an exceptionally high quality of performance or standard of learning achievement. |
| D | 75-84% | **Distinction.** Student demonstrated a high quality of performance or standard of learning achievement. |
| C | 65-74% | **Credit.** Student demonstrated a good quality of performance or standard of learning achievement. |
| P | 50-64% | **Pass.** Student demonstrated a satisfactory quality of performance or standard of learning achievement. |
| NYC | 0-49% | **Not Yet Competent.** Student demonstrated a quality of performance or standard of learning achievement that is at a standard indicating the student is not yet competent. There was evidence of achievement of desired learning outcomes below the passing standard. |

**Other grades:**

| Grade | Descriptor |
|-------|------------|
| NYCNS | **Not Yet Competent No Assessment Submitted.** Did not present any work for assessment, to be counted as Not Yet Competent. |
| RW | **Result Withheld. No result entered yet for this unit.** Students should contact Greystone Institute if they do not know why the result is withheld |
| SUP | **Supplementary Assessment.** Students awarded a SUP grade have the opportunity to undertake a supplementary assessment task. |
| W | **Withdrawal. Student has withdrawn from the unit.** This is NOT counted as Not Yet Competent and appears beside the course on the academic record when the withdrawal from the course is processed administratively after the last date to drop a unit without being liable for fees, up until the final date for withdrawal without failure. |
| WF | **Withdrawal with Not Yet Competent.** An assessment grade indicating that the student cancelled their enrolment in the unit after the final date for withdrawal without being considered Not Yet Competent. |
| DEF | **Deferred.** A deferred exam or final assessment task has been approved. |

## Unit Completion

Completion of a unit is granted by Greystone Institute upon meeting course criteria and posting final grades.

**Academic Success and Early Intervention**

Students enrolled in designated first-year units are supported with assessment that is both formative and developmental to build skills and confidence. Special provisions, learning advisors, and additional support may be provided. Academic support will be offered to any students who initially fail major assessments.

# Requesting a Re-Mark or Final Grade Review

If you believe your assessment mark or final grade is incorrect or unfair, you may request a review. You need to submit the review request in writing to the Senior Lecturer within five (5) working days of the result being released.

- A re-mark request must include specific reasons based on the marking criteria.
- If approved, a second marker will assess the work, and the final decision will be made by the Senior Lecturer. Marks may increase, decrease, or remain the same.
- A final grade review follows a similar process but applies to the overall unit result.
- If you are still dissatisfied, you may appeal under the Complaints & Appeals Policy and Procedures.

**Late Submission, Extension and Special Consideration:**

You must submit assessments by the due date. Assessments submitted after the due date without an approved extension will incur a 5% penalty per day for up to seven (7) days, after which a grade of zero will be recorded.

You may apply for an extension if you experience unexpected circumstances (e.g., illness, family emergencies). This involves submitting an *Application for Assessment Special Consideration* to the Senior Lecturer before the deadline with supporting evidence (e.g., medical certificate). Senior Lecturers make reasonable efforts to accommodate students in disruptive circumstances beyond their control.

For further information refer to the *Greystone Institute Assessment Policy and Procedures*.

# Dismissal Policy & Code of Conduct

Greystone Institute recognises the right to learn in an environment free from harassment and will treat seriously allegations of harassment at Greystone Institute. Harassment on any of the grounds covered by the human rights legislation is unacceptable conduct at Greystone Institute and will not be tolerated. Human rights legislation includes, but is not limited to, the Anti-Discrimination Act 1991, Industrial Relations Act 1999 and the Privacy Act 1988.

You must abide by the Code of Conduct.

**Code of Conduct**

All students must:

- Treat all students and staff with dignity and respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Engage in ethical academic behaviour and avoid misconduct.
- Follow all safety and security procedures on campus.
- Refrain from bringing weapons, alcohol and any prohibited mood-altering substances to the Institution.
- Abide by Australian laws while enrolled at Greystone Institute.
- Attend school in accordance with the attendance policy.
- Abide by all other regulations detailed in the Code of Conduct policy.

**Dismissal Policy**

Students may face probation, suspension or expulsion for serious breaches of conduct, including:

- Plagiarism, cheating, or contract cheating.
- Threats, harassment, or violence towards students or staff.
- Illegal activity on campus or during coursework.

Disciplinary actions follow a progressive process, starting with a verbal warning, followed by written warnings and, if necessary, dismissal. Students have the right to appeal disciplinary decisions.

See the *Greystone Institute Dismissal Policy and Code of Conduct* for further details.

## Student Complaints & Appeals

Greystone Institute is committed to fostering a supportive learning environment that upholds principles of fairness and equality. The Student Complaints and Appeals Policy outlines procedures for addressing and resolving student complaints in a timely, efficient, and equitable manner.

At Greystone Institute, it is understood that students may have complaints or seek appeals for academic and non-academic matters. A complaint expresses dissatisfaction with actions, decisions, or omissions within Greystone Institute's control that affect a student's rights, interests, or expectations. If you believe you have been treated unfairly in academic or administrative matters, you can submit a complaint in writing and/or verbally.

**The process includes:**

- **Informal Complaint Resolution** – Speak with the relevant lecturer, staff member, or Student Advisor.
- **Formal Complaint** – If informal resolution is not reached, you can submit a formal complaint by filling out the available form. Senior Academic Management will investigate the complaint and provide a notice of determination.
- **Appeal Process** – If you are dissatisfied with a decision, you may lodge an appeal via Complaints@greystoneinstitute.com within 20 working days of the initial complaint. You must specify in writing the grounds for appeal and attach copies of all documents relevant to the appeal. The appeal of decision matter is then dealt with by the Appeals Committee, who may uphold or change the original decision.
- **External Review** – As a final step, you can contact the National Students Ombudsman or another relevant authority at *Making a complaint | National Student Ombudsman (NSO)* or by calling 1300 395 775. The NSO provides a free and independent service to investigate complaints and problems students may have.

For full procedures, refer to the *Greystone Institute Student Complaints & Appeals Policy and Procedures.*



**Greystone Institute Complaint Resolution Process**
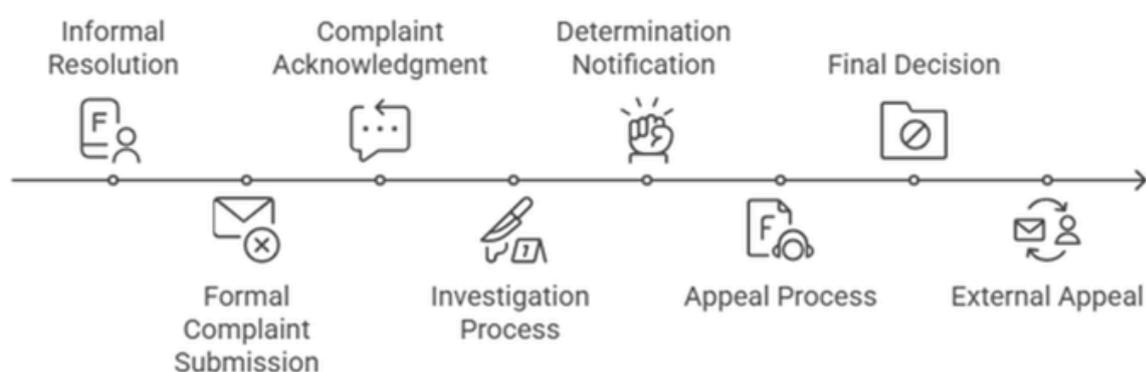
# Academic Credit & Recognition of Prior Learning (RPL)

The *Greystone Institute Academic Credit and Prior Learning Policy and Procedures* ensures a consistent and equitable process for granting credit to individuals enrolled in academic programs.

**What is Academic Credit?**

You may be eligible for academic credit if you have achieved learning outcomes and can demonstrate knowledge, understanding and skills gained through prior formal learning, non-formal learning and informal learning. Academic credit is granted based on various criteria, including completed coursework, programs and units completed at other institutions, work/life experiences, and assessment of equivalence. Requirements apply and credit qualification standards must be met. Credit reduces the number of units required to complete a program, allowing you to progress more quickly.

**Academic Credit may include:**
- Credit Transfer: Granted for units successfully completed at another institution, provided they match the learning outcomes of Greystone Institute units.
- Recognition of Prior Learning (RPL): Awarded based on work experience, informal learning, or non-formal training that demonstrates equivalent skills and knowledge.
- Advanced Standing: Credit for previous higher education studies that may allow students to enter a program at a later stage.

**How to Apply for Credit**

- Submit a Credit Application Form before enrolling in the relevant unit(s).
- Provide supporting documents. Documents issued in languages other than English must be submitted in official translations into English. These may include:
  - copies of certificate/diploma/award (for completed qualifications), academic transcripts, unit outlines and any other documents that can support the assessment and demonstrate the equivalence between respective units
  - CV, employer references, official proof of employment and portfolio of work
- Applications are assessed on equivalency (at least 80%) to Greystone Institute units.

**Limitations & Conditions**

- A maximum of 100 credit points may be granted.
- Credit approvals remain valid for one calendar year.
- If a student does not enrol within this period, they must reapply.

- Credit cannot be granted for units that have already been failed at Greystone Institute.
- Final approval is at the discretion of the Dean.

**Appealing a Credit Decision**

Students who believe their credit application was unfairly assessed may submit an appeal within five (5) working days of receiving the decision. Appeals follow the *Greystone Institute Student Complaints and Appeals Policy and Procedures.*

## Falsification of Documentation

Providing false, misleading, or incomplete information (e.g., falsified academic transcripts, identity documents, or medical certificates) is strictly prohibited.

- If you are found guilty of document falsification you may face disciplinary action, including suspension or expulsion.
- Potential students who submit misleading documents may have their application voided and be barred from future enrolment.
- Current or former students involved in fraudulent documentation may face investigation, potential enrolment termination, forfeiture of fees, and legal action.
- Greystone Institute reserves the right to report serious cases to relevant authorities.
- If you realise you have made a mistake in submitted documents, you should notify Student Services immediately to prevent penalties.

For full details refer to the *Greystone Institute Falsification of Documentation Policy.*

## Privacy & Data Protection

Greystone Institute is committed to protecting your privacy. We collect only the personal information that we need, and all personal information is collected and handled in a fair and legal manner.

**How We Handle Your Information**

Greystone Institute complies with Australian privacy laws to protect student data. Information collected during enrolment and studies is used for:

- Academic records and progress tracking.

- Student support services.
- Compliance with government regulations (e.g., visa reporting).

**Your Privacy Rights**

- **Confidentiality –** Student information is not shared without consent, except where required by law.
- **Access to Records** – Students can request access to their academic and personal records.
- **Data Security** – Greystone Institute takes steps to safeguard student information from unauthorised access.

For details, refer to the *Greystone Institute Privacy Policy*.

## Requirements for Student Visa Holders

Students are expected to start on the course commencement date of their Confirmation of Enrolment (COE). If you hold a Student Visa and do not commence your course or make arrangements for an alternative start date within 2 weeks of your COE start date, you will have your COE processed as non-commenced.

Your student visa requires you to remain enrolled full-time in a registered course. In all of our programs your timetable consists of 12 hours of in-class study, with a further 28 hours expected to be dedicated to self-study throughout the week. This may include review of class content, reading, working on assessment, group assignments, or academic skills development. In order to get the maximum benefit from your study at Greystone Institute, you are expected to attend class regularly and on time. Speak to your Student Advisor if you need permission for unavoidable or excessive absences.

As an international student, you must update Greystone Institute within 7 days of any change to your residential address, mobile number, email, or emergency contact details. The Department of Home Affairs must also be informed of address changes of international students.

## Academic Progress & Course Completion

For you to be able to complete the course successfully and attain the qualification at the end of your course, you are expected to attend face to face classes regularly and submit the required assignments online and within the due date.

All students must maintain satisfactory course progress. To achieve satisfactory course progress, you need to achieve competency in 50% or more of the subjects/course requirements during a study period. Students must meet the required academic progress in order to advance in their studies. Otherwise, students will be placed on Academic Probation. Continuous breach of this condition may lead to expulsion and reporting to the Department of Education/Department of Home Affairs.

For more information, please refer to *Greystone Institute Unsatisfactory Progress Policy.*

## Enrolment Modification

Greystone Institute may defer, suspend, or cancel your enrolment based on:

- Compassionate or compelling circumstances
- Misconduct or inappropriate behaviour
- Non-payment of tuition or other fees that you owe, as outlined in the written agreement
- Breach of program progress, such as unsatisfactory progress.

Greystone Institute will not extend the duration of your enrolment beyond the expected completion date unless there are evidenced compassionate or compelling circumstances, or an academic support plan is being implemented, or we have approved a deferral or suspension of your enrolment.

If you wish to make a change to your enrolment you must submit your request in writing using the appropriate forms available on the Greystone Institute website or from Student Administration. Forms must be fully completed, with relevant supporting evidence attached and submitted by the specified deadlines.

Enrolment changes may affect your visa status and you are encouraged to seek guidance from the Department of Home Affairs to understand the potential consequences of any change of enrolment.  In all cases, you are responsible for understanding the academic, financial and visa-related implications of changes.

For the complete policy refer to *Greystone Institute Student Enrolment Modification Policy and Procedures.*

# Communication Channels

Teaching and learning partnerships require clear and open communications. The following guidelines outline the communication channels and how information is provided.

### Staff Consultation

- Academic, Student Services, and Administration are available during office hours.
- Meet your lecturer during office hours, by appointment, or when appropriate in class.
- Lecturers may not be available before or after class due to other commitments. Please do not be offended if you are asked to visit during office hours or to make an appointment.

### Email Communication

- **Staff to Student:** Important unit emails will be sent to your Greystone student email. It is your responsibility to check your email regularly or set up forwarding to another email address, and to ensure that the address you use has sufficient capacity/quota to receive messages.
- **Student to Staff:** Emails must include the unit code (e.g., BUZ101) and be sent from your official Greystone student email address in order to ensure a reply.

### Moodle Communications and MS Teams

- Unit notices and important updates will be posted in Moodle's announcement section or through MS Teams, or delivered at workshops.
- The unit website is an important communication tool, and relevant unit content and assessment information is posted on the site. It is your responsibility to check Moodle each week for workshop details, assessments, and learning resources.
- Lecture notes are a learning aid and do not replace attendance or note-taking.

# STUDENT SUPPORT & WELLBEING

# STUDENT SUPPORT
# & WELLBEING

Greystone Institute is committed to providing a supportive learning environment where students can access academic, personal, and welfare support.

For full details of student support see the *Greystone Institute Student Welfare Policy and Procedures* and *Greystone Institute Disability Support and Inclusion Policy and Procedures*.

**Student Support Services**

Students at Greystone Institute are provided with various support services, including:

- Academic Assistance: Study skills workshops, tutoring, and feedback on assessments.
- Welfare Support: Personal and emotional support through Student Advisors.·International Student Support: Cultural adjustment assistance, visa advice, and health cover guidance
- Disability Support & Inclusion: Reasonable adjustments for students with disabilities or medical conditions.

**On Campus Support**

When you start your studies at Greystone, Robyn OLoghlin, our Greystone Institute Manager, Academic Services and Student Experience will be here as your main point of contact for any questions or support you might need as an international student.

Whether it's about settling into life in Australia, finding the right services, or just knowing where to go for help, Robyn is here to guide you. You'll meet Robyn during orientation, and you can contact her on campus or email her at robyn.ologhlin@greystoneinstitute.com.au.

**Robyn OLoghlin**
Greystone Institute Manager,
Academic Services and
Student Experience

**Student Advisors**

Student support on and off campus is crucial for academic and personal success. Greystone Institute student services like health insurance, student advising, and a student safety and well-being app that's available 24/7 offer you a safety net, ensuring that your physical, mental, and academic needs are met. Together, these resources create a supportive environment that allows you to focus on your studies and personal growth.

Student Advisor support includes:
- Coordinating letters, class and program changes for you
- Helping you find and use external support services, such as counselling or legal services
- Connecting you to the appropriate academic help in the school
- Organising changes to your financial arrangements

Appointments can be made via Student Connect or in person, and drop-in support is available.

**Academic Support**

You can seek academic support through:
- Workshops on study strategies, time management, and referencing.
- One-on-one tutoring sessions.
- Access to online learning resources.

## Health & Wellbeing Services

Greystone Institute promotes student health through various resources:

**Sonder Student Wellbeing Support**

We understand that your wellbeing during your time as a Greystone Institute student has a major impact on your success, happiness, and overall experience at our schools. We've partnered with Sonder to provide you with access to free, 24/7 telehealth and clinical support, available in any language.

- Connect with expert support for physical health concerns
- Counselling for any worry or reason
- Safety features like alerting you about local and environmental hazards, or checking in on you if you're walking home alone at night and feel unsafe

- Sonder also offers a library of videos and articles to guide you through life's challenges and help you be at your best
- Sonder's easy to use App connects you with 24/7, confidential support in any language.

Use the details provided to you in orientation to connect with Sonder. You can also watch this video for more information on Sonder: *Sonder: Active Care for ILSC Australia students.*

**BUPA Health Insurance for International Students**

All international students who come to study at Greystone Institute in Australia require adequate medical insurance to cover them in case of an emergency for the duration of their time in Australia. We offer this covering through our partner, Bupa. Bupa OSHC offers you peace of mind throughout your stay. There is a Bupa office close to the Brisbane campus in the Brisbane CBD ensuring that claims can be handled quickly face to face. Alternatively, you can use their online or phone system.

- Coverage for 100% of in and out of hospital treatment costs (Waiting periods apply for pre-existing conditions, and obstetrics)
- Support with critical thinking and problem-solving
- A Bupa-friendly doctor network that offers direct billing
- Discounts on prescription medicines (Available up to yearly limits, once you've paid the Pharmaceutical Benefits Schedule (PBS) co-payment)
- Discounts on health and fitness, entertainment and experiences in Australia
- Plans are government approved to meet the requirements of your student visa
- If you will be bringing family with you during your study experience, Bupa plans are available to cover you and your dependents.

## External Resources

Do you need more specific support than a Greystone Institute Student Advisor is able to provide? For details of emergency contacts see the Safety & Emergency section in this handbook. For other contacts, including details of doctors and psychologists who speak languages other than English, see the list of Student Support Resources on the Greystone Institute website.

## Students at Risk

You must maintain satisfactory course progress (pass at least 50% of subjects per study period). You are considered to be 'at-risk' if you experience challenges that may affect academic progress, such as:

- Failing assessments or units.
- Poor attendance.
- Personal, medical, or financial difficulties.
- Limited engagement with course materials.

**Identifying and Supporting At-Risk Students**

Greystone Institute has a number of measures in place to support at-risk students:

- **Early intervention:** Lecturers and Student Advisors monitor academic progress and attendance to identify students needing support.
- **At-risk meetings:** Students identified as at-risk must attend a meeting with academic staff to discuss challenges and develop a support plan.
- **Support plans:** Individualised strategies may include additional tutoring, reduced study loads, or referrals to counselling services.

If a student continues to struggle academically despite intervention, they may be placed on an academic improvement plan. Failure to meet the agreed conditions may result in academic probation or exclusion from the program.

## Disability Support

Greystone Institute ensures equitable access to education for you if you have a disability or chronic medical condition. Support includes:

- Reasonable adjustments: Extended deadlines, assistive technology, and modified assessments.
- Confidential support plans: Developed in consultation with students and relevant professionals.

Greystone Institute adheres to the Disability Discrimination Act 1992 and the Disability Standards for Education 2005. Reasonable adjustments will be made on a case-by-case basis without providing competitive advantage or altering fundamental assessment criteria.

**Applying for Disability Support**

Students must submit medical documentation to request accommodations. All information remains confidential and is shared only with consent.

## Other Support for International Students

International students may face unique challenges, including adjusting to a new culture, understanding visa requirements, and accessing healthcare. Support includes:

- Cultural adjustment assistance through orientation, workshops and social events
- English language support, as well the provision of support in various other languages
- Access to legal, health and financial services, and support and guidance in using the services.

## Your Rights as an International Student

The Education Services for Overseas Students (ESOS) Act 2000 is an Australian law that protects the rights of international students and ensures you receive high-quality education and support services while studying in Australia. It explains your rights, responsibilities, and the standards your education provider must meet. Further information can be found at *The ESOS legislative framework - Department of Education, Australian Government.*

You can read more about your legal rights, and find other helpful information, by visiting the official government website for international students, Study Australia: *Legal Rights and Protections | Study Australia.* You may also find the following factsheet useful: *International Students Factsheet - Department of Education, Australian Government*.

You can also access support from:

**Community Legal Centres Queensland** *https://www.communitylegalqld.org.au/*

Queensland's community legal centres provide free information, legal assistance and referral, representation and casework, community education and advocacy for vulnerable clients and communities facing legal problems.

**Fair Work Ombudsman** *https://www.fairwork.gov.au/*

The Ombudsman promotes harmonious, productive, cooperative and compliant workplace relations in Australia. You can learn about your rights and protections in the workplace and rules for your visa here: *Fairwork International Students Fact Sheet.*

## Inclusion

Greystone Institute fosters an inclusive environment where all students can feel safe, respected, and supported. We uphold equality policies, prohibit discrimination, and provide resources such as support groups and awareness training for staff and students. To support LGBTQ students, we offer dedicated initiatives and staff training. For Aboriginal and Torres Strait Islander students, we provide culturally sensitive programs and tailored support. We also promote equitable access to education through targeted programs and language support services for students from diverse backgrounds.

## Reporting & Confidentiality

Students experiencing discrimination, harassment, or wellbeing concerns can report incidents confidentially to the Student Support team. Reports are handled with sensitivity and in line with Greystone Institute's policies.

# SAFETY & EMERGENCIES

# SAFETY
# & EMERGENCIES

**Emergency: call 000**
Fire, Ambulance and Police **24/7**.

**Critical Incidents:** If you identify any event that poses a significant risk to the health, safety, or well-being of individuals, or significantly disrupts institutional operations, immediately report it to on-campus staff.

## Fire & Evacuation Procedures

In an emergency or fire drill, follow the lecturer's guidance to the assembly point.

- If not in class, join the nearest group for guidance.
- Check fire maps in classrooms for evacuation routes.
- When the standby alarm rings, prepare to evacuate.
- Leave when the evacuation alarm rings. Do not use lifts and stay off phones in stairwells.
- The assembly point for the Brisbane campus is Post Office Square park.

 Fire exits are located on various floors, with specific exits detailed for each. See the _Greystone Institute Fire and Evacuation Procedures_ and the _Evacuation Map Level 1_ and _Level 2_.

## Medical Emergency Plan

In a medical emergency, if staff are available, they will take charge. Otherwise, stay with the injured person while another person calls for staff or a First Aid Attendant.  If no First Aid Attendant is found, call 000 for an ambulance. Afterward, a report detailing the incident will be required.

No staff, student, or visitor has the authority to overrule the sick or injured person's decision to seek medical attention or treatment of their choice.

Medication must never be given to any staff, student or visitor. Medication includes analgesics, prescription and over-the-counter medications including the sick or injured person's own medication.  See the Greystone Institute Medical Emergency Plan for more information. Emergency contacts

- **Call 000 for fire, ambulance and police services 24/7.** Tell the operator what kind of emergency you have. If you need the police without an emergency, call 131 444.
- *Lifeline* provides 24-hour crisis counselling, support groups and suicide prevention services. Call 13 11 14, *text 0477 13 11 14* or *chat online.*
- Health Direct *https://www.healthdirect.gov.au/* - **Ph: 1800 022 222**.  This is a government line. It provides free 24/7 health advice from registered nurses and help finding GP near you. Use it to get advice for non-life-threatening illnesses and injuries.

See the *Student Support Resources* list online for other key contact details.

# CAMPUS & FACILITIES

# CAMPUS
# & FACILITIES

**Location**

Greystone Institute Brisbane's modern downtown campus is centrally located across from Anzac Square Park, close to shopping, transportation and more. Brisbane is a significant business hub with a growing economy that provides a range of options for finding student work to support your living and learning experience.
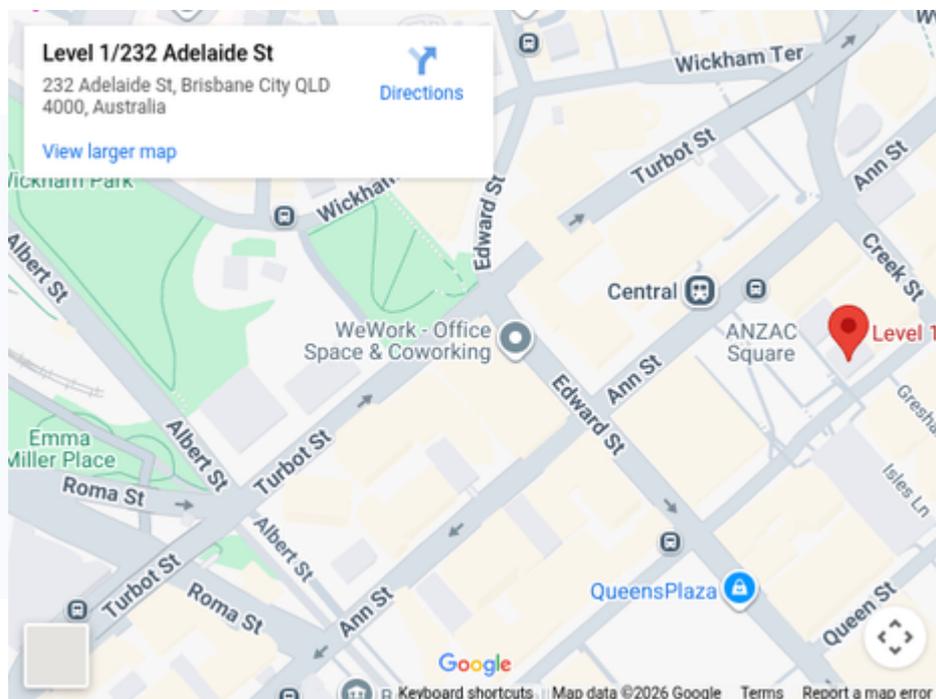
## Where
### to find us

Level 1, 232 Adelaide St,
Brisbane Queensland 4000

+61-7-3220 0144

# Training Facilities and Services

Greystone Institute campuses are fully equipped with all the resources and facilities required to successfully undertake this program.

## Facilities

- 28 classrooms
- 2 student lounges
- 2 outdoor patios
- 3 kitchens
- 2 mobile computer labs
- Ping pong table
- Prayer room
- Student photocopier
- Open access to student computers
- Library

**For details see** *Greystone Institute | Student Life | Living in Brisbane Australia.*
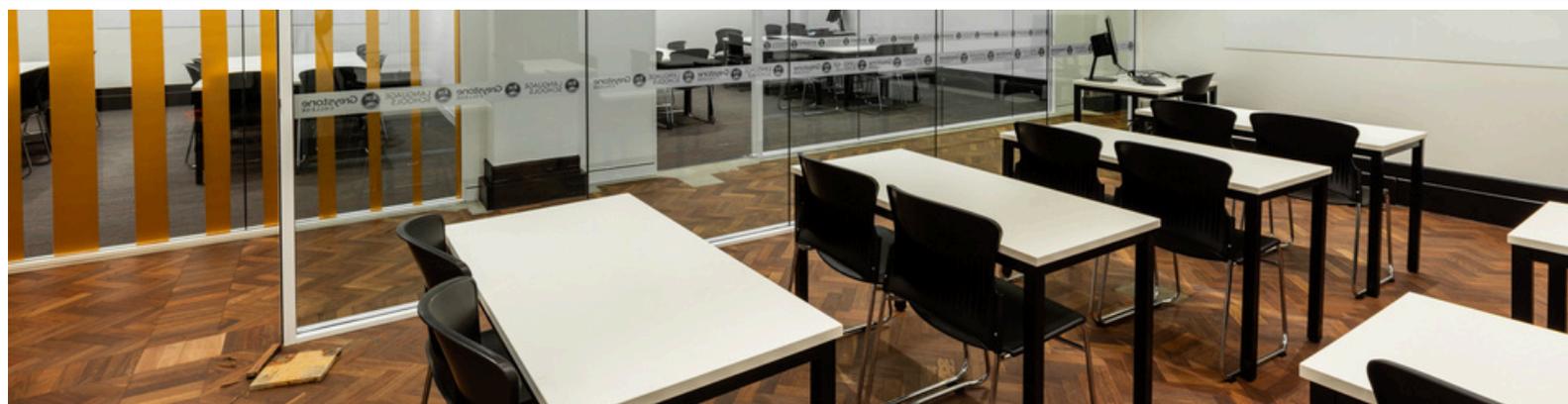
## Services on campus

- Reception
- Education Administration
- Student Advisors
- Rainbow Hub
- Community Engagement Coordinator
- Activities Coordinator
- Language Testing Centre

## Opening Hours

**Monday:** 8:30 am–9:30 pm

**Tuesday:** 8:30 am–9:30 pm

**Thursday:** 8:30 am–9:30 pm

**Friday:** 8:30 am–9:30 pm

**Saturday:** 9:00 am–4:45 pm



## ACTIVITIES

Connect with friends at Greystone and explore our cities with a range of after-school activities. Afternoon activities typically have minimal fees, and an ILSC/Greystone Activities Coordinator will be your guide. You can also join active events to explore our incredible coastline and amazing urban sites. You can participate in Greystone life with workshops and on-campus activities, or choose to give back to the wider community through volunteer opportunities.

# TECHNOLOGY & LEARNING RESOURCES

# TECHNOLOGY & LEARNING RESOURCES

Greystone Institute campuses are fully equipped with all the resources and facilities required to successfully undertake your studies, including computer labs, software, free WIFI, charging stations, photocopiers, and student lounges. We recommend that you bring your own laptop or other device to enhance your campus experience.

Greystone Institute makes use of a range of software and applications to enhance your learning experience.

## Student Connect & Online Access

Greystone Institute provides students with access to essential digital tools through *Greystone Institute – ILSC Greystone Student Connect,* the central hub for academic and administrative services. Key features include:

- **Microsoft 365 Access** – Use Word, Excel, PowerPoint, and Outlook for coursework.
- **E-Services Portal** – Request documents, book meetings with academic advisors, and access student services.
- **Activities Calendar** – Stay informed about upcoming events and workshops.

Wi-Fi is available, and login details are provided during orientation. Talk to Student Services if you need support.

## Learning Management System (LMS) – Moodle

Greystone Institute uses Moodle as its Learning Management System (LMS). You are expected to use Moodle to:

- Access course materials – Lecture notes, readings, and videos.
- Submit assignments – Upload coursework and check deadlines.

- Participate in discussions – Use forums and group workspaces.
- Complete assessments – Take quizzes and receive feedback.
- Track progress – View grades and instructor feedback.

Moodle helps you manage your learning at your own pace and supports both traditional and online learning environments, and has Moodle has mobile access apps for iOS and Android to stay connected on the go.

## Library & Open Access Resources

**Online Public Library Resources:**

- *National Library of Australia* – A wide range of academic e-books, journals, and databases.
- *State Library of Queensland* – Offers free study spaces and online research tools. During orientation, we will assist you to access State Library resources.

Bookable meeting rooms – Free for student study groups with a library membership.

*Book spaces and equipment | State Library of Queensland (slq.qld.gov.au)*

## State Library Meeting Rooms
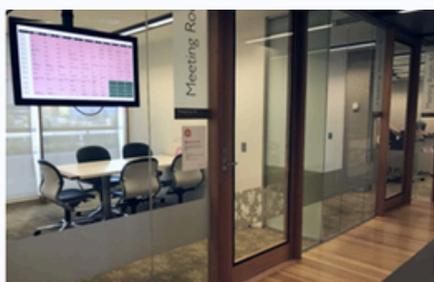


### Level 4 meeting rooms

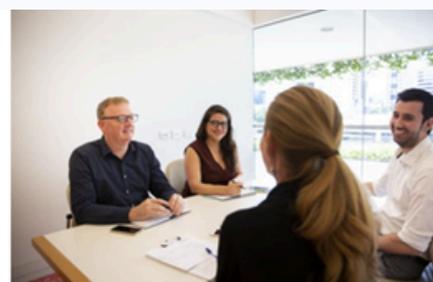Meeting rooms for up to 8 people, available for 3 hours a day, 10am–5pm. Membership required.

Book now



### Level 3 meeting rooms

Meeting rooms for up to 6 people, available for 3 hours a day. Mon–Thu 10am–8pm, Fri–Sun 10am–5pm. Membership required.

Book now



### Level 2 meeting rooms

Meeting rooms for up to 8 people, available for 3 hours a day. Mon–Thu 10am–8pm, Fri–Sun 10am–5pm. Membership required.

Book now

**Open Access Resources:**

- *Google Scholar*– Free academic search engine.
- *Open Education Resources* – Free textbooks, lecture notes, and learning materials.
- *Directory of Open Access Journals (DOAJ)* – Peer-reviewed scholarly articles.

**Greystone Institute Library:**

The developing Greystone Institute Library is dedicated to supporting the academic success and intellectual growth of its community. With quiet study areas, computing facilities, and printing and scanning services available, the library aims to provide a conducive environment for study and research.

- **Location:** Room G05, Ground Floor
- **Hours:** Book borrowing Tues-Fri 9am-5pm; library opening hours regularly updated.
- **Services:** Book borrowing, study spaces, computing facilities, printing/scanning, research workshops.

## Safe Computing & Internet Use

Safe computing practices are essential to minimise security risks, particularly in networked environments. This includes using anti-virus software, data backups, and following the *Greystone Institute Online Usage Policy* to protect the network. Internet access introduces potential risks, so you must avoid suspicious files, follow safe practices, and exercise caution.

Students must follow the Online Usage Policy when using campus technology.

- **Cybersecurity** – Be cautious with downloads and unknown links. Follow safe security practices.
- **Privacy & Confidentiality** – You are not permitted to move or transmit any Greystone Institute data or documents to personal devices and/or services.
- **Appropriate Use** – Internet use must comply with school policies and Australian laws. It is strictly prohibited to access, download, or share:
  - Pornographic, discriminatory, or hate-related content.
  - Unauthorised confidential information.
  - Any material that violates copyright or legal regulations.

Violations may result in disciplinary action.

# FEES & PAYMENTS

# FEES
# & PAYMENTS

Fees must be paid in accordance with the terms stated on the invoice and installment plan provided. Fees may not be transferred to another person. Your information may be shared with the Australian government and designated authorities and, if relevant, the Tuition Protection Service (TPS).

For full details of all fees and payments, refer to the *Greystone Institute Fees Policy, Greystone Institute Tuition Protection Measures Policy*, and the *Greystone Institute Cancelation and Refund Policy,* as well as *Greystone Institute | Tuition & Fees* and any relevant written agreement.

## Payment Requirements

- **Non-refundable fees:** The registration fee, accommodation placement fee, and accommodation deposit are non-refundable after commencement.
- **Tuition & accommodation fees:** Course tuition, administrative fees and accommodation expenses are due four weeks before the course start date. Late payment may result in automatic cancellation of your enrolment.
- **Currency:** All payments must be made in Australian Dollars (AUD), covering any bank or transfer fees. Any shortfall will be collected upon arrival.

## Late Payments

- If tuition fees are paid after the due date (without prior notice), a $10 per day surcharge (up to 10 days) may apply.
- If fees remain unpaid for 20 working days, Greystone Institute may report non-payment to the Department of Home Affairs and cancel enrolment.

## Changes & Cancellations

- Enrolment changes (e.g., deferring your start date, changing your course, or adjusting course duration) may incur a $100 reprocessing fee.
- Cancellations and withdrawals are subject to the Greystone Institute Cancelation and Refund Policy. Refund eligibility depends on when cancellation occurs:
  - Before the program starts: Refunds of between 60% and 75%.
  - After the program starts: No refunds are issued for the current and subsequent block.
- Student default applies if a student cancels, fails to start, or does not notify Greystone Institute in writing of changes affecting enrolment. In such cases, refunds follow the conditions detailed in the refund table.
- Written notice of withdrawal must be provided using the official withdrawal/cancellation form. Partial withdrawals (e.g., last month of a program) are not permitted.
- Refunds are normally issued within 4 weeks to the original payer in the original currency, where possible. Bank charges are the responsibility of the recipient.
- If the provider cancels the course, students will be assisted under the Tuition Protection Service (TPS) or offered a refund.

## Additional Conditions

- Students must provide current address details as required by visa conditions.
- Under the ESOS Act (Standard 7), students must complete at least 24 weeks of study in their principal course before withdrawing.
- Online payment fees (e.g., bank transfer charges) are the student's responsibility.
- Administrative and cancellation fees are subject to change without notice.

## Additional Fees
- Application Fee: $250 (non-refundable)
- Materials Fee per Block: $100
- Second Change of Enrolment: $100
- Moodle Reopening Fee: $50 per assignment
- COE Administration & Reissuing Fee: $30/COE
- Wire Transfer: $18
- Reprocessing Fee for Student Visas: $100
- Late Payment of Tuition Fees: $10/day, maximum of $100
- Accommodation Administration Fee: $370 (non-refundable)
- Accommodation Change Fee: $150
- Accommodation Exit Fee (residences only): $250

Please note that administrative or cancellation fees are subject to change without notice.

## Payment Options

**ELECTRONIC FUNDS TRANSFER**

**Company Name:** Greystone Institute
**BSB:** 084-034
**Account Number:** 23285 6481
**Bank:** National Australia Bank SWIFT Code: NATAAU3304B
**Quote our reference**: Student Name, Student Number
**Forward remittance advice to:** [StudentPayment.Australia@greystoneinstitute.com.au](mailto:StudentPayment.Australia@greystoneinstitute.com.au)

**CREDIT CARD PAYMENT**

To pay by MasterCard or Visa, please request a Credit Card Authorisation Form from the Greystone Institute Registrations Team. A 2.65% surcharge may apply.

## In Case of Provider Default

In the unlikely event that GreystoneInstitute is unable to deliver your course in full, as an international student you will be offered enrolment in an alternative course at no extra cost to you. The Tuition Protection Service (TPS) assists in finding alternatives. If no suitable option is found, the TPS provides refunds for unfinished course portions.

# GRADUATION & ALUMNI NETWORK

# GRADUATION
# & ALUMNI NETWORK

The Greystone Institute Graduation Policy sets forth the procedures and policy principles governing graduation, awarding of degrees and the replacement of academic documents. These procedures align with the standards outlined by the Australian Qualification Framework (AQF).

## Graduation Requirements

To graduate, you must:

- Successfully complete all program requirements within the maximum allowable time.
- Ensure all outstanding fees are paid.
- Have no unresolved student misconduct investigations.

Once all conditions are met, the student becomes a graduand. The Dean will certify eligibility, and the Governing Council will confer the award.

Graduation ceremonies are held twice a year, but students unable to attend may have their award conferred in absentia and request their testamur by mail or collection, or may request deferral of their attendance to a subsequent ceremony.

**Graduation Documents**

Graduates receive the following official documents:

- Testamur – The official qualification certificate, embossed with the Greystone Institute seal
- Record of Results (Transcript) – A full record of completed units, specialisations, and any credits granted.
- Australian Higher Education Graduation Statement (AHEGS) – A document summarising the qualification, academic achievements, and the Australian higher education system.

Students may request a replacement testamur if the original is lost, damaged, or stolen. A replacement request must include proof of identity, a written application, and payment of a fee. The replacement will be marked as a duplicate.

## Joining the Alumni Network

All graduates automatically become part of the Greystone Institute Alumni Network, which offers:

- Networking opportunities with industry professionals.
- Invitations to alumni events and career workshops.
- Access to job listings and professional development resources.

Graduates will be able to stay connected through the Greystone Alumni Portal and social media groups.
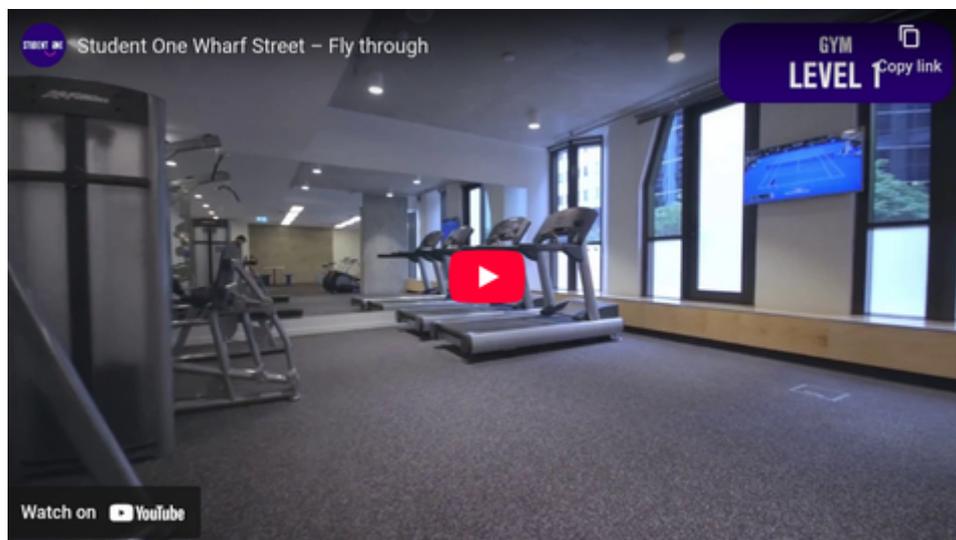
# ACCOMMODATION

# ACCOMMODATION

Take advantage of Greystone Institute's student accommodation options to enjoy a safe and supported transition to student life in Brisbane, Australia. For International Students, this is an economical living choice, and makes your arrival easy. You may like to stay with a trusted homestay family, or connect with other international and local students by choosing a student residence. Our student residence combines apartment style living with great building amenities and shared spaces to study, relax, play, and connect. To get a sense of the student residence, check out Student One Wharf Street – Fly through.



Students must follow booking, payment, cancellation, and date change policies. For full details refer to the Greystone Institute Accommodation Policy and Handbook.

## Booking Process

**Courtesy Hold & Confirmation**

- Courtesy Hold – Students may request a 72-hour hold on a Student Residence room, subject to approval. If confirmation is not received within this time, the room is automatically released.
- Booking Confirmation – Students can confirm a room up to two (2) days before check-in, depending on availability. Confirmation is final only after full accommodation payment and confirmed flight/arrival details are received.
- Final Confirmation – Issued 14 days before check-in, providing location details and accommodation information. Changes to check-in/out dates require a Date Change request.

**Advanced Notice Bookings**

Bookings made more than 12 months in advance are subject to availability and potential price changes. If changes occur, Greystone Institute will notify students at least 3 months prior to check-in, allowing 10 business days to accept or cancel without penalty.

## Payments & Cancellations

**Payment Deadlines**

- Full payment is due 28 days before check-in.
- Failure to pay by the deadline may result in a Room Release and cancellation penalties.

**Cancellation Policy**

**Before Check-in**

- 28+ days' notice: Full refund (excluding non-refundable administration fee). If a visa is refused, the administration fee will also be refunded.
- Less than 28 days' notice: Up to 4 weeks' accommodation fee is charged, plus the administration fee.

**After Check-in**

- Bookings up to 34 days: No refund.
- Bookings over 35 days: With 4 weeks' written notice, a refund is issued for the remaining period (minus the administration fee).

**Airport Transfer Cancellation**

- 48+ hours' notice: Full refund.
- Less than 48 hours' notice: No refund.

## Date Changes & Extensions

### Date Changes

- 28+ days' notice before check-in: No additional fees.
- Less than 28 days' notice before check-in: If the original booking dates cannot be filled, up to 4 weeks' accommodation fees may be charged.
- New dates are subject to availability and may differ in price.

### Accommodation Extensions

- Requests must be submitted at least 3 weeks before check-out.
- Less than 14 days' notice may incur a $150 surcharge.
- Extensions are subject to availability and potential price changes.

### Relocation Requests

- A written request with 2 weeks' notice is required.
- A replacement fee may apply if moving to another Greystone Institute accommodation.

## Check-in/Check-out

- Check-in & Check-out times vary by location and will be included in the final confirmation.
- Late check-ins are generally accommodated for international arrivals. Residence inductions may be delayed until the following day.
- Late check-out requests may incur additional charges.

## Additional Considerations

- **Minimum Stay Requirements** – Vary by location and room type.
- **Extra Nights:** Weekend check-ins/out are standard. If an extra weekday night is needed, pre-approval is required, and a fixed daily rate will apply.
- All students using Greystone Institute accommodation must abide by the Accommodation Rules and Regulations, and Code of

Make sure to read through our Accommodation Policy to understand the policies that apply when you book your stay through Greystone Institute. See the *Accommodation Policy and Handbook  and the Accommodation Booking Policy* on the website for more details.
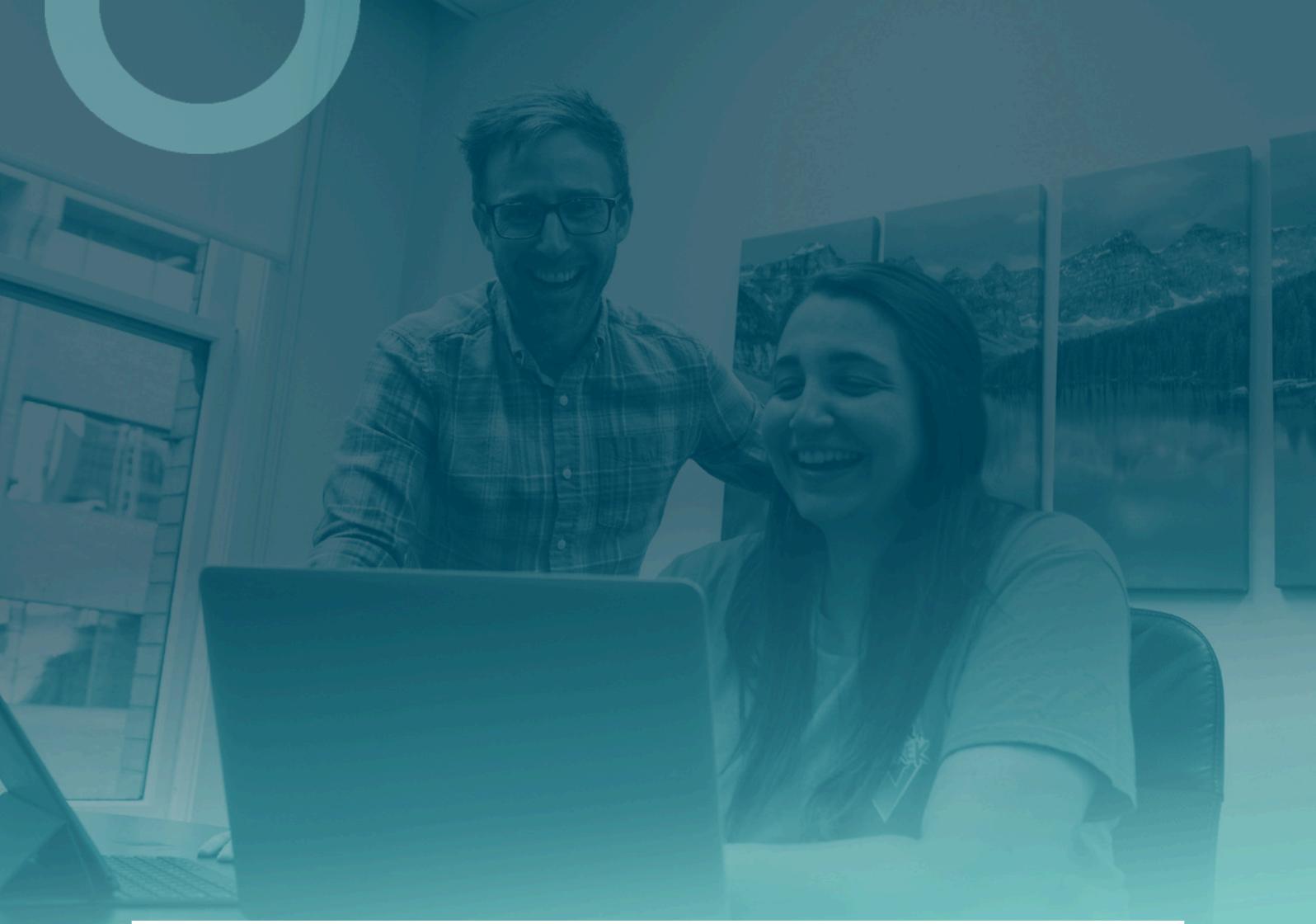
**We look forward to welcoming you to Greystone Institute and supporting you throughout your transformative learning journey.**