



NATIONAL
ACADEMY OF
PROFESSIONAL
STUDIES

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SYDNEY | MELBOURNE

Student Handbook 2026

Your guide to life, learning, services
and responsibilities at NAPS



Table of Contents

A. INTRODUCING NAPS

1. NAPS – a Registered Higher Education & CRICOS Provider	8
2. International Students at NAPS	8
3. Vision	8
4. Mission	9
5. Our Campuses	10
6. Courses	11
<i>NAPS Academic Staff Qualifications</i>	12
<i>Course Timetables and Results</i>	12
<i>NAPS Academic Calendar and Intakes</i>	12
1. Financial Planning	13
<i>Accommodation</i>	13
<i>Other Living Expenses</i>	14
2. Staying in Touch	14
<i>Your Address and Contact Details</i>	14
3. Orientation	15
4. Where to Find Help and Support	15
<i>Staff Contact Persons</i>	15
<i>NAPS Student Portal</i>	16
1. Student Identification	17
<i>Student Card</i>	17
<i>Student Number</i>	17
<i>Student Email</i>	17
2. Online Access – Introducing NAPS eLearning	17
<i>Student Portal Access and Use</i>	18
<i>Student Privacy</i>	18
3. Access to Library and Extra Learning Resources	18
<i>Community Library Resources</i>	19
<i>Unit Materials and Textbooks</i>	19
4. English Language, Academic and Professional Development Support	19

<i>English Language Support Program</i>	19
<i>Online Learning Support</i>	20
<i>Early Intervention for Students at Risk</i>	20
5. NAPS Skills Hub	20
<i>Categories within the Skills Hub</i>	21
6. NAPS Facilities and Equipment	21
1. NAPS Student Support Services	23
2. Student Engagement and Representation at NAPS	24
<i>Student Representation Opportunities</i>	25
The NAPS Students' Representative Council (SRC)	25
The NAPS Professionals in Business Society	25
<i>Social Activities</i>	25
3. Safety, Health and Wellbeing	26
<i>External Help Lines</i>	26
Other Free External Resources	27
<i>Safety</i>	27
<i>Health</i>	28
<i>Counselling</i>	28
4. Cyber Safety	29
<i>Spam and Phishing Emails</i>	29
<i>Defensive Tactics</i>	29
<i>Website Dangers</i>	30
Actions for Safe Browsing	30
<i>Cyberbullying</i>	30
5. Legal Rights – All Students	30
<i>Consumer Protection</i>	31
<i>Workplace Rights and Responsibilities</i>	31
6. Scholarships and Awards	31
<i>Scholarships</i>	31
<i>NAPS Awards Ceremony</i>	32
Book Prizes	32
1. Professional Accreditation	33
2. Professional Development Opportunities	33
<i>NAPS Career Development Office</i>	33
<i>Student Societies</i>	33

CPA Australia Network	34
Attend CPA International Student Forums	34
CPA Ambassadors Program	34
Careers Markets	34
Career Pathways for Business Graduates	34
1. Teaching Methods	36
<i>Experiential Learning</i>	36
2. Education Support and Tutorials	36
3. Assessment	36
<i>Student Responsibilities - Assessments</i>	37
<i>Student Responsibilities - Examinations</i>	37
<i>Special Consideration</i>	38
<i>The Grading System</i>	38
<i>Assessment Methods</i>	39
<i>Unit Reassessment Fees</i>	39
<i>Application for Supplementary Examination</i>	39
<i>Re-marking of an Examination Paper</i>	40
4. Recognition of Prior Learning (RPL)	40
5. Credit Transfer (CT) Advanced Standing	40
1. Course Variations, Suspension, Deferment, and Cancellation	42
2. Withdrawals and Transfers	42
<i>International Students Transferring to NAPS</i>	42
<i>Students Wishing to Transfer From NAPS</i>	43
3. Official Student Documents	43
1. Student Attendance	45
2. Course Progress	46
<i>Plan to Succeed</i>	46
3. Intervention Support for Students	47
4. Compassionate or Exceptional Circumstances	48
5. CHANGING COURSE DURATION	48
<i>Approval for Additional Study</i>	48
6. Deferring, Suspending or Cancelling Enrolment	49
<i>International students Seeking to Defer or Temporarily Suspend Enrolment</i>	49

<i>Other Deferral or Suspension</i>	49
<i>Course Withdrawal and Enrolment Cancellation</i>	50
<i>Domestic students Wishing to Defer or Suspend Enrolment</i>	50
<i>Returning after an Approved Suspension of Studies</i>	50
<i>Suspension or Cancellation of Enrolment by NAPS</i>	50
<i>Appeals</i>	50
7. Maintaining Professional Behaviour	51
<i>The NAPS Student Code of Conduct</i>	51
Ethical Standards	51
Mutual Respect	52
Compliance with NAPS' Guidelines, Policies and Procedures	52
Learning and Assessment	52
Classroom Conduct	53
Legal Behaviour and Conduct	53
<i>Avoid Academic Misconduct</i>	54
Do Not Plagiarise	54
Do Not Cheat	54
Do Not Use Third Party Assistance	54
1. Fees Policy	55
2. Schedule of Non-Tuition (Administration) Fees	55
3. Refund Policy	56
<i>Total Refund of Tuition Fees</i>	56
Provider Default	56
<i>Tuition Assurance</i>	57
Rejection of Visa	57
<i>Deductions for amount paid to representatives</i>	58
<i>No refund</i>	59
<i>How to Claim a Refund</i>	59
1. Legislative and Regulatory Requirements	61
<i>Records Maintenance</i>	61
<i>Work Health, Safety Act and Work Cover NSW</i>	61
2. Commitment to a Fair and Equitable Learning Environment	62
<i>Anti-Discrimination</i>	62
<i>Access and Equity</i>	62
3. Commitment to Inclusion, Diversity and Corporate Social Responsibility	63
4. Commitment to Enabling Culturally and Linguistically Diverse Learners	63
<i>Principles of Supportive Learning Environments</i>	63

<i>Aboriginal and Torres Strait Islander people</i>	64
<i>Mature Age Students</i>	64
1. Procedures for Complaints and Appeals	65
2. Students Grievance and Academic Appeals Flow Chart	66
3. Assessment Appeals	67
1. ESOS Framework (International Students)	69
<i>Protection For Overseas Students</i>	69
<i>ESOS Student Declaration</i>	69
<i>International Students' Rights</i>	69
2. Advocacy and Legal Services	70
<i>Legal Advice</i>	70
3. Checklist - Overseas Students' Responsibilities	70
1. Improving NAPS Services	72

Welcome to the National Academy of Professional Studies

Thank you for choosing the National Academy of Professional Studies (NAPS) for the next step of your life-long learning journey.

The decision to undertake further study and qualify for a professional career is an important one. Whether you are seeking to update or upgrade existing skills, or embarking on a new professional career, our courses and team of experienced, friendly and dedicated staff are committed to making your learning experience stimulating, well-functioning and rewarding.

To guide you through your study, we have developed this Student Handbook. It sets out our courses, programs, governance and a range of processes and procedures that we have in place to guarantee consistency and quality. We aim to provide you with top-quality facilities, teachers and support services to ensure that your learning experience not only meets, but exceeds, your expectations.

To help us maintain our high standards, please take time to read this information and consider any questions you would like to ask during your orientation. The information contained here will also be useful to you at various times during your studies at NAPS. An annually updated version will be available for download from the NAPS website. ([Student Handbook](#))

Welcome to NAPS!

From Professor Sam Blay, President and CEO

and the Team at the National Academy of Professional Studies.

A. INTRODUCING NAPS

1. NAPS – a Registered Higher Education & CRICOS Provider

The National Academy of Professional Studies Pty Ltd (ABN: 75 615 581 041) is registered and has been approved by the Tertiary Education Quality and Standard Agency (TEQSA), the national agency that regulates all tertiary education providers in Australia. TEQSA ensures registered providers meet the Australian Government’s legislated high standards.

NAPS is also a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider. This is your assurance that NAPS will comply with the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and other requirements specified by TEQSA.

Whilst meeting Australia’s strict higher education standards, NAPS also provides a caring and supportive environment. We work with our staff and students to build a vibrant learning community, harnessing the latest educational techniques to help you develop the knowledge, skills and wisdom essential for success in today’ high tech and global business community.

As well as this Handbook, additional information is available on the NAPS website and do take the time to ask for personal advice at any time from our student services and teaching team. These resources and all our team are there to guide you towards achieving your potential both in your studies and in launching your future career.

2. International Students at NAPS

NAPS courses are face-to-face rather than online, making it easier for us to build a supportive interactive community.

We welcome both international and domestic students. Many of the services we have in place to ensure international students can make the most out of their Australian experience are also useful to interstate and domestic students. For example, to give extra flexibility, at NAPS Trimester Three (Summer/November) is optional.

For more details on your opportunities as a NAPS student, speak to our Students Services team or see our website including the pages on [Student Life](#), our [Skills Hub](#) and [Wellbeing](#).

There are also many excellent online resources for International students. Further guidance for international students about issues such as your rights and obligations, bookmark the [Study in Australia](#) website. Links to other useful sites are included throughout this Handbook.

3. Vision

NAPS strives to provide top-quality, professional higher education in Sydney for students from all over the world interested in becoming leaders in business, finance and accounting.

The distinctive attributes exhibited by NAPS’ graduates from any program will not only encompass the relevant skills required under the Higher Education Standards Framework, but will also include:

- Disciplinary Knowledge;
- Critical Thinking;
- Information Literacy;
- Communication Skills;
- Soft (people) skills; and
- Professionalism.

NAPS aims to offer unique, creative and passionately professional training in its key areas. This is to be achieved through innovative services including:

- state of the art facilities;
- long-term relationships within the community of our clients (students through institutions such as high schools), the professions, industry (industry practitioners through peak bodies such as industry skills councils), and government; and
- Internship and employment opportunities.

NAPS will ensure efficient use of resources by having Governance, Risk Management and Compliance (GRC) measures in place to avoid conflict, gaps and unnecessary duplication within internal policies and procedures.

4. Mission

NAPS' Mission is to provide a top-quality, student-centred educational experience that produces the type of graduates who are sought after by employers and the business/social communities in which they participate.

To ensure a successful educational experience for its students as per its Mission, NAPS will:

- design, offer and provide rigorous, challenging and high-quality professional programs taught by a faculty of noted, industry-active lecturers dedicated to producing learning outcomes that prepare our students for success in the professions;
- provide top-quality courses that are nationally recognised, industry-focused and up-to-date;
- provide each student with an outstanding degree of service to meet their needs;
- foster a culture of learning that values scholarship and critical reflection in an environment of creativity and innovation;
- develop a broad range of creative skills in its graduates by combining traditional teaching and learning techniques with the most advanced technology;
- provide opportunities to develop an international perspective and experience;
- maintain close and direct links with industry and the community;
- produce graduates who are work-ready and able to gain meaningful employment in their area of study; and
- produce graduates who will contribute to an equitable and civilized society through their active engagement in their fields of expertise.

If you would like more information about NAPS such as an insight into Our People, Our Story or Our Governance, see About Us on our [website](#).

5. Our Campuses

NAPS operates across four strategically located campuses in Sydney and Melbourne, providing students with accessible, well-connected, and professionally engaged learning environments.

Surry Hills, Sydney Campus

Level 4, 136 Chalmers Street, Surry Hills NSW 2010, Australia

Located in the heart of Sydney's Central Business District, the Surry Hills campus is well connected by public transport and surrounded by a vibrant mix of cafés, restaurants, shops, and major services. It is also in close proximity to key institutions such as libraries, courts, and commercial hubs, placing students within the dynamic professional environment where thousands of practitioners work daily.

Melbourne, CBD Campus

Levels 6 & 7, 20 Queen Street, Melbourne VIC 3000, Australia

Situated on Queen Street in Melbourne's bustling CBD, this campus offers students direct access to one of the world's most liveable and innovative cities. The location is conveniently close to public transport, business districts, and cultural amenities, supporting both academic engagement and student lifestyle.

Westfield, Parramatta Campus

Suite 707, Level 7, 159–175 Church Street, Parramatta Westfield NSW 2150, Australia

Located within the Parramatta Westfield precinct, this campus sits in one of Australia's major retail and commercial centres. As Sydney's second CBD, Parramatta offers strong employment links, excellent transport connections, and a rapidly growing professional environment.

High Street, Parramatta Campus

55 High Street, Parramatta NSW 2150, Australia

Positioned in Parramatta's historic and civic heart, this campus combines heritage character with modern commercial development. The surrounding precinct offers a distinctive academic setting that reflects both the cultural history and evolving business landscape of the region.

Australia is a top destination for many international students from all over the world and Sydney is an excellent city in which to study and pursue your professional career. The climate is mild in winter and warm in summer. The Sydney outdoor lifestyle offers pristine beaches, national parks, barbecues and a safe and welcoming multicultural community who are living, working, studying and playing together in one of the most beautiful places in the world.

Many international students appreciate the opportunity that those who meet the criteria receive permission to work up to 40 hours every two weeks during the academic year and/or full-time during the holidays. That

means that international students can enjoy all that Sydney has to offer while having the opportunity to earn some money and gain work experience while they study.

6. Courses

NAPS delivers and assesses the following courses:

- Bachelor of Business (Accounting) – six trimesters full-time. (For domestic students, part-time is also available – 12 trimesters).
- Bachelor of Business (Islamic Business) – six trimesters full-time. (For domestic students, part-time is also available – 12 trimesters).
- Bachelor of Early Childhood Education (Birth to 5) – eight trimesters full-time. (For domestic students, part-time is also available – 16 trimesters).
- Bachelor of Information Technology – six trimesters full-time. (For domestic students, part-time is also available – 12 trimesters).
- Bachelor of Social Work* – eight trimesters full-time. (For domestic students, part-time is also available – 16 trimesters).
- Diploma of Early Childhood Education (Birth to 5) – four trimesters full-time. (For domestic students, part-time is also available – 8 trimesters).
- Graduate Diploma of Business Administration – two trimesters full-time. (For domestic students, part-time is also available – 4 trimesters).
- Graduate Diploma of Information Technology – two trimesters full-time. (For domestic students, part-time is also available – 4 trimesters).
- Graduate Diploma of Management – two trimesters full-time. (For domestic students, part-time is also available – 4 trimesters).
- Master of Business Administration – four trimesters full-time. (For domestic students, part-time is also available – 8 trimesters).
- Master of Information Technology – four trimesters full-time. (For domestic students, part-time is also available – 8 trimesters).
- Master of Professional Accounting – four trimesters full-time. (For domestic students, part-time is also available – 8 trimesters).

****Provisionally Accredited Qualification***

The summer trimester is optional and may be shorter than the standard trimesters, but the volume of learning required would be the same as the standard trimester.

Not all units will be available every trimester. New students may enrol in the Academy in the Summer Trimester if the units they require are available.

Students can choose electives from either course.

For further details and the standard course progression for each course, see Our [Courses](#) on the NAPS website.

NAPS Academic Staff Qualifications

At the core of NAPS success is the quality and commitment of our teaching staff.

Today the professor is no longer the ‘sage on the stage’, but increasingly a learning guide on the side. Knowledge is less hierarchical and is more available to everyone. Therefore, NAPS aims for teaching staff who are experts in their field, still actively involved in the professional workplace and also skilled as teachers.

NAPS’ staff are committed to our vision and mission, are student-centred and seek to engage actively with you the student, to help you to reach your potential as a dedicated, skilled and ethical professional.

Your NAPS lecturers and tutors will:

- recognise cultural diversity and ensure equal treatment of all students,
- encourage full participation and assist all students to achieve the course outcomes,
- refer students with specific learning problems to appropriate agencies,
- engage with students in order to help students gain the maximum advantage from their educational experience with NAPS, and
- promote professionalism both inside and outside the classroom.

Course Timetables and Results

Timetables and results will be posted no later than four weeks before the start of each trimester. New students will receive their timetable during orientation day.

However, timetables and room allocations may change each trimester or at short notice, so all students need to check the [Student Portal](#) before classes begin.

NAPS Academic Calendar and Intakes

At NAPS, the standard academic calendar consists of three trimesters. To give extra flexibility to meet the needs of students, Trimester Three – Summer Trimester - is optional for continuing students.

Typically, each trimester includes 13 weeks of instruction and an end of term exam week. Please see [Key Dates and Timetable](#) for detailed information.

Students are only allowed to take breaks during public holidays and nominated NAPS holidays.

B. PREPARING FOR A SUCCESSFUL START

1. Financial Planning

For international students and country/interstate students, knowing the average living costs in Sydney is an important part of your financial preparation. The exact amounts depend on many factors including your proximity to the CBD and lifestyle choices, but here is a guide to some of the costs associated with living and studying for which you should be prepared. (All costs are in Australian dollars.) All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

Also be aware that the Department of Home Affairs has financial obligations for international students. As a single student, you would need to be able to prove that you have a financial capacity of A\$20,290 per year in addition to your course fees and airfares. Additional funds are needed if you have a partner or children coming with you. See the [Department of Home Affairs, Subclass 500, Student Visas](#)

Accommodation

Do not leave it to the last minute to find a secure and comfortable place to stay during your studies. There are many options available but costs vary widely.

NAPS' proximity to Town Hall Railway Station means it is easy to reach NAPS from any areas of Sydney serviced by public transport. Put your potential address into the Trip Planner at <https://transportnsw.info/trip#/> to check your estimated travel time and distance from rail and bus routes before committing to your accommodation.

The Australian Government provides a breakdown of average Australian accommodation costs for international students at <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>. Be aware your accommodation costs may not include electricity, water, internet or furniture.

Options for a secure and comfortable accommodation include:

- Hostels and Guesthouses - \$150 to over \$300 per week,
- Shared Rental - \$50 to over \$250 per week,
- Homestay - \$230 to over \$350 per week, or
- Rental apartments (usually unfurnished)- \$300 (Burwood) to over \$500 (CBD studio) per week. (See <https://www.sydneymovingguide.com/the-cost-of-living-in-sydney/>)

Be aware that the further away from NAPS you choose to live, the higher your transport costs will be, although rents are likely to be better value. The cheapest option is usually shared housing, but learn what

you need to know to avoid potential problems before you commit. Visit Tenants NSW at <https://www.tenants.org.au/factsheet-15-share-housing>.

Consider accommodation provided by members of the Student Accommodation Association who cater specifically for students. See the wide range of options at: Student Accommodation Association (SAA) website <https://studentaccassoc.com.au/>.

Explore websites such as realestate.com.au and domain.com.au to find local share houses and apartments.

For further guidelines on finding accommodation as an international student, see <https://www.study.sydney/live/accommodation>.

Other Living Expenses

- Groceries and eating out - \$140 to \$280 per week,
- Gas, electricity - \$10 to \$50 per week,
- Mobile Phone and Internet - \$20 to \$55 per week,
- Public transport - \$15 to \$55 per week* or
- Car running costs (after purchase) - \$150 to \$260 per week,
- Entertainment - \$80 to \$150 per week, and
- Insurance – (such as compulsory overseas health cover if you are an international student).**

For more information on living on a student budget, see the Australian Government’s website [MoneySmart](https://www.moneysmart.gov.au/life-events-and-you/under-25s/studying#budget) (<https://www.moneysmart.gov.au/life-events-and-you/under-25s/studying#budget>).

**Overseas Student Health Cover (OSHC) is a government requirement. You may arrange your own or purchase a BUPA policy through NAPS Student Services. This insurance will reimburse some of your expenses for a visit to a doctor or hospital. For more details visit www.bupa.com.au or call them on 1800 812 535.

International Students having questions in relation to financial assistance should contact NAPS Student Services Office for counselling and guidance. Students may also access further information on assistance at:

- <https://www.dese.gov.au/international-education/financial-assistance-international-students>
- [NSW Government Energy Accounts Payment Assistance \(EAPA\)](#)

2. Staying in Touch

Your Address and Contact Details

It is your responsibility to provide NAPS with your latest contact details within seven days. International students risk a cancellation of their Student Visa by the Department of Home Affairs if their address is out of date.

To change your details:

- Log into your student portal with your student number and update your details, or
- Fill in a Student Request form that is available from Student Services.

3. Orientation

At NAPS, Orientation is not just a one-time event; it is a multi-stage process that is a vital part of your journey towards developing and improving your professional skills.

The first stage of the NAPS Orientation process occurs at the start of each trimester for new students so make sure you know the dates and are prepared to actively participate. The NAPS team will welcome you, answer your questions and give you all the information you need for a successful and smooth start. Attendance is compulsory and you will be required to sign off on this activity.

The orientation program will provide information about:

- support services available to assist overseas students to help you adjust to study and life in Australia;
- English language and study assistance programs;
- access to legal services;
- emergency and health services;
- NAPS' facilities and resources;
- complaints and appeals processes;
- requirements for course attendance and progress, as appropriate;
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

NAPS orientation programs will also take into account the our local context, for example life in Sydney, Australian culture and issues of adjustment to Australian life and culture. This Handbook provides written information on these issues. During Orientation week, students will receive additional materials, have the opportunity to ask questions, meet key people so that students can both listen and take away material they can refer to at a later time.

Later stages of orientation will include social and informative events organised by the Student Experience Officer. There will also be activities to help identify if there is further assistance we can give you, such as with Academic English, to help you to achieve your potential.

Throughout the year, NAPS will organise events and programs which will aim to give you essential tools for success in your degree such as learning about higher education life, living and studying in Sydney, professional culture, careers and starting your own networks.

4. Where to Find Help and Support

In Australia, the **Emergency Telephone Number for ambulance, police or the fire brigade is **000**.**

Have your address details ready. Then call NAPS Student Services Manager on 0285421753 or if it is after hours, the Emergency contact is NAPS President and CEO Professor Sam Blay on m: 0412060722.

Staff Contact Persons

Visit any of the staff at the student services desk and if they cannot help directly, they will be able to point you in the right direction. For Academic issues, you can also ask your lecturer or tutors.

There are also people on the team who deal with specific issues, so feel free to contact them directly:

Role of Responsibility	Email
Student Services Manager Any issues of NAPS and student life including enrolment, course requirements, insurance, wellbeing, admin., grievances.	student.services@naps.edu.au
Finance Manager Accounts-related inquiries.	Accounts.global@naps.edu.au
English Language Support Officer Advice on improving your performance.	academicsupport@naps.edu.au
IT and Website Services Manager Moodle, email and website questions.	lmssupport@naps.edu.au
Librarian Database and research assistance.	library@naps.edu.au
President and CEO Emergency After Hours Contact Issues that cannot be resolved by others.	president@naps.edu.au
Dean of Respective Schools Contact through Academic Office if cannot resolve an Academic grievance directly with a lecturer.	academicsupport@naps.edu.au

NAPS Student Portal

The NAPS website (<http://naps.edu.au/>) includes information for potential/future students, present students, employers, parents and details on NAPS Governance. It also has the Login link to the Student Portal.

After enrolment, you will receive an email including a username and password, allowing you to log in to the Student Portal. This is where you can keep up-to-date with your course; update your details, interact with other students and take free, optional, skills development courses at the NAPS Skills Hub.

Even without this access, you can find up-to-date general information on studying and NAPS and life as a student on the NAPS website.

Advice on using the Portal and the Website will also be provided during NAPS Orientation.

C. STUDY START-UP ESSENTIALS

1. Student Identification

Student Card

After Orientation Day, you will be advised of a collection day for your student card. You need to have it with you at all times for safety, attendance and administrative purposes, including library borrowing. You can also have credit loaded onto it for printing and photocopying services.

You must have your card with you to sit an examination for identification. If you cannot produce it, you may be asked to leave the premises.

There is a charge of \$10 for the replacement of a lost card.

Any fraud or inappropriate use of the NAPS' student identification card is serious misconduct subject to penalties and sanctions.

The student card can also be used for a discount on entertainment such as cinemas, museums, tourist sights and theatres. However, they are NOT valid on public transport in Sydney for international students. In Sydney, international students must pay the adult fare.

Student Number

Your student number is your unique identifier during your study at NAPS. It is generated at the time of enrolment into your chosen course of study. You will need to enter your student number for all NAPS examinations.

Student Email

About 48 hours after your enrolment has been accepted, you will receive your student email address with your username and password. It will be sent to the personal email address you noted on the NAPS Application Form. All official correspondence from NAPS will be sent to this email, so make sure you check it regularly.

If you do not receive this email and confirmation, please contact the NAPS IT Support at <mailto:lmssupport@naps.edu.au>

You should also note that the use of your email account needs to be ethical, legal and respectful of privacy, and the rights of others. That means do not share confidential, proprietary, offensive or potentially embarrassing information with others. See the NAPS Student Code of Conduct (<https://naps.edu.au/pages/know-your-responsibilities>) and the NAPS Privacy Policy on the website.

2. Online Access – Introducing NAPS eLearning

NAPS uses Moodle, referred to as “**NAPS eLearning**” as a learning management system to provide you with a supportive, easy-to-access and efficient learning environment. You should receive confirmation of your Moodle username and password within 48 hours once completing enrolment.

You can use Moodle to access learning resources, to collaborate with your lecturer and fellow students including participating in skills workshops, completing quizzes and submitting your assignments.

Moodle is a user- friendly platform and is accessible off-campus on PC, Mac OS, tablets and mobiles. If you have any problems, contact IT support at <mailto:lmssupport@naps.edu.au>. You can log in to Moodle on the NAPS website. (<https://elearn.naps.edu.au/>

Student Portal Access and Use

You can access Moodle either directly or via the Student Portal, both on the NAPS website under the login link. On the Portal you can also update your personal information, such as your address and contact details, and check your final results. You will need to complete your registration before you can access the Student Portal.

If you have any problems, please contact IT Support at lmssupport@naps.edu.au

Student Privacy

NAPS recognises your rights to expect that your personal information will be kept confidential and protected. NAPS is committed to ensuring compliance with State and Commonwealth privacy laws that aim to protect your personal information.

NAPS needs to collect information such as your name, address, photo and contact details when you register with us. Where practical, we will inform you of the purpose for which we require your information when we collect it. We may need to provide your information to third parties where they assist us in the delivery of products and student services and will inform you of what is happening around NAPS that may be of interest to you.

We may also collect or use this personal information from you we need it to deliver services you expect or request from us, such as enrolling you in video workshops or auditing and/or compliance programs for financial advisers or registering you for events at your request.

In some case, NAPS has a legal obligation to disclose your personal information, for example, information provided by international students to NAPS may be made available to Commonwealth and State agencies and the Fund manager of ESOS Assurance funds, pursuant to obligations under the ESOS Legislative Framework.

You can access your personal information held by NAPS by contacting the Registrar. We will provide you with access unless we are legally authorised to refuse your request. If you wish to change or remove any personal information, which is incomplete, inaccurate, or out of date, please contact the Registrar.

As the internet is often not a secure method of transmitting information, if you choose to do so, NAPS does not accept responsibility for the security of information you send to or receive from us over the Internet.

NAPS may use also your personal information for some additional purposes as set out in NAPS P003 Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent unless authorised or required to do so by law.

3. Access to Library and Extra Learning Resources

NAPS' library and information resources are structured to meet student and lecturers' needs. NAPS has a well-resourced online library providing an extensive range of online databases and resources.

All core hard copy textbooks are available in the library, as well as numerous other resources spanning recommended readings and related fields.

Training will be provided during Orientation and our librarian is available by appointment for assistance and training with information resources every trimester.

As a modern library, the NAPS library is more than a study and research venue. Additional space is available for group discussions. In addition, NAPS' city centre location means it is easy to take a break and have a coffee or tea with fellow students or members of our academic team. Virtual discussion spaces are also available through our student portal and through the discussion groups set up online via the Moodle site organised for each unit.

NAPS online library can be accessed via [NAPS eLearning](#) and has many features to assist students with various aspects of their learning.

NAPS also has computer labs, meeting rooms and other formal and informal space that may be available to students as required and to help promote a supportive learning community.

Community Library Resources

NAPS is conveniently located close to the NSW State Library which has excellent research and professional collections and other resources.

NAPS will also pay for students to take out 'Community Access' privileges at any of the university libraries situated closest to them. Forms to take advantage of this service will be made available during Orientation or from Student Services.

Unit Materials and Textbooks

Your unit outlines will list the required textbooks and recommended texts and materials. Students are encouraged to purchase the required text for each unit. Copies of key texts for each unit can be found for borrowing in the NAPS library.

Most will also be available online and for purchase via a range of sources run by the Cooperative Bookshops around Sydney. Ask the NAPS Librarian if you would like help in sourcing and/or purchasing texts and materials and in using the databases.

You can also attend workshops to improve your research and study skills. Additional support materials are available through your Unit Moodle Portal.

4. English Language, Academic and Professional Development Support

English Language Support Program

At NAPS, we provide students with a comprehensive Academic English Support Program. This program is focused on developing foundational skills and understanding of the rules and conventions that form the basis of academic work, particularly Business English.

The program includes:

- individual consultations with the NAPS English Language Coach of up to three hours per week by appointment;
- Academic English and Study Skills workshops held throughout the trimester;
- Academic English Guide (available via the online Library); and
- Access to additional free online resources to enhance academic and business English skills on the NAPS Skills Hub.

If you have any queries or would like to book a consultation with the Coach, please contact Student Services.

Online Learning Support

NAPS' provides you with extensive online learning support. A list of subject-specific and general information guides containing the best databases and resources available are accessible via the Library website. Many useful support materials can also be located within the *Study Skills and Academic English Module* on Moodle.

You should ensure you have read the relevant section of the textbook and any allocated readings before coming to class. Through Moodle, you will be able to engage in chat room discussion, collaborate during group assignments and see additional materials from your lecturer such as lecture slides, tutorial notes and relevant unit and course materials.

Early Intervention for Students at Risk

Your performance within the teaching trimester will be monitored so NAPS can offer you assistance if required to help you to successfully complete your units. You are welcome to discuss your progress with your lecturer and/or tutor or with the Student Services Manager whenever you feel any concern.

Students will be considered 'at risk' of not completing a unit satisfactorily for:

- poor performance in English language indicating assistance needed;
- not attending lectures and/or tutorials, and/or
- achieving less than 50% in assessment tasks.

Students identified as 'at risk' need to meet with a NAPS staff member to work together to design an appropriate remedial strategy including access to appropriate support services.

5. NAPS Skills Hub

The NAPS Skills Hub is the gateway to online tutorials, collaborative learning and other up-to-date, useful information to help you develop additional technological and 'soft' skills to give you a head-start in the workplace. These online courses do not earn any credit points, but they are free and look impressive in your resume and Student e-Portfolio.

The Hub is organised into four categories:

- Business Degree Skills,
- Learning Skills,
- Technological Skills, and
- Resources for NAPS Teachers.

The Hub will also have a special focus on e-Leadership, preparing students for the role of technology in enabling transformational change and coping with disruption in traditional models of employment, in institutions and in society itself.

The NAPS Skills Hub is one of the features that facilitates a professional culture and community of scholarship and professional excellence at the Academy, to enrich the learning experience for both students and NAPS' staff.

Categories within the Skills Hub

The **Business Degree Skills** includes online learning modules or courses that are extra to the material available as part of the units on the Moodle site. These online courses are optional and aim to assist students to develop leadership, communication and other skills useful for their careers in business.

Modules will be added and developed according to student demand for resources such as:

- database of targeted business study resources;
- self-paced online skills modules in business areas such as leadership and project management; and
- career information including trends in related professions, job opportunities; interviewing skills and resume preparation.

The **Learning Skills** section of the Hub will provide learning modules on areas such as Academic English proficiency, Academic Integrity, Writing Skills and time management.

The **Technology Skills** section of the Hub will provide tutorials on essential technology skills such as Word, PowerPoint, Adobe, Excel, Meeting and Collaboration tools and the optional development of an ePortfolio.

The **Resources for NAPS Teachers** section will support NAPS' lecturers in their professional and on-going skills development, providing information including research trends and best practice adult education teaching methods.

6. NAPS Facilities and Equipment

Across all four campuses, NAPS administration and Student Services are centrally located to support students with academic and administrative needs.

Each campus is equipped with lecture rooms and computer labs featuring extensive computing facilities to support learning and practical training.

Students also have access to dedicated common areas and lounge spaces designed for relaxation, collaboration, and informal study.

In addition, all campuses are situated in convenient urban locations with a wide range of nearby cafes, restaurants, and food outlets, providing students with easy access to dining options throughout the day.

Other NAPS facilities include:

- additional computers outside of the labs for student study;
- free WIFI on campus so that students can access our system through their own computer or their mobile phones;
- 24/7 Online Tech Support – live on weekdays (8am to 6pm) then online technical support is available to students after hours;
- formal and informal study space areas where students may pursue independent study and prepare for classes;
- adequate acoustics, ventilation and lighting, and
- regularly-cleaned, separate male and female toilet facilities.

In the event of a planned relocation of NAPS, we will notify TEQSA for approval, and subsequently give all students at least one calendar month notice of the relocation. This notification will provide details of our new address, a map of how to get there with other details relevant to the relocation and student studies during this transition period.

D. STUDENT SUPPORT AND WELLBEING

1. NAPS Student Support Services

The NAPS student support team have access to resources that can help you in the transition to life and study in a new environment.

NAPS staff are available and trained to support you to adjust to studying and living in Sydney. We aim to partner with you to achieve your learning goals and to equip you for progress towards meeting all the learning outcomes of your chosen units. Particularly for international students, there is advice on services, culture, expectations and the provision of a culturally-appropriate orientation program.

Do not hesitate to contact the Student Services team for help if you feel you are at risk of not meeting your course requirements or maintaining your attendance.

Staff are also able to help you if you encounter difficulty or danger and need support or advice in all areas. Your safety is of importance to all of us. NAPS staff are available to support and help you.

Contact the Student Services team or see our website for updated information about:

- Student Life <http://naps.edu.au/pages/student-life>,
- Student Wellbeing <http://naps.edu.au/pages/safety-and-wellbeing>
- Your Rights as a student, including information on legal rights in Australia, <http://naps.edu.au/pages/know-your-rights>;
- complaints and appeals processes <http://naps.edu.au/pages/complaints-and-appeals>,
- student visa conditions relating to course progress and/or attendance <http://naps.edu.au/pages/know-your-responsibilities>; and
- English Language requirements and support <http://naps.edu.au/pages/english-language-support>.
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman. <https://www.fairwork.gov.au/sites/default/files/migration/712/an-employees-guide-to-resolving-workplace-issues.pdf> ; <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations>

An important aspect of student health and well-being involves dealing with issues and critical incidents which may have a significant impact upon students and success in their studies. NAPS has a Critical Incident Policy together with procedures that cover the action to be taken in the event of a serious incident, the required follow-up to the incident, and the records of the incident and action taken.

The National code 2018 defines Critical Incident as a “traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This does not include serious academic misconduct. Critical Incidents include, but are not limited to the following: death from any cause (including suicide) of a student, colleague, classmate or teacher;

- missing students
- natural disasters;
- severe verbal or psychological aggression
- violence, threats or other abuse;
- Issues such as domestic violence, physical, sexual harassment, assault or other abuse
- serious injury;
- robbery with violence;
- terrorist attacks including bomb threats;
- hostage situation;
- high-publicity violent crimes;
- involvement in a negative incident which includes the presence of mainstream media; and
- incidents as per above in which NAPS staff and/or students are involved which occur off campus.
- Other non-life threatening events

NAPS ensures that the staff members who interact directly with students are aware of the obligations of NAPS under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through staff orientations, inclusion in Staff meetings and NAPS policies.

2. Student Engagement and Representation at NAPS

Student participation is essential to both your individual success and the creation of our vibrant learning community. Much of your success begins with simply showing up, ready to get involved.

Your participation and engagement is a key element in our programs and in your successful learning. NAPS aims for a student-centred culture where NAPS staff will get to know our students and students will feel free to ask questions, practice their skills and develop their talents to the full. We encourage feedback on our services, our policies and programs to ensure that they meet your needs and interests and that you have opportunities to get involved.

Student engagement includes:

- attending all classes and ensuring you are prepared to participate fully and enthusiastically;
- joining student organisations and social groups at NAPS;
- students taking the initiative to create a new organisation that meets students' interests;
- being nominated or self-nominating as the student representative on NAPS' boards or committees;
- participating in professional programs, such as the CPA Student Ambassador Program; and

- helping to organise social activities or volunteer work. This will help to build your networks and skills as well as further develop the positive NAPS community spirit.

NAPS student representation arrangements have been established in accordance with the National Student Representation Protocols.

Student Representation Opportunities

NAPS is keen for students to have a voice in shaping policies that impact on their studies and to play a key role in campus life and activities.

There is one elected domestic student and one international student representative on the:

- NAPS Academic Board,
- Student Experience Committee, and
- Teaching and Learning Committee.

The NAPS Students' Representative Council (SRC)

The NAPS SRC is the 'voice' of NAPS students and your main representative group. It is comprised of and managed by a Student Executive Committee with the support of NAPS staff. The SRC reviews student needs and priorities with a student perspective and engages with NAPS administration on improving services for students. It coordinates social and academic events for students and provides an important foundation for networking. It is open to all students.

The NAPS Professionals in Business Society

The NAPS Professionals in Business Society is a student-driven initiative which will provide students with a forum to discuss their business, accounting, management, finance, marketing and related professional issues. It is a forum to explore career opportunities, organise networking events and engage with NAPS academics, government and industry. For expressions of interest, please speak to the Student Services team.

Students are also encouraged to take the initiative to create new organisations that meet students' needs and interests, such as the International Students Society, the Society for Promotion of Entrepreneurship and an eLeadership Society. Contact Student Services if you would like help to form such a group.

For further information on the work of the Academic Board, Teaching and Learning Committee and the SRC, or any of the student groups, contact NAPS Students Services.

Social Activities

NAPS offers students a wide range of events and social activities to enhance the student experience. These include events covering cultural events and exchanges, sightseeing, and social activities throughout the year. Information on social activities will be on the noticeboard and sent to students via Moodle announcements. The Student Services Officer welcomes your suggested events and feedback. Also keep an eye on our website in News: <http://naps.edu.au/news>

Sydney is a thriving city with many activities for locals and visitors. Choose an event and our Student Experience Officer can help you get a group together. For a sample of the sort of social opportunities available, search on 'Sydney things to do' and discover useful guides such as:

<https://www.sydney.com/things-to-do>

<https://www.eventbrite.com/d/australia--sydney/events/>

<https://www.yha.com.au/travel-and-tours/traveller-stories/101-free-things-to-do-in-sydney/>

<http://www.study.sydney/news-and-stories/events>

3. Safety, Health and Wellbeing

NAPS staff are here to help maintain a safe, healthy, professional and friendly study and work environment. Therefore, NAPS takes a zero-tolerance approach to any form of violent or inappropriate behaviour, including sexual harassment or assault.

Make sure your behaviour is mutually professional and respectful by:

- Keeping a professional distance (in Australia that is 30cm apart);
- Not showing affection in public (and if in private, ensure you have verbal permission first);
- Not handling another person's personal belongings without their permission; and
- Resolving conflicts through calm discussion.

Ask the Student Services Manager if you would like them to act as a mediator for a dispute.

Talk to the Student Services Manager or the Student Experience Officer for more information on culturally appropriate behaviour in different contexts.

If you feel someone is behaving inappropriately towards you, speak with your lecturer or to the Student Services Manager to devise an action plan. The privacy of both parties will be respected.

Any criminal offence will be reported to the police.

Do not hesitate to ask Student Services or your lecturer for help sorting out any issues which are preventing you achieving your potential or for help to contact external welfare-related support services. Many services are available at no additional cost to the student. NAPS does not charge for evaluation and referrals.

NAPS staff can help you to find assistance from online resources, workshops and professional bodies. Details of local legal, medical and emergency support services are provided on the notice board at NAPS reception on level 4.

External Help Lines

If it is after hours or you prefer telephone support:

For Physical Health concerns: Healthdirect: 1800 022 222; free 24/7 advice from a registered nurse who will advise if you should see a GP, manage the condition at home or go to a hospital emergency department.

For Mental Health concerns: NSW Mental Health Line: 1800 011 511 – staffed 24/7 by mental health professionals who can assess the urgency of your issue and direct you to appropriate local help.

Free crisis counselling: Lifeline counsellors on 13 11 14 or visit <https://www.lifeline.org.au/>.

Sexual Assault: Medical advice and Crisis Counselling at Eastern and Central Sexual Assault Services: 02 9515 9040, After hours 02 9515-611.

Suicide Call Back Service 1300 659 467 or online chat at <https://www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling/>

Alcohol and Drug Information Service (ADIS) NSW 1800 250 015

Other Free External Resources

Mental Health or advice on assisting someone with issues:

- Beyond Blue: <https://www.beyondblue.org.au/>
- The Black Dog Institute: <http://www.blackdoginstitute.org.au/>
- ReachOut: <http://au.reachout.com/>
- MindSpot: <https://mindspot.org.au/> - online assessment and treatment for stress, anxiety and depression.

Victims of Crime/Legal Issues:

- NSW Justice: Approved Counselling Service (ACS) for Victims of Violent Crime: <https://www.facs.nsw.gov.au/families/legal/victims-of-violent-crimes/victim-services>
- NSW Rape Crisis Centre: 98196565 or 1800 424 017
- Crime Stoppers – for witnesses of a crime: 1800 333 000
- LawAccess NSW – free advice: 1300 888 529, www.lawaccess.nsw.gov.au
- Redfern Legal Service -free legal advice. <https://rlc.org.au/our-services/international-students>
- International Student Legal Service NSW, [\(02\) 9698 7645](tel:0296987645) or use their [online form](#).

Other:

- the Credit and Debt Hotline, a telephone counselling referral and support financial counselling service. Ph: 1800 007 007 Monday–Friday 9.30 am to 4.30 pm.
- Alcohol and Drug Counselling: 9799 1199

Safety

Campus and workplace safety are discussed below in section J, NAPS' Responsibilities. Specific safety contexts are also addressed by various policies, including for example, cyber safety, safety from sexual assault, bullying, harassment or discrimination, etc. NAPS Critical Incident Policy and Procedure provides general guidance on reporting and addressing such issues.

Regarding the wider community, while Sydney is generally safe, as in any large city, it is important to be aware of potential dangers and risks whilst travelling around Sydney city. For example, try to wait for public transport near other people and stay in well-lit areas at night. Walk with a friend or stay with a crowd and avoid empty train carriages late at night. Be aware of the location of the Emergency Help Points at train stations. More than 750 have been installed on the Sydney Trains and NSW TrainLink Intercity and regional networks, with at least one at each station. Be as aware of your surroundings as possible, which means remove those headphones and ask for help if you feel unsafe. People who feel threatened or unsafe during a date or social situation in a Sydney CBD bar, can now ask a bartender for 'Angela' and the bartender will discretely call for help.

For more personal safety tips and crime prevention, visit the safety page of City of Sydney via: www.cityofsydney.nsw.gov.au/community/safety/crime-prevention/what-you-can-do. Multi-languages are available. These safety tips cover household safety, car security, personal safety and fire safety.

For a list of important contacts and guidance about safety in our community see: <https://www.study.sydney/live/safety>

Health

If you are unwell before arriving on campus, attend a medical practice close to your home. If you become unwell while on campus, there are several Medical Centres nearby, including:

- **Sydney CBD Medical Centre & Skin Cancer Clinic**, 242 Castlereagh St (02) 9268 0133 Open until 6:00 pm.
- **World Square CBD Medical Centre**, World Square, 644 George Street, Shop 9.09c World Square Shopping Centre · (02) 9777 0024, Open until 7:00 pm.
- **Hyde Park Medical Centre - Sydney CBD**, 175 Liverpool St · (02) 9283 1234, Open until 7:00 pm.

If you are ill while on campus, please do not leave NAPS without informing your teacher or the Student Services Manager.

In the case of serious illness or injury occurring on campus, please report to the Student Services Manager. First Aid is available from Student Services.

Counselling

Remember that study and life as a student in Sydney can be stressful, but you are not alone. All members of the NAPS team are willing to offer guidance and support if you let them know you would like their help. Our Student Service Manager and the academic and administrative teams have an open-door policy and are willing to talk to you about any matters you may be facing.

Student welfare/services staff can assist students with issues including but not limited to:

- any personal or cultural stressful circumstances as many of these can interfering with your studies;
- advice on selecting units or changing courses;
- improving your decision-making or interpersonal skills or developing better study habits;
- dealing with incidents of harassment or discrimination,
- improving your attendance,
- fixing administrative problems or submitting complaints,
- advice on careers and academic direction, and
- finding resources or extra guidance on mental health and life coaching.

Individual assistance is available for students in need of specialised counselling. As well as the contacts provided above, there is also a regularly updated list of support services on the notice board and on the NAPS website under Safety and Wellbeing (<http://naps.edu.au/pages/safety-and-wellbeing>)

4. Cyber Safety

NAPS has a high- quality firewall and virus protection in place to protect you and your personal information while using the Internet. However, you also need to be wary and take action to avoid identity theft. This means not sharing personal information such as passwords, tax file numbers, contact details and any kind of information that you would reasonably not want in somebody else’s hands.

NAPS does not accept any responsibility for the misuse of your personal information that you may provide to an unauthorised party that is not connected to NAPS while using your student email and facilities. NAPS also does not accept responsibility if you visit a website that is clearly dangerous from your personal system and effectively pass on viruses or malware to your peers.

Spam and Phishing Emails

Spam is unsolicited bulk distribution email. Spam emails may be simply commercial advertising but even then, are often for dubious or illegal products or get-rich-quick schemes.

They can also be ‘phishing’ for your personal information. Phishing is when cyber-criminals use fake emails that look legitimate usually to try to trick you into visiting fake websites created to look like the original. Eg fake Facebook login page. The goal is to get users to provide sensitive information such as credit card numbers, account numbers, passwords and usernames.

Spam can also be used to spread malware which is malicious software that installs programs without your knowledge so can ‘hijack’ your computer to steal your personal information and spread the virus to your contacts.

Defensive Tactics

To avoid these problems, never follow a link that looks suspicious. Instead, use a search engine and type in the company’s name, then use the link from your search engine to go to the correct site. Turn on the tool in your browser to alert you if a website you are about to click on, or just clicked on, is safe or malicious.

If you're not expecting an email, always be alert to a fake before clicking on any links or opening any attachments. Warning signs of an online scam include:

- a generic rather than a personal greeting;
- the email is announcing that you have won a prize or contest for which you don’t recall signing up;
- names of organisations that don't exist;
- poorer quality presentation including grammar and spelling errors;
- overly official or forced language; and/or
- it asks you to pay something with a gift card.

As well as being wary of not falling victim to a scam, NAPS students should also be careful not to be involved in the creation of phishing emails or any form of hacking. NAPS SS019 Student Code of Conduct 4.8 also applies online: “NAPS students are required to refraining from any fraudulent or corrupt activity”. Students also need to keep Australia’s privacy and discrimination laws which also apply online.

Website Dangers

You may also hit websites with harmful programs or viruses that may damage your computer or steal your personal information while you are browsing the web.

NAPS recommends that you ensure that your operating system, web browser, security software, browser plugins (like Java or Adobe products) and other applications are up-to-date. This will also help to make sure that you do not lose any important assignments and work.

Actions for Safe Browsing

Make smart choices to help you browse the web safely:

- avoid websites that are threatening, harmful or contain adult content;
- avoid/or double check websites that ask for your personal information; and
- think twice before you click on a link to download or save a file.

For more information including examples and how to avoid scams, see ScamWatch: <https://www.scamwatch.gov.au/get-help/protect-yourself-from-scams#how-to-spot-a-fake>

For advice from the Australian Government on how to protect yourself online see Stay Smart Online: <https://www.staysmartonline.gov.au/>

If you need any assistance or further information regarding cyber-matters, please visit NAPS IT staff.

Cyberbullying

Cyberbullying is when a person uses the Internet to threaten, intimidate, harass or ridicule others.

If you think you are the victim of cyberbullying, NAPS encourages you to report such behaviour so that we may respond appropriately. Please talk to our Student Services Manager and if possible, bring evidence of the alleged conduct to help with investigations.

If a student is found to have engaged in cyberbullying, NAPS will take action as a breach of SS019 Student Code of Conduct. Under the Code 4.3 Ethical Standards: “Students are expected at all times to observe standards of respect, equity, and cultural sensitivity”. Under 4.4 Mutual Respect, students are expected to: be courteous and respectful in all relationships with others; respect the personal space and privacy of others and refrain from participation in any form of unlawful discrimination or harassment, including sexual harassment, whether direct or indirect, in the physical world or in cyberspace.

If you witness cyberbullying, please help NAPS to promote a safe online environment for its students and staff by assisting the victim where possible.

5. Legal Rights – All Students

It is a good idea to take the time to understand the legal rights available to everyone living in Australia.

Consumer Protection

Every person has the right to be protected from unfair business practices. This includes challenging issues such as renting and bond issues with the landlord, mobile phone plans and purchasing goods, which all legally need to be fit for purpose.

You can contact *NSW Fair Trading*, a state government agency, for free advice on avoiding unfair business practices or what to do if you feel you may have been ripped off. It aims to resolve disputes between consumers and businesses on issues such as shopping, refunds, renting, cars, buying and selling the property, home building, product safety, scams and more. *NSW Fair Trading* provides many tips for consumers online including how to complain draft letters and a free smart app. (www.fairtrading.nsw.gov.au/ftw/Youth/International_students.page)

Workplace Rights and Responsibilities

It is also very important to understand your rights at work if you do decide to work during your studies. Before you look for a job, make sure your visa allows you to work in Australia. Contact the *Department of Home Affairs* on 13 18 81 or visit [their website](#) if you have any questions.

If you are working, you will also need a Tax File Number. To organise this, call the Australian Taxation Office on 13 28 61 or visit www.ato.gov.au. You need to give your employer your tax file number so you do not pay the highest rate of tax. Please keep your Tax File Number private and secure to prevent identity theft.

There are basic rights that apply to all workers in Australia, but sometimes you need to show that you are aware of them. You are entitled to minimum pay and conditions for any job, even if you are only working for a short time so take the time to find out about your entitlements. Your minimum pay and conditions can come from an award, agreement or contract. These are legal documents that say what your employer is required to do and what you are required to do as an employee.

Australia has a Fair Work Ombudsman who provides advice to help workers understand their workplace rights and responsibilities. See www.fairwork.gov.au/employment/international-students/Pages/default.aspx. Multi languages assistance is available.

6. Scholarships and Awards

New and current students are eligible for awards and scholarships, designed to reward academic excellence and community involvement. Terms and conditions apply to all scholarships and awards.

Scholarships

NAPS has two scholarships available each year that cover 100 per cent of tuition fees, full-time for up to three years. It does not cover accommodation or living expenses. New and current students are eligible to apply. Applicants must meet our course admission requirements to be eligible.

Students who can show academic excellence, active community involvement and financial need will have an advantage. Students with an Aboriginal and Torres Strait Islander background and students from economically disadvantaged backgrounds are particularly encouraged to apply.

To apply, complete a NAPS general application form (for new students) and a Scholarship Application Form with required documentation. This needs to include a personal reference.

These need to be submitted to the President's office by October 1 of the year before tuition is due to commence. Applications and inquiries to samblay@naps.edu.au

The final candidates will be selected by the NAPS Board of Directors and Council and notified by December 1 each year. They will be congratulated and profiled on the NAPS website and through a NAPS media announcement.

Download [SS021F Scholarship Application Form](#) from the NAPS website Future Students/Scholarships (<http://naps.edu.au/pages/scholarships>) or ask at Student Services.

NAPS Awards Ceremony

NAPS Awards ceremonies aim to recognise those students who have consistently excelled in their studies. There are various prizes that may be awarded including:

- prizes awarded to students who have achieved the highest results in individual units;
- students who have represented NAPS' in competitions against other higher education institutions and students; and
- students who have achieved the overall best academic results and those who have excelled at leadership in our learning community.

Book Prizes

Key academic publishers in addition to other groups such as professional bodies, corporate partners, businesses and other organisations, will be invited to provide vouchers for book prizes to top-performing students. These will be presented at the Awards Ceremony.

E. CAREER SUPPORT AND CONNECTIONS SERVICES

1. Professional Accreditation

NAPS students can choose units within their Bachelor of Business (Accounting) which will help them achieve registration with professional organisations subject to their relevant regulations and exemption rules. Some further study may be required. Applications have been made to these organisations: [CPA](#), [CAANZ](#), [CIMA](#) and [IPA](#). For the latest information see our website, School of Business/Professional Accreditation (<http://naps.edu.au/pages/cpa-australia-network>)

2. Professional Development Opportunities

NAPS Career Development Office

NAPS focuses on helping you to develop the skills and knowledge that employers need. We also aim to help you find ways to showcase those skills and develop your career plans and experience, with particular emphasis on final year students. NAPS career development services include workshops, special presentations, study tours to relevant organisations, guidance from professional bodies and employment skills learning. We also have an online ‘**Skills Hub**’ through which students are able to access, develop and enhance their technology, personal, business and other ‘soft’ skills through free online courses to help ensure that they are as career-ready as possible.

Also remember to join the NAPS Alumni Association to maintain your networks after graduation. For further information, please contact the Student Experience and Career Development Officer.

For the latest Career-development and Alumni events see NAPS News on the website (<http://naps.edu.au/news>). For free online career-readiness courses, see Present Students/Skills Hub (<http://naps.edu.au/pages/naps-skills-hub>).

Student Societies

NAPS has a Students Representative Council (SRC) which is the main body that represents students. It reviews student needs and priorities with a student perspective and engages with NAPS administration on improving services for students. It coordinates social and academic events for students and provides an important foundation for networking.

NAPS also aims to establish a thriving NAPS Student Professionals in Business Society. This will be a student-driven initiative which will provide students with a forum to discuss their business-related career opportunities in areas such as accounting, management, finance and marketing, a forum in which to organise networking events and engage with NAPS academic staff, government and industry. Elections will be in the first trimester. For expressions of interest please speak to the Student Experience Officer. For more details see the NAPS website Present Students/Careers (<http://naps.edu.au/pages/careers>)

CPA Australia Network

Having an edge is very important for getting noticed in the world of business. NAPS recommends all our students join CPA Australia, because it will help you to gain that edge by boosting your connections, your skills, your employment prospects and your industry knowledge. CPA Australia is one of the world's largest accounting bodies with a global membership of more than 163,750 members (as at 31 December 2017) working in 125 countries and regions around the world. The CPA designation is a mark of high professional competence representing expert business knowledge. Join at: <https://www.cpaaustralia.com.au/become-a-cpa/network>

Once your application is approved you will be connected to all CPA Australia students and graduates, and ready to join the world of success in business.

Attend CPA International Student Forums

CPA International Student Forums feature events and speakers and explain how CPA Australia can support you throughout your career in Australia and globally. See their website (<https://www.cpaaustralia.com.au/become-a-cpa/network/international-student-forum>)

CPA Ambassadors Program

NAPS encourages all our business students to apply to join the Certified Practising Accountants (CPA) Australia Student Ambassadors Program. (<https://www.cpaaustralia.com.au/become-a-cpa/network/ambassadors>). This program run by CPA Australia is designed to empower students to take the next step in their career. The benefits of being selected as a CPA Student Ambassador include access to professional resources, exclusive networking events and the opportunity to develop your leadership skills. It looks great on your e-portfolio and LinkedIn profile. If you are interested in this program, please contact the Student Experience Officer.

Chartered Accountants Australia New Zealand

Students seeking to learn more about this important Accounting Professional body should contact: <https://www.charteredaccountantsanz.com/learning-and-events>

Careers Markets

NAPS will organise careers market days to help students learn more about potential career pathways, meet potential employers and develop their contacts and job-seeking skills.

Career Pathways for Business Graduates

As a high percentage of tomorrow's jobs are not even created yet, a business degree with its multi-disciplinary perspectives offers the background, skills and flexibility that will serve you well in a wide range of potential careers.

Careers for business graduates include:

- accounting
- advertising
- banking, investment

- financial services
- general management
- HR/personnel
- management
- management consultancy
- marketing
- public relations
- retail management
- sales and marketing.
- insurance
- business analyst
- product manager
- project manager
- risk manager
- financial journalist

The career potential of a business degree is also shown by the fact that the majority of jobs held by graduates in any given year are related to business. This is one reason why business schools in universities around the world are among the largest. It is also why those without a business degree often decide to come back to university to pursue an MBA, which in effect is a business degree for those who have worked for a period and discovered that they need to learn more in-depth business skills if they are to get ahead.

F. LEARNING AND ASSESSMENT

1. Teaching Methods

Teaching methods depend on the course of study and typically include lectures, tutorials, online discussion forums, debates and creative group work projects such as role plays. Teachers use PowerPoint or similar slides you can access through your Moodle account. There is also significant online learning support to assist with the teaching program and a list of subject-specific and general information guides containing the databases and resources available via the Library website.

Experiential Learning

NAPS academics focus on including experiential learning where relevant and practical in the classroom. This means that they will explore case studies, give you 'learning by doing' activities in the classroom and take the class on excursions to different employment and other relevant settings and events. NAPS will organise speakers from relevant professions and other career development opportunities. See section E. Career Support and Connections Services. NAPS approach to Experiential Learning does not currently include external placements.

2. Education Support and Tutorials

Our academics and support staff want you to do well in your study, so we offer education support strategies such as:

- demonstrating procedures;
- providing opportunities for 'hands-on' experience and practice;
- individual in-class support and advice to students;
- academics dedicated to a high level of student engagement;
- provision of a Moodle Support page for each Unit;
- additional free online tutorials to help develop important 'soft skills', technology skills and career-development skills via our NAPS Skills Hub;
- you can book extra tutoring – ask Student Services about tutorial bookings or email your Lecturer or Tutors directly to organise your tutorial time at no extra cost.

3. Assessment

Assessment tasks are designed to measure student progress in achieving course and unit learning outcomes. NAPS' commitment to high-quality student learning means we use multiple forms of assessment - no unit is based 100% on examination.

Assessments are marked by appropriately qualified assessors, with grades applied consistently in accordance with a standard Grading Criteria and explained to students through the provision of a rubric for each task.

Details of assessment tasks for each unit are available in individual unit outlines provided at the beginning of the trimester.

The unit outlines tell you what each assessment is worth, the due dates and the learning outcomes expected including rubrics showing the marking criteria. There is a one-week exam period in the middle and one week at the end of each trimester.

The final mark that a student receives in a unit will be determined by the lecturer and examiner of each unit and will take into account all aspects of internal and final assessment.

Constructive and timely feedback will be provided to students on their assessments and may take several forms. Assessment feedback is intended to help students understand strengths and weaknesses in their academic performance and to assist the improvement of their learning and progress towards achieving specified learning outcomes.

Student Responsibilities - Assessments

It is your responsibility as a student to ensure that you:

- have all relevant documentation for the unit;
- read and understand your unit outline, especially all the assessment;
- present Assessment tasks appropriately or re-submit the task if requested to do so;
- submit all assessment tasks on time unless you arranged a formal extension from the unit coordinator before the submission date; and
- if you have a valid reason for missing a deadline, apply to the unit coordinator for a deferred assessment or alternative assessment task within five days and provide documentary evidence.

For more information on assessment, please refer to NAPS A004 Assessment Policy, available on our website: Present Students/Student Policies (<http://naps.edu.au/pages/student-policies>).

Student Responsibilities - Examinations

Professional responsibility begins with showing up. Students have a responsibility to make themselves available during the weeks scheduled for an examination, as well as for any other examinations scheduled in a particular unit outline.

Be aware that NAPS will require independently verified evidence before accepting any explanation for you not being available to sit for an examination. Issues that can be rectified before the examination date, such as plans to go on a holiday or return home for a visit, will not be accepted as an excuse for missing a scheduled exam.

Be on time for examinations. Any student arriving within the first 45 minutes of the exam will be allowed to sit for the exam, however, late arrival will not result in the student receiving any additional time. Students will not be permitted to enter the examination room 45 minutes after the start of the examination.

It is not appropriate to argue with the supervisor during an examination. If you have an objection to a supervisor's decision, you can file a written complaint with the relevant Dean's office AFTER the examination.

For more information, see A005 Examinations Policy and Procedures available on our website at Present Students/Student Policies (<http://naps.edu.au/pages/student-policies>).

Special Consideration

A student who has been prevented through illness or other unavoidable and/or unforeseen circumstances from satisfying the normal assessment requirements for a unit may apply for special consideration of his/her assessment. If granted, a supplementary assessment usually in the form of a supplementary examination will be required.

Normally a student can take only one supplementary assessment in a unit each trimester unless there are documented, exceptional circumstances. See section G. Students' Responsibilities 4. Compassionate or Exceptional Circumstances, in this Handbook.

To apply, complete NAPS A004F Special Consideration Application Form, available from student services or on the website at Present Students/Student Forms (<http://naps.edu.au/pages/useful-forms-for-naps-students>).

For details on how to appeal, see section J. Complaints and Appeals in this Handbook, or visit our website About Us/Complaints and Appeals (<http://naps.edu.au/pages/complaints-and-appeals>) or see NAPS SS001 Student Grievance and Academic Appeals Policy and Procedure, available on our website Present Students/Student Policies (<http://naps.edu.au/pages/student-policies>).

The Grading System

Marks and grades awarded to students are to be based solely on merit in relation to prescribed academic standards. Each assessment will be given a numerical mark or grade. The unit coordinator and the President or their nominee are jointly responsible for the accuracy of the uploaded final unit marks and grades.

Students are assessed for each unit on the following basis:

Grade / Mark	Description
High Distinction 85% -- 100% 8.5-10/10	An outstanding level of achievement. The student has an extensive knowledge and understanding of the unit material and unit objectives beyond the normal expectations of the course. This constitutes a very high level of competence.
Distinction 75% -- 84% 7.5-8	A high level of achievement. The student exhibits a comprehensive understanding of the unit content and unit objectives and can readily apply this knowledge. This constitutes a high level of competence.
Credit 65% -- 74% 6.5-7/10	A substantial level of achievement. The student has a thorough knowledge and understanding of the unit content and unit objectives and is competent in the processes and skills of the course. This constitutes a reasonable level of competence.
Pass 50% -- 64% 5-6/10	Satisfactory achievement. The student has demonstrated an acceptable level of knowledge and understanding of the unit content and unit objectives and has achieved a basic level of competence in the processes, skills and knowledge of this unit. This constitutes an adequate level of competence.
Fail 0 – 49% 0-4.5/10	Unsatisfactory achievement in the unit. The student has limited knowledge and understanding of the unit content and unit objectives and has not been able to demonstrate a satisfactory level of competence and skill in the unit content.

Assessment Methods

Assessment methods may include, but are not limited to:

- Examinations
- Debates
- Role Plays
- Case Studies
- Class Participation
- Checklists
- Posters
- Concept Maps
- Writing Grant or Project Proposals.

Sample rubrics for the above activities are also available in A004 Assessment Policy.

Unit Reassessment Fees

A student who fails a unit may wish to apply for reassessment in the unit. The fee for reassessment is \$150 per unit reassessed. Any plagiarism on assessments will result in a \$250 fee for reassessment per unit.

For more information see NAPS A004 Assessment Policy, available on the website Student Policies (<http://naps.edu.au/pages/student-policies>).

Application for Supplementary Examination

If you are eligible and wish to apply for a supplementary exam, you need to complete NAPS A004F Special Consideration Application Form, available from Student Services or on the website at Present Students/Student Forms (<http://naps.edu.au/pages/useful-forms-for-naps-students>).

If you are unable to sit an exam because of serious illness or other extraordinary circumstance, then you need to lodge your application within five (5) working days from the exam date. It must be supported by appropriate evidence.

Students who score between 45% and 49% on an examination and have passed all other assessments in a unit will receive notification of their eligibility for a Supplementary Examination. They need to complete A004F Special Consideration Application Form within five (5) working days of receiving their eligibility notice. NAPS Student Services will publish a schedule of Supplementary Examinations.

Students receiving the benefit of the Supplementary Examination will incur a fee of \$150 to cover administrative costs and processing. Only students due to graduate at the end of that term can apply to sit more than one supplementary exam in the same trimester.

For more information see NAPS A005 Examinations Policy and Procedures, available on the website Student Policies (<http://naps.edu.au/pages/student-policies>).

Re-marking of an Examination Paper

While examinations are moderated as part of NAPS assessment guidelines, a student who fails an examination may request a review of the examination paper and re-mark. The grade will be changed only if an error (eg miscalculation or failure to add marks) is found. However, matters of academic judgment will not be sufficient grounds.

For more information see NAPS A005 Examinations Policy and Procedures, available on the website Student Policies (<http://naps.edu.au/pages/student-policies>).

4. Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency for a particular unit, you can request Recognition of Prior Learning (RPL). It does not matter whether you acquired your skills and knowledge through informal learning, work experience, another institution and/or life experiences.

RPL grants you credit towards or for admission into a program. You may wish to discuss your situation with the Admissions team to confirm you are eligible for RPL before you go ahead with your evidence collection. You will need to collect your evidence which shows your competence and is valid (as described in the unit of competency), sufficient (enough), current (less than five years old) and authentic (your own work).

Prospective students who wish to apply for RPL must indicate this intent on the Student Application Form and also complete the Recognition of Prior Learning Form, available on NAPS website, Present Students/Student Forms (<http://naps.edu.au/pages/useful-forms-for-naps-students>).

These forms must then be submitted to the Admissions Office with the relevant supporting documents. Ask the Admissions team for help if you have any questions. In the case of an applicant who seeks RPL for a course or unit completed at NAPS, extra copies of supporting documents already on our records are not required.

Where a student applies for RPL as part of their admission they will be informed of the results of their RPL application in the Offer Letter and advised of any adjustment of fees accordingly. In cases where the RPL comes later in a course, the student will be informed prior to enrolment in the trimester. A student's Records of Results documentation will show credit granted through RPL. If the documentation provided by the applicant is incomplete, misleading, false or invalid, NAPS reserves the right to withdraw any RPL credit granted.

Where RPL is granted before the issue of a student visa via the National Academy for Professional Studies, the net course duration (as reduced by RPL) will be indicated on the CoE (Confirmation of Enrolment) issued for that student. Where RPL is granted after the student visa is granted, the resulting change of course duration will be notified via PRISMS and via email.

For more details, see the NAPS SS016 Recognition of Prior Learning (RPL) Policy, available on the website, Present Students/Student Policies. (<http://naps.edu.au/pages/student-policies>)

5. Credit Transfer (CT) Advanced Standing

NAPS recognises relevant AQF qualifications and/or Statements of Attainment issued by any other higher education institution.

NAPS' Registrar is required to verify the authenticity of such documents as required and determine the currency of the prior learning, its relevance to the particular unit and its sufficiency.

We usually assess credit transfer requests at the application stage as this will affect the study load and the letter of offer to the student. The resulting change of course duration will be notified via PRISMS.

G. COURSE INFORMATION

1. Course Variations, Suspension, Deferment, and Cancellation

If you wish to change courses, a Change of Course Form is available at Student Services. Course variations made after the first week of trimester are subject to an administration fee of \$150. Ask the NAPS Admissions officer if you have any questions regarding this.

Timetables and room allocations are set in advance, but may change each trimester. New students will be able to access their timetable on the student portal during Orientation week. Continuing students' timetables and results will be available before the start of each trimester on the Student Portal on Moodle. Sometimes there will be unavoidable last-minute changes, so please log in to the Student Portal and check your timetable before classes begin.

Other enquiries related to withdrawal/cancellation, deferment and change of timetable may be discussed with Student Services.

2. Withdrawals and Transfers

If you are on an international student visa and have been studying for less than six months, then special rules apply if you wish to change to another Australian institution.

To do so, you will need to be able to prove that you have a compelling or compassionate reason for wanting to transfer. Such reasons could be that the provider has failed to deliver what they or your Agent promised you in writing. You may have a medical or personal circumstance that means your educational needs have changed.

You need to be able to explain how changing institutions will be beneficial for your studies, as well as meeting other requirements including getting permission from your current institution.

You must also remember to contact the Department of Home Affairs to seek advice on whether a new student visa is required when you are granted a transfer. *ie* a release from your current institution.

Be aware that if you wait until you have completed your first six months of study, then the process is much simpler. You do not need an explanation or special circumstances and the regular transfer process applies. You can reapply after the six months even if an earlier transfer request is denied.

You do not need a *letter of release* if the original course or institution is no longer offering the course or it has ceased to be registered.

International Students Transferring to NAPS

If you have been studying for less than six months and are on a study visa, then this procedure applies for you to transfer from your original institution to NAPS.

You need to provide NAPS with:

- the originals of your academic transcript/statement of your results so far plus proof of regular attendance.
- a valid *letter of release* from the institution in which you are enrolled which requires them to recognise your special need to transfer and agree for you to do so.

- all outstanding fees need to be paid to the original institution before a transfer can happen.
- all parties need to keep copies of all documents. NAPS will keep all such records for two years.

If the institution says no, you can appeal through that institution's Grievance Procedure.

Students Wishing to Transfer From NAPS

The process is similar if you wish to transfer your study to another higher education provider from NAPS within the first six months of enrolment in NAPS.

First, you must complete a Withdrawal/Cancellation Form. To receive your *letter of release*, you will also need to meet with a member of NAPS admissions staff. The representative will determine if any of your issues with the course can be resolved with extra support. For example, if the course appears not to meet your needs, are there alternate elective choices to resolve the issue?

If you decide to go ahead, you will need to complete a NAPS Cancellation of Enrolment Form and attach all required supporting materials. This includes a valid conditional enrolment offer from the institution where you plan to go, plus documents proving your reasons. Eg medical certificates where relevant.

The NAPS representative will grant a valid *letter of release* if the transfer will not be detrimental to you the student and if exceptional circumstances exist. A letter may not be granted if they form the view that the transfer will be detrimental to your studies or you have not used the support services available to attempt to resolve your issues.

NAPS must provide you with written notice of the decision made in 10 working days or less once you have provided the necessary documents.

If your request is rejected, you can choose to wait and then transfer out of the Academy without an explanation six months after you begin your studies.

For more information contact Students Services or see SS003 International Student Transfer Policy and Procedure on the NAPS website.

3. Official Student Documents

An *Academic Transcript* is a certified record of your full enrolment history at NAPS, including all courses attempted, results received and awards conferred. To apply for an Academic Transcript, email your full name and student number to admissions@naps.edu.au.

A *Completion Letter* is an official document that is required by an external organisation to confirm a student has graduated or completed the requirements to finish their degree. To apply for a Completion Letter, you must complete an 'I Expect to Complete' form and submit it to the Academic Department. If students have queries regarding their eligibility to meet requirements, they should contact an adviser in the relevant School.

A *Graduation Certificate* is a certified credential that represents the completion of a degree at NAPS. Students that do not wish to attend the Graduation Ceremony may collect their Certificate from the Administration Office.

A *Confirmation of Enrolment (CoE)* contains significant information about an international student's enrolment status at NAPS. To apply for a CoE please call the Admissions team or email your full name and student number to admissions@naps.edu.au.

A *Proof of Enrolment Letter* is a letter used to verify and confirm a student's enrolment at NAPS. To apply for a Proof of Enrolment Letter, please call the Admissions team or email your full name and student number to admissions@naps.edu.au.

All documents can be collected from the Administration Office or received via email as a PDF document. For information, please contact the Administration Office at admissions@naps.edu.au.

H. STUDENTS' RESPONSIBILITIES

At NAPS we partner with you to help you to maximise the benefits of your time with us and to launch your professional career. Therefore, there are certain responsibilities that you must meet as a student.

If you plan to make any changes to your duration of study, talk to the Department of Home Affairs Immigration section first so that you fully understand any consequences this may have for your visa and therefore your right to remain and study in Australia.

If any of the academic or behavioural requirements below are not clear, or you would like some help to form a plan of action, please talk to our Student Services team as soon as possible.

International students also have attendance and course progress obligations as part of their visa requirements. NAPS will warn you if you are not on track to meet your obligations and will offer to work with you to formulate a plan to help you to get back on track.

However, if you do not respond to offers of assistance and are unable to offer adequate explanations, this may result in your student visa being cancelled.

Any student at risk of not meeting attendance and course requirements, who rejects offers of assistance and is unable to adequately explain their actions, will be issued with a notification outlining the Academy's intention to exclude them from the Academy.

1. Student Attendance

You cannot successfully pass your course and reach your potential if you do not attend your classes. NAPS will record and monitor student attendance at each session throughout the course. If you are unable to attend class, please email student.services@naps.edu.au to explain your absence.

All NAPS students are expected to attend all 12 hours of face-to-face lectures and tutorial each week. If you are sick for more than three consecutive days, a medical certificate from a registered general practitioner is required and this will be recorded on your attendance records. You must provide a copy of your medical certificate to Student Services the day you return to class and keep the original for future records.

Students considered at risk of not meeting the attendance requirements will be placed on 'intervention' and asked via email to meet with the President and CEO, or their representative. This will occur if:

- your attendance falls below 70 per cent for the study period, and/or
- you are absent for 15 consecutive days.

At this meeting, the President and CEO, or their representative, will work with you to try to identify the cause of your problems and plan a solution so that you can improve your attendance and assessment requirements. They will also help you to ensure you are meeting your visa requirements, if applicable.

NAPS as a registered CRICOS provider is obliged to report students who have breached the course progress requirements. International students who do not attend the requested meeting and do not have good reason for doing so or for their poor attendance record, will receive a Notice of Intention to Consider Cancellation (NOICC) of Visa from the Australian Government. Students will be given an opportunity to respond to the NOICC.

2. Course Progress

As a NAPS student, you need to complete all unit assessments by the due date and attend all classes, unless you can document a good reason. This will also help to put you on track to avoid Unsatisfactory Course Progress. If you are an international student, Unsatisfactory Course Progress is likely to lead to your student visa being cancelled.

Unsatisfactory Course Progress is when a student fails over half of their units in one trimester and then does so again in their next trimester. A result of under 50 per cent for more than half of the assessments in any one unit is a “fail” in that unit. Unsatisfactory Course Progress puts you at risk of having your enrolment terminated, but NAPS has many services in place to help you avoid that situation.

If you a domestic student and are having difficulty meeting your course requirements, you may wish to consider studying at NAPS part-time.

NAPS is legally obliged to report an international student to the Department of Home Affairs when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods. At NAPS, the ‘study period’ for course progress is one trimester, which is 15 weeks.

As per the National Code of Practice for Providers of Education and Training to Overseas Students 2018, if you are at risk of failing to meet course progress requirements, you will be proactively notified and offered counselling and assistance.

It is also a requirement that full-time students complete their course of studies within:

- Bachelor of Business (Accounting) - 6 trimesters,
- Bachelor of Business (Islamic Business) - 6 trimesters.

International students must complete their course within the time indicated on the Confirmation of Enrolment (CoE) and in accordance with each student’s visa restrictions.

A full-time load is four units per trimester. Part-time studies involve two units per trimester, so students usually take 12 trimesters to complete the course.

The Summer trimester is optional at NAPS, but choosing to study during this trimester enables you to finish your course faster – that is in two years rather than in three.

The maximum time which can be taken by any student is 10 years, subject to approval.

Plan to Succeed

At NAPS there is no need to risk unsatisfactory progress as we work with you so that you can plan well and stay on track.

To help you do so, NAPS will:

- provide all students with a Unit Outline that indicates:
 - the timetable,
 - the assessment tasks and weightings,
 - the due dates for assessment tasks,
 - exam details;

- have lecturers monitor academic performance and they will offer you a range of support/intervention options to suit your needs, such as the English Language Support Program;
- publish your results on the Student portal and send them to your email address on record; then
- a letter warning that you are at risk of not meeting course progress requirements will be sent out half way through the trimester inviting you to a meeting to create an intervention action plan to improve your performance.
- The interview will help you to consider which of the support services as outlined in the Intervention section below would work best for you;
- send you a further reminder to review and improve your action plan if your performance looks like it will be unsatisfactory for a second consecutive trimester; and
- if you fail two consecutive trimesters, send you a final notification and outline your right to appeal before reporting an international student to the Department of Home Affairs for unsatisfactory course progress.

Students are allowed time for the internal and external appeals processes. See the section in this Handbook on Appeals or see SS001 Student Grievance and Academic Appeals Policy and Procedure on our website. (<http://naps.edu.au/pages/student-policies>)

For more details see SS013 Student Progression and Exclusion Policy and SS014 Student Progression and Exclusion Procedure, also on our website. (<http://naps.edu.au/pages/student-policies>)

3. Intervention Support for Students

When warning letters are sent out to students, an intervention meeting is offered and the student must attend this meeting. The intervention meeting is a chance to find out what is happening for the student and to offer support. The support may include any or all of the following support strategies:

- a. counselling on course selection;
- b. counselling to clarify if personal situations are impacting on student results;
- c. the option of repeating a unit in a later trimester or the summer trimester;
- d. offer to attend tutorials in the following trimester;
- e. the cost of repeating a unit and tutorial support;
- f. transfer options for the student;
- g. clarification of student visa implications for continued unsatisfactory progress in the second study period; and
- h. the complaints and appeals process and the fact that the student has 10 working days in which to follow this up.

The NAPS representative and the student will sign the intervention meeting record and it will be kept in the student's file.

4. Compassionate or Exceptional Circumstances

Compassionate or exceptional circumstances are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These may include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel;
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports); or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the lecturer, course administrator or registrar may use their professional judgment to assess each case on its merits. To apply, complete NAPS A004F Special Consideration Application Form, available from student services or on the website at Present Students/Student Forms (<http://naps.edu.au/pages/useful-forms-for-naps-students>). When determining whether compassionate circumstances exist, NAPS will request documentary evidence to support the claim. See also NAPS Policy and Procedure regarding critical incidents as well as other policies dealing with specific issues such as discrimination, bullying, sexual assault, etc.

5. CHANGING COURSE DURATION

NAPS is required to monitor the enrolment load to ensure that at all times you are in a position to complete the course within the time specified on your visa. There are limited circumstances in which you may be permitted to receive an extension to the expected duration of study for the course. Ensure that you contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on your visa.

Approval for Additional Study

NAPS may, in exceptional circumstances and subject to the discretion of the course convenor, permit a student to undertake an 'above normal' study load over the academic year in the following limited circumstances:

- a. the student has been awarded exemptions (Credit) or RPL and there is no available course in that study period which will contribute to the program; or
- b. the student has not passed the required prerequisite courses to allow further enrolment; or
- c. the student has been approved to undertake additional units/ year as part of an intervention strategy for students who were at risk of not meeting satisfactory course progress to repeat the trimester; or
- d. the student has been granted an approved leave of absence under compassionate and compelling grounds.

Students who are permitted to undertake an overload of studies will be provided with a revised study plan, which must be followed.

6. Deferring, Suspending or Cancelling Enrolment

NAPS students, including new students may apply to have their enrolment deferred, suspended or cancelled subject to the procedures in NAPS SS020 Enrolment Policy and Procedure.

Students seeking to defer their commencement of study or suspension of study must submit their request in writing to Student Services. The request must include the reasons for the request and supporting evidence where relevant. On receipt of the request, Student Services shall place a record of the request on the student's file and forward the request to the Dean of the relevant department for assessment within 3 working days. The Dean shall assess the request taking into account the reasons provided by the student for the request and the factors provided in sections 12 and 13 NAPS SS020 Enrolment Policy and Procedure. The Dean shall decide on the request within 7 working days and inform the student of the decision in writing immediately through Student Services..

When there is any deferral, suspension or cancellation action and a student chooses not to appeal or the student's appeal is unsuccessful, NAPS shall report to PRISMS within 31 days of any change to the student's enrolment.

Absent exceptional circumstances, the maximum deferral that can be approved is two (2) consecutive terms.

The application or request for deferring, suspending or cancelling enrolment must be made before the census date. Where such an application or request is made after the census date, the Academy reserves the right to charge the tuition fees due in the trimester.

International students Seeking to Defer or Temporarily Suspend Enrolment

International students wishing to defer or temporarily suspend their enrolment may only do so where they can demonstrate compassionate or compelling circumstances, such as:

- serious illness or injury to the student or serious injury or death of a close family member that requires the student to return home;
- compelling personal reasons amounting to circumstances that significantly impact the
- student's personal wellbeing;
- natural disaster or a major political upheaval in the student's home country that requires emergency travel which has impacted on the student's studies; or
- a traumatic experience that impacts a student such as witnessing serious crime.

Other Deferral or Suspension

NAPS may also grant a deferral or suspension when it is unable to offer a pre-requisite unit and the student consequently has insufficient number of units to enroll; or when a student has failed a pre-requisite unit and therefore cannot enroll in a sufficient number of units.

International students should seek advice from the Department of Home Affairs on the potential impact to their student visa. NAPS will notify the relevant government departments of this change to enrolment, via the Provider Registration and International Student Management System (PRISMS).

Course Withdrawal and Enrolment Cancellation

Students wishing to withdraw from a course should first speak to a NAPS representative and complete the NAPS SS020F2 Notification of Withdrawal and Enrolment Cancellation Form.

Students must pay all outstanding fees to NAPS at the time of making a request to withdraw from the NAPS course.

In the case of International students, course withdrawal will lead to a cancellation of the Certificate of Enrolment which may impact their student visa. NAPS will notify the relevant government departments of this change to enrolment via the Provider Registration and International Student Management System (PRISMS). Students should seek advice from the Department of Home Affairs on the potential impact to their visa.

Domestic students Wishing to Defer or Suspend Enrolment

Domestic students wishing to defer or temporarily suspend their enrolment must return to study and complete their course within the maximum course duration, as specified in NAPS SS013 Student Progression and Exclusion Policy.

Returning after an Approved Suspension of Studies

All students returning after an approved suspension of studies should contact the NAPS Admission Office and confirm their re-enrolment. This should be done no later than two weeks before commencement of the trimester.

Suspension or Cancellation of Enrolment by NAPS

NAPS may act to defer, suspend, or cancel the enrolment of any student who has seriously breached the Student Code of Conduct (for example by breaching Academic Integrity Standards). Before NAPS imposes a deferral, suspension, or cancellation of a student's enrolment, the President and CEO or nominee shall first notify the student in writing of the intention, and invite the student to show cause why NAPS should not proceed with the intention to defer, cancel or suspend their enrolment.

NAPS shall give the student 14 days to respond to the invitation. If the student does not respond at the end of the 14-day period, or if the President and CEO or nominee is not satisfied with the students' response, the President and CEO or nominee shall notify the student in writing that their enrolment in the Academy has been deferred, cancelled, or suspended.

Appeals

Students may appeal any decision in relation to deferral, suspension or cancellation applying the process outlined in NAPS' Complaints and Appeals Policy. Students should note that a decision to

suspend or cancel enrolment made by NAPS will not take effect until the student has been given the opportunity to complete an internal appeal.

7. Maintaining Professional Behaviour

Behaving professionally and with integrity and respect for others is essential to both maintaining a vibrant, healthy and safe community at NAPS and to prepare you for your future career.

Professionalism does not begin when a student graduates, but starts from Year 1 of their professional study. In general terms, NAPS seeks to create an educational climate and ethos in which students are expected to be ethical and responsible in everything they do and how they conduct themselves.

As a NAPS student, you are responsible for:

- doing your own academic work ie no plagiarising or cheating;
- always conducting yourself in a safe and healthy manner;
- treating others and their property with respect, whatever their culture, sexuality or ability;
- refraining from smoking, vaping, drinking or distributing such substances on NAPS premises;
- refraining from using any drugs other than medicine provided by a pharmacist;
- refraining from drinking and/or eating in the classrooms;
- complying with Australian laws including on copyright, and NAPS policies and rules; and
- in all respects conducting yourself as a future professional.

You are required to comply with A009 Student Academic Misconduct Policy and Procedure and NAPS SS019 Student Code of Conduct, which outlines your responsibilities in more detail. Both are available on the NAPS website Present Students/Student Policies. (<http://naps.edu.au/pages/student-policies>).

The NAPS Student Code of Conduct

This Student Code provides a framework for the standard of conduct expected of all students concerning their behaviour in both academic and non-academic matters.

The Student Code of Conduct applies not just to other students, academics and staff, but to all interactions with anyone who engages with NAPS such as people who provide maintenance services or give guest lectures. It applies to all forms of communication including digital and in all activities associated with NAPS, including when representing NAPS at events or attending NAPS social events.

Ethical Standards

Students are expected at all times to maintain high ethical standards, therefore to:

- act with integrity and academic honesty;
- observe standards of respect, equity, and cultural sensitivity;
- use NAPS resources only for the purpose for which they are provided and take care of those resources while reporting any issues to administrations so that we can ensure resources are well maintained and accessible to all;

- refrain from behaviour that contravenes NAPS' professional, ethical, legal or social expectations of students and/or that might diminish or harm NAPS reputation; and
- respect the good name of NAPS both on- and off-campus and in virtual environments.

Mutual Respect

Students are expected to:

- be courteous and respectful in all relationships with others;
- respect the views and beliefs of others (students may disagree without being disagreeable);
- respect the personal space and privacy of others;
- refrain from handling the personal belongings of another person without the owner's permission;
- refrain from behaviour that intentionally or unintentionally defaces or causes damage or destruction to physical or virtual property owned by the Academy, the Academy's staff or students, or any other person or entity associated with the Academy;
- resolve conflicts using acceptable and appropriate means of dispute resolution and without recourse to verbal or physical aggression; and
- refrain from participation in any form of unlawful discrimination or harassment, including sexual harassment, whether direct or indirect, in the physical world or in cyberspace.

Compliance with NAPS' Guidelines, Policies and Procedures

Students are expected to external

- inform themselves about and comply with NAPS policies and procedures;
- ensure that their contact details held by NAPS are correct and up-to-date;
- carry student identification that identifies and authorises them as NAPS students whilst on campus;
- regularly check and maintain their NAPS student email account, read all emails from the Academy and respond as appropriate; and
- ensure that any smartphone, laptop or other personal technology devices that are used in class or to connect to any NAPS system have updated software and anti-virus protection.

Learning and Assessment

Students are expected to:

- refrain from plagiarism, cheating or other forms of academic dishonesty;
- actively participate in the learning process;
- maintain a positive and constructive relationship with NAPS staff and other students;
- attend scheduled teaching and learning activities and support professional activities organised by NAPS outside of the classroom;
- submit assessment tasks by the required dates and time;

- respect the rights of others to study, learn and work at NAPS;
- pay all student tuition and other fees or fines as they fall due; and
- In the case of onshore international students, maintain the appropriate study load to meet all international student visa conditions.

Classroom Conduct

Students are expected to:

- register attendance in cases where a class attendance register is kept;
- provide appropriate and certified documentation in the case of any excused absences or special consideration;
- be on time for class and come prepared;
- refrain from disrupting the class;
- only use mobile phones and other electronic devices in class for educational activities, such as note-taking or group work, and ensure that these devices do not distract other students;
- always conduct themselves professionally and appropriately;
- communicate during classes in the language of instruction (i.e. English); and
- dress appropriately and professionally, whether participating in person or virtually.

Legal Behaviour and Conduct

Students are expected to comply with all federal, state and local government laws and regulations.

This includes, but is not limited to:

- refraining from any behaviour or activity that is unlawful, harmful or that endangers any person, including any verbal, physical or sexual assault on another person;
- refraining from any behaviour that violates the privacy of any person;
- refraining from attending the Academy whilst under the influence of alcohol or any illicit substance;
- refraining from theft or injury to the person or property of others;
- refraining from using the NAPS' name, logo, intellectual property or other assets for one's own profit or for the benefit of a third party; and
- refraining from any fraudulent or corrupt activity.

Any student found to be in breach of this Code may be liable to disciplinary action and if the behaviour continues, could be asked to leave NAPS. If a student's breach of this Code involves evidence of unlawful conduct; the matter will be referred to the proper State or Commonwealth authorities for further investigation.

See the full Code on our website [Present Students/Know Your Responsibilities](http://naps.edu.au/pages/know-your-responsibilities)
<http://naps.edu.au/pages/know-your-responsibilities>.

Avoid Academic Misconduct

As per the Code, students are to conduct themselves responsibly during examinations and assessments. NAPS will not tolerate any acts of plagiarism, cheating, academic dishonesty and/or fraudulent behaviour during exams and assessments. Such behaviour will result in disciplinary action and may also lead to a permanent mark on your academic record and reflect on upon your character and fitness to enter your chosen profession.

Do Not Plagiarise

Plagiarism is the use of another person's ideas or work without appropriate acknowledgement or credit. Plagiarism may be intentional or unintentional.

Intentional plagiarism is deliberately using text, ideas or concepts attributable to another person obtained from any source (including internet sources) without referencing the author and the publication. Intentional plagiarism is a serious matter, amounting to academic fraud. Student work established and proven as containing intentional plagiarism will result in a zero grade and be reported to the Dean's Office. The student's enrolment in the unit will be reviewed.

Unintentional plagiarism may occur if you do not understand appropriate ways of acknowledging sourced reference materials. If you are unsure, you should consult the lecturer and available publications to learn how to reference appropriately.

All written assignments must be submitted online through the Turnitin anti-plagiarism software link on the NAP's Moodle site.

Do Not Cheat

Cheating in any form will not be tolerated at NAPS. Cheating is any attempt to gain an unfair advantage over other students. It includes the use of dictionaries, electronic devices, books or notes in an examination where not authorised, copying or plagiarising other's work including that of other students and communicating with anyone other than supervisors during an examination. Any student caught cheating on an examination will be awarded a FAIL grade in that unit and be required to undergo academic counselling in order to discuss further options. Students may be required to repeat a unit if they are caught cheating in the unit.

Do Not Use Third Party Assistance

Submitting work that has been prepared or assisted by a third party, such as buying assignments over the internet or from other students, is also cheating. If the lecturer suspects such assistance, it will be investigated, including by an interview with the student, and reported to the Dean for further action.

Copyright Law

You also need to keep Australian Copyright Law, which allows you as a student or researcher to copy and use limited amounts of other people's material (third party material protected by copyright) in your study or research without the permission of the copyright owner and free of charge. When you do so, you must include in your work a reference to the copied material and an acknowledgement of the author or creator. The Fair Dealing provisions of Australian Copyright Law allow you to copy a 'reasonable portion'. For a list of how much you are legally allowed to copy, see P006G What Can You Copy? Copyright Quick Guide for Students in the library and on the website at: (<http://naps.edu.au/pages/know-your-responsibilities>).

I. FEES AND CHARGES

1. Fees Policy

At the time of enrolment, students are required to pay the following fees:

- Application fee of \$250 (non-refundable); and
- their first trimester of tuition fees (\$8300.00 per trimester).

All students at NAPS must pay their fees two weeks before their next trimester. Students will receive written notices of their next fee due date at least four weeks before the completion of the existing trimester.

An initial Application fee of \$250 applies when enrolling into a NAPS course. This fee is non-refundable.

If the tuition fee is not paid on time, then a late payment fee may apply as follows:

- more than 7 days overdue \$200,
- more than 14 days overdue \$400.

If fees from an international student are more than 14 days overdue, NAPS will email the student informing them that NAPS is required to report them for non-payment of fees to the Department of Home Affairs.

Students can see the details of payments made and any amounts owing for their course on the student portal.

2. Schedule of Non-Tuition (Administration) Fees

Application/Enrolment Fee	\$250	Refund processing fee	\$250
Overdue tuition fee – 7 days	\$200	Cancellation and Course variation fee	\$150
Overdue tuition fee – 14 days	\$400	Transfers processing fee	\$250
Change of CoE details	\$100	Assessment/exam re-sit or re-assessment*	\$150
Re-enrolment fee	\$200	Replacement qualification testamur	\$100
Credit transfer fee per unit	\$50	Re-issue of record results	\$50
Deferral of initial enrolment	\$00.00	Deferral of continuing enrolment	\$00.00

*plagiarism on assessments will result in a \$250 fee for reassessment per assessment task.

Remember to keep a copy of any written agreements with NAPS, and receipts of any payments made to the Academy even after you leave NAPS for at least 2 years.

Note that the tuition and non-tuition fees quoted are for the current calendar year only. NAPS reviews its fees every year calendar year. NAPS may apply the revised fees in subsequent calendar years. The increase in tuition for each calendar year will be no more than 5%. No increase will be applied to any fees fully paid in advance

3. Refund Policy

NAPS' refund policies apply to both new and re-enrolling students. For more details, see on our website Future Students/Refund Policy (<http://naps.edu.au/pages/refund-policy>):

- [NAPS SS005 International Student Fee Refund Policy](#)
- [NAPS SS004 Domestic Student Refund Policy](#)

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft or through a nominated bank account, minus the non-refundable initial application fee.

You can appeal a decision not to provide a refund by completing [SS001F Complaint Form](#) and sending it to: student.services@naps.edu.au

As per the policies, the circumstances will determine the amount of the refund.

Total Refund of Tuition Fees

Full refunds can be expected when:

- the cancellation request is made more than 10 weeks before the start of the trimester in which you have enrolled;
- an offer of a place is withdrawn by NAPS (the exception is when the offer was made based on intentional incorrect information provided by the student);
- the applicant is unable to obtain a visa from an Australian Consular Office; or
- if the course or subject is no longer offered by NAPS (provider default).

Applications for a total refund on the above grounds must be lodged at least two weeks before the start of the trimester for which the offer was made.

Provider Default

In the unlikely event of a default by NAPS, students will be notified of the default and offered an alternative (replacement) course, or part of a course, at another institution at no additional cost to the student. The student must advise NAPS in writing whether or not they agree to this arrangement.

If the student is unable to or has good reason not to accept this placement, then they are eligible to have all their course fees refunded. The refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- the course does not start on the agreed starting date which was notified in the offer letter;
- the course stops being provided after it starts and before it is completed; or
- the course is not able to be provided fully to the student because the provider has a sanction imposed by a government regulator.

Tuition Assurance

Australia is a world leader in protecting the tuition fees of international students studying on a student visa. Under the Australian Government’s Tuition Protection Service (TPS) (www.tps.gov.au), if an institution is unable to provide your course and cannot help you find a suitable alternative or provide a refund, then the TPS will contact you to arrange an alternative course, find an alternative provider or refund your unspent tuition fees.

Since January 2020, domestic FEE-HELP students are also covered by this Government scheme providing a recredit of your loan for open units.

For more details see SS006 Statement of Tuition Assurance on our website (<http://naps.edu.au/pages/student-policies>).

Rejection of Visa

International students need to provide a certified copy of the official letter of visa application rejection by the Department of Home Affairs along with the Refund Application Form so the refund can be approved.

Refund

The following conditions are applied to determine the amount of refund that may be claimed by a student in each circumstance.

Condition	Proportion of Fees Refunded
Student decides to discontinue enrolment and request is more than 10 weeks before the commencement of the term in which the student has enrolled.	Refund of course fees paid minus \$500
In the unlikely event that NAPS is unable to provide the course for which an offer has been made, an alternate offer of a place will be offered at no extra cost to the student as well as a refund.	Total refund of course fee paid for the course the student initially enrolled in
An offer of a place is withdrawn by NAPS, except when the offer was made on the basis of intentional incorrect information.	Total refund of course fee paid
The applicant is unable to obtain a visa from an Australian Diplomatic Office, except if this was due to a default or breach by the student.	Refund of course fees paid minus \$500
A student withdraws from a course and a request made is less than 10 weeks but more than 4 weeks before the start of term	If the student has paid tuition fees for 1 trimester the refund amount is 50% of the fees paid minus the enrolment fee of \$250 and an administration fee of \$750

	<p>If the student has paid tuition fees for two or more trimesters, the refund amount is:</p> <p>50% of the fees for the first trimester; and</p> <p>80% of the fees received for each subsequent trimester</p> <p>minus the enrolment fee of \$250 and an administration fee of \$750</p>
<p>Request is less than 4 weeks but before the NAPS Census date for that term in which the request is made.</p>	<p>If the student has paid tuition fees for 1 trimester the refund amount is 20% of the fees paid minus the enrolment of \$250 and an administration fee of \$750</p> <p>If the student has paid tuition fees for two or more trimesters, the refund amount is:</p> <p>20% of the fees for the first trimester; and</p> <p>50% of the fees received for each subsequent trimester</p> <p>minus the enrolment fee of \$250 and an administration fee of \$750</p>
<p>Withdrawal from a course on illness and compassionate grounds</p>	<p>Refund will be decided on a case-by-case basis.</p>
<p>If a student holds a valid student visa at the time of enrolment with NAPS, but after commencing their course, their current visa expires and a subsequent visa application is applied for and rejected.</p>	<p>Fees paid for 6 months are not refundable. Refund for any tuition fees paid for subsequent trimesters will be calculated on a pro-rata basis (calculated on a weekly basis as per the NAPS term calendar) minus the enrolment fee of \$250 and an administration fee of \$750.</p>
<p>Student transfers to a second course within NAPS without completing the first course after commencement.</p>	<p>The tuition fee paid for the 1st course will be credited on a pro-rata basis towards the tuition fee of the 2nd course. If the credited amount is greater than the total cost of the second course, no refund will be applicable.</p>

Deductions for amount paid to representatives

If the Academy has paid an amount to a representative in relation to recruitment of a student, NAPS will reduce any amount refundable by the amount paid to the representative.

Completion of NAPS SS015F Forms

Applications for refund must be lodged at least 3 weeks prior to the start of the term for which the offer is made. Students must complete NAPS SS015F Refund Request Form to lodge the application for refund. In instances where a student has been refused a visa, the student must provide a certified copy of the official letter of visa application rejection by the Department of Home Affairs (DHA) with their completed Refund Request Form

No refund

There will be no refund in the following circumstances:

No Refund	
If a student withdraws from the course after the Census date	No refund
If a student provides false or misleading information on application forms or during study and the student's enrolment is subsequently cancelled	This automatically disqualifies the student from receiving funds
If a student's enrolment is terminated due to serious breach of NAPS rules or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund
A student defers enrolment and commencement date	Tuition fees will be held by the Academy until course commencement date. If a student does not commence the course after deferment then there will be no refund.
Cancellation of CoE and reporting for breach of student conditions, conditions of enrolment and/or National Student Number (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.)	No Refund

How to Claim a Refund

All requests for a refund must be submitted on the [NAPS SS015F Refund Request Form](#), available on our website (<http://naps.edu.au/pages/refund-policy>) or from Student Services. NAPS needs to be shown the official documentary evidence of the grounds for the request.

Eligible refunds will be refunded within 28 days of receipt of the claim. A Refund Processing Fee of \$250 will be charged for processing refunds. The \$250 Application Fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents.

The NAPS' refund policies do not remove students' rights to take further action under Australian Consumer Protection Laws.

Contact the NAPS Finance Officer if you have any further questions.

J. NAPS' RESPONSIBILITIES

1. Legislative and Regulatory Requirements

In order to protect students, staff and the public, laws apply to establish the operational boundaries of NAPS. NAPS has incorporated their requirements into our policies and procedures. For more information see our website About Us/Policies (<http://naps.edu.au/pages/policies-and-procedures>)

Records Maintenance

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure. Be aware that NAPS may be required to make your information available to Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth and nationality, the start and completion day of the student's course, attendance and academic performance, details of payments received, information on International student health cover, level of English language proficiency, and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

We keep copies of your results for 30 years. A replacement qualification testamur costs \$100 and re-issue of record results costs \$50. NAPS reserves the right to change these fees in the future.

Work Health, Safety Act and Work Cover NSW

NAPS is committed to meeting its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study and work.

At orientation we will talk to you about emergency evacuation procedures. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your Lecturer and other students at the collection point (Hyde Park) for a roll call check.

No Smoking is allowed in any area of NAPS' campus. If you wish to smoke, you must leave the premises. There are rules about smoking within 4 meters of the entrance that must be followed by all staff and students.

A First Aid Kit and a staff member trained in first aid are available at Student Services on level 4. See section D in this document for more information about student safety and wellbeing.

2. Commitment to a Fair and Equitable Learning Environment

Anti-Discrimination

NAPS is committed to providing a fair and equitable learning environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated. This also applies to online behaviour. NAPS has policies in place to aim to ensure such behaviour does not occur, including HR014 Anti-Discrimination Policy.

Students are responsible for:

- ensuring they do not participate in discriminatory or harassing behaviour at any time to other students, staff or visitors to NAPS, and for
- reporting any discriminatory behaviour or harassment that you experience to your lecturer or Student Services so you can work together to form an action plan.

Access and Equity

At NAPS, we aim to be flexible and responsive to meet specific needs of individual students where possible, in accordance with Access and Equity principles.

NAPS Academic and Administrative staff will:

- recognise the cultural diversity of all students;
- ensure equal treatment of all students such as equal access to resources;
- encourage full participation and assist all students to achieve unit and course outcomes;
- refer students with specific learning problems to appropriate agencies; and
- generally act in a professional and courteous manner and expect students to do the same.

The approaches used at NAPS to promote access include:

- ensure doorways are wide enough and lifts work to enable everyone to access learning areas;
- increased sized printouts of training and assessment resources if required for a person with visual impairment;
- longer assessment time for practical skills for a person with motor or sensory disability; and
- verbal assessment answers for a person who has difficulty typing or providing written documentation.

If you have any access and equity issues, start by explaining your needs with your lecturer or the Student Services Manager.

3. Commitment to Inclusion, Diversity and Corporate Social Responsibility

NAPS is committed to building an inclusive and diverse community, which means in our staffing as well as in our student recruitment and support. This will help us to meet our goal of creating an inclusive learning culture that promotes the skills and insights of our students irrespective of cultural diversity, gender, ethnicity, generation, sexual orientation or disability. As an organisation committed to training future leaders, NAPS is also committed to a strong ethic of corporate social responsibility.

The approaches we use to promote diversity include:

- exploring opportunities to improve training and assessment delivery through enhanced use of bi-lingual staff;
- developing and implementing information sessions for working with and attracting a diverse international student cohort; and
- promote cultural celebrations such as Nepalese and Islamic festivals as well as an Aussie Christmas party in the Academy facilities.

4. Commitment to Enabling Culturally and Linguistically Diverse Learners

In developing our programs, procedures and cultures, at NAPS we have applied the findings of the Cultural Diversity in Action Report (DVLC 2012) that CALD students enjoy study when it:

- has a relevant curriculum;
- offers small classes and individual attention;
- provides friendly and patient teachers;
- has excellent facilities;
- is part of a multicultural mix;
- offers the opportunities to make friends; and
- has organised social events.

NAPS considers that our students and staff benefit from this approach. NAPS agrees and commits to the Framework for Good Practice outlined in this study. For more details see [Framework of Good Practice \(http://www.education.vic.gov.au/Documents/about/research/acfepublications/caldlearners.pdf\)](http://www.education.vic.gov.au/Documents/about/research/acfepublications/caldlearners.pdf)

Principles of Supportive Learning Environments

NAPS also subscribes to and implements in contextualised form the 12 strategies outlined by Ahcren et al 2012, in their study:

- Strategy 1: Identify the demographics of our student cohort
- Strategy 2: Understand the cultures and backgrounds of our student cohort
- Strategy 3: Develop innovative ways to reach our student cohort
- Strategy 4: Consult with student cohort about their needs

- Strategy 5: Promote social inclusion
- Strategy 6: Develop the intercultural skills of staff
- Strategy 7: Acknowledge the cultural nature of education and training
- Strategy 8: Establish support programs for our student cohort in VET
- Strategy 9: Re-evaluate training and assessment practices
- Strategy 10: Embed pathways support into program delivery
- Strategy 11: Explore the culture-specific nature of workplaces
- Strategy 12: Maximise opportunities to experience the Australian work context

Reference: Study done by Adult, Community and Further Education (ACFE) at the Diamond Valley Learning Centre (DVLC) in 2012.
<http://www.education.vic.gov.au/Documents/about/research/acfepublications/caldlearners.pdf>

Aboriginal and Torres Strait Islander people

NAPS also welcomes the opportunity to help open new careers for Aboriginal and Torres Strait Islander people. Actions taken include:

- actively recruiting Aboriginal and Torres Strait Islander students;
- bonus points in the scholarship application process;
- tap into the skills and knowledge of existing Aboriginal and Torres Strait Islander staff or students to help provide cultural awareness training and mentoring of students;
- promote cultural celebrations such as NAIDOC week at NAPS' facilities; and
- search for volunteer opportunities for NAPS students which enable interaction with Aboriginal people.

Mature Age Students

The Academy is also committed to the recruitment of older students who have previous experience in the workforce, but are looking for a new career direction or need formal education to help improve their promotion prospects.

NAPS has taken action including:

- providing recognition of prior learning through a recognition assessment process;
- providing the option to study part-time;
- providing short courses that improve technological skills through the Skills Hub;
- recruiting staff members with significant work and life experience; and
- encourage students to establish a mature aged students working group to form supportive friendships and to run events with the Student Experience Officer to help younger international students enjoy their time in Australia.

K. COMPLAINTS AND APPEALS

1. Procedures for Complaints and Appeals

Despite all efforts by NAPS to provide satisfactory services, issues may occasionally arise that require formal action and resolution.

NAPS has formal internal and external review avenues to ensure any present or potential students' problems, complaints and appeals are handled in a fair, efficient and transparent way. NAPS complaints and appeals processes are independent, easily and immediately accessible and at no cost or expense for the parties involved. NAPS will not victimise or discriminate against any complainant or respondent.

If you have any complaints, please discuss the issue first with the person involved or the relevant member of staff if appropriate, otherwise with the Student Services Manager. We would like to make sure that we fully understand the nature of your complaint and the result you are seeking, so if you are not satisfied, then please make the process formal by completing the [NAPS SS001F Complaint Form](#) and sending it to: student.services@naps.edu.au. The goal is to find a satisfying resolution for all the parties involved.

If you wish to take your complaint externally, please inform the NAPS President first, then see our website for updated links to external organisations who can help you at About Us/Complaints and Appeals (<http://naps.edu.au/pages/complaints-and-appeals>)

NAPS will vigorously follow through substantiated complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness. More details are available in [SS001 Student Grievance and Academic Appeals Policy and Procedure](#) also available at (<http://naps.edu.au/pages/complaints-and-appeals>).

Complaints and appeals come in two different types – Academic and Non-Academic.

Academic Complaint and Appeals refers to issues such as:

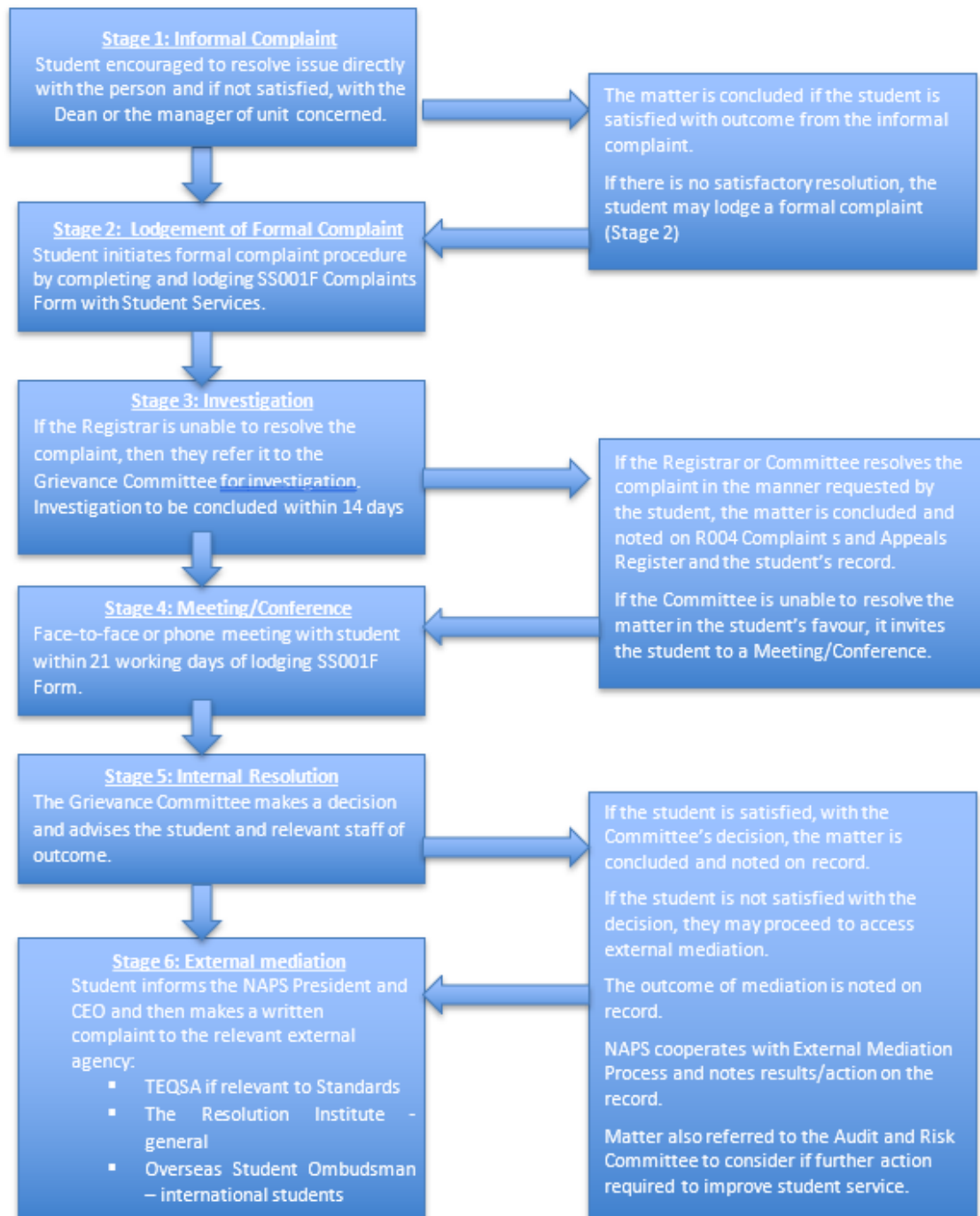
- lecturers, tutors, course or unit delivery;
- course progress and or attendance; or
- your assessment result or assessment outcomes.

Non-Academic Complaint and Appeals involves issues such as:

- NAPS processes or policies;
- NAPS staff such as in administration, or
- other students or people connected with NAPS.

See the Students Grievance and Academic Appeals Flow Chart below to help you navigate the process if you have need for it.

2. Students Grievance and Academic Appeals Flow Chart



3. Assessment Appeals

Appeals against assessment decisions are handled differently

Written appeals will be recorded on NAPS R004 Complaints and Assessment Appeal Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Similar requests from more than one student for assessment appeals for a particular task and Assessor will be further investigated as this may indicate an issue in the assessment process for the course.

Assessors will moderate assessment decisions to check for validity, consistency and fairness.

Management will consider assessment appeals promptly and within the guidelines of our procedures. They will consider these appeals as an opportunity to improve our assessment processes and student services.

Procedure for an Assessment Appeal	
1. Discuss your results with the Assessor who marked your work	1 For all assessment tasks but in particular for final assessment tasks, if a student has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.
2. Review - Request a re-marking by the same Assessor or another Assessor	2 If agreement cannot be reached, the student has the right to request a re-marking where the same Assessor assesses the work again, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date. The Academy will acknowledge receipt of appeal and date received.
3. Fill in and send a written assessment appeal form that will be considered by the Academic Manager	3 If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the Academic Manager shall discuss the assessment decision with the student and the Assessor. The request must be submitted in NAPS SS001F Complaint Form within 28 days of the date of the remarked results. The Academy will acknowledge receipt of appeal and date received.
4. The Appeal resolution by meeting or phone then NAPS will send written notification of the decision	4 A meeting or phone conference may be offered to the student. A support person can be there with the complainant. Details of any meetings with the student will be recorded in writing. The written statement of Academy's decision, including details of the reasons for the outcome will be provided to the student. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the Academy will be finalised as soon as practicable.
5. If our internal process has not worked; you can seek a review or appeal the decision. We move to external marking.	5 If the student is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third-party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.
6. You have 3 months to submit assessment appeals	6 Formal written appeals against an assessment decision must be submitted within three months of the submission date of the assessment. Appeals will not be considered after that date.

7. Appeals improve our quality	7 Complaints and appeals are logged on R004 Complaints and Assessment Appeals Register, reported to management meetings and retained in our compliance records.
8. Take the appeal to an external body	8 Once mediation and the external assessment services have been provided, we will advise the student that they can take the matter externally after informing the NAPS President that they wish to do so.
9. The role of TEQSA in investigating issues around quality of assessment.	9 TEQSA receives and investigates complaints in order to manage the risk of providers not complying with their legislative obligations. More details at: https://www.teqsa.gov.au/complaints

For more details see [SS001 Student Grievance and Academic Appeals Policy and Procedure](#) or if your concern is about privacy, read more at [NAPS P003 Privacy Policy](#) both at About Us/Complaints and Appeals. (<http://naps.edu.au/pages/complaints-and-appeals>)

NAPS procedures do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law such as Australia's consumer protection laws.

L. EXTRA SUPPORT FOR OVERSEAS STUDENTS

1. ESOS Framework (International Students)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students Act 2000 (ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) as well as other relevant Australian Government legislation as applicable.

Protection For Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students in Australia.

ESOS Student Declaration

During Orientation, international students at NAPS will be required to complete the Student Declaration Form. It is mandatory for students to complete all the required information in the form, indicating that the student agrees and understands the terms and conditions and the relevant policies at NAPS.

The information provided may need to be made available to Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund. NAPS is required under section 19 of the ESOS Act to inform the Department of Home Affairs about certain changes to student enrolment and any breach of a student's visa condition relating to attendance and academic performance.

International Students' Rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for.
- protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

It also sets out required standards covering a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia;
- when your enrolment can be deferred, suspended or cancelled;

- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well; and
- the complaints and appeals process.

2. Advocacy and Legal Services

Advocacy services are available to help international students in essential areas including as a student, employee, under the law, as a consumer and as tenants. Remember you can also always get advice from the friendly NAPS Student Services staff for any issue, not only those related to your studies.

The Council of International Student Australia (CISA) is the national peak student representative organisation for international students including those studying at private higher education providers such as NAPS. It was created to form a unified voice to advocate for all international students in Australia. Learn more at <https://cisa.edu.au/>

Future, present or past international students who have a problem that was not able to be resolved internally by their educational institution, can take their complaint to the Office of the Commonwealth Ombudsman for investigation at no charge. Telephone 1300 362 072 or visit <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

Concerns about the quality of a higher education course need to be referred to the [Tertiary Education Quality and Standards Agency](#) (TEQSA).

Australia also has a Fair Work Ombudsman who provides advice to help workers understand their workplace rights and responsibilities. See www.fairwork.gov.au/employment/international-students/Pages/default.aspx. Multi-languages assistance is available.

International students who wish to get part-time or casual work, need to first be aware of the restrictions under your visa. Contact the Department of Home Affairs on 13 18 81 or visit [their website](#).

International students can also access advocacy and support services available to domestic students and the general public. See section D. Student Support and Wellbeing for more information.

Legal Advice

The International Student Legal Service NSW, funded by [StudyNSW](#), gives free, confidential legal advice to international students living in New South Wales. International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. We can also advise how these problems affect student visas.

Call them on [\(02\) 9698 7645](tel:0296987645) or use their [online form](#). Free legal advice is by appointment on a Wednesday evening, either in person, by phone or using video-link up. The use their free telephone interpreter, call the Translating and Interpreting Service on 131 450.

You can also receive free advice at LawAccess NSW on 1300 888 529, www.lawaccess.nsw.gov.au, or the Redfern Legal Service at <https://rlc.org.au/our-services/international-students>.

3. Checklist - Overseas Students' Responsibilities

If you are an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your overseas student health cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your education provider;
- inform your provider if you change your address; and
- maintain satisfactory course progress.

M. CONTINUING IMPROVEMENTS

1. Improving NAPS Services

NAPS welcomes student feedback and uses it to ensure our processes are continually updated to meet student needs as effectively and efficiently as possible. Your comments enable us to make sure that your expectations are being met and are a source of excellent ideas to help us to provide even better services.

At the end of a unit and the end of each of your courses, you will be asked to complete an online Course and Student survey. This is your opportunity to provide us with feedback on the course, the lecturers and tutors, the course administration, the facilities, the activities, resources and materials and the assessment procedures.

From time to time, we will offer students the opportunity to join focus groups and survey graduates to gain further feedback. We also value informal feedback through engagement with Deans, academics and administrative staff.

This Handbook will be updated annually, so if you have any suggestions, please forward them to the Student Services Manager. Also see the Student Services Manager or ask your lecturer if you would like any assistance in understanding any items in this Handbook.

Remember the secret to getting the most out of your studies is to be prepared and apply yourself in a consistent, determined and organised way.

Please review your Unit Outlines containing information on each unit before the first lecture and prepare your questions. This will help you make the most of the opportunity to ask questions and get to know both your lecturer and classmates who will accompany you on this learning journey.

Welcome to NAPS and tell us if there is anything more we can do to help you have an enjoyable, challenging and rewarding time.

We look forward to partnering with you to help you to get the most out of your life and learning here in Sydney and to maximise your future career opportunities.

Best wishes from the team at NAPS.

For more information or assistance with the items in this Handbook:

Services General Assistance	NAPS Student Services
Assistance or Feedback on Policies & Regulation	NAPS Registrar
Academic Issues	Your Lecturer, Unit Coordinator or Head of School
NAPS International Agents	List available from the NAPS Administration team

This document is offered as a guide. The information was accurate at the time of publication, however is subject to change without notice. All NAPS programs and policies are reviewed regularly by the NAPS Board of Directors and Council and the NAPS.

If you are considering enrolment, please check the latest information on the NAPS website or with the NAPS Admissions team. NAPS fees do not include additional costs such as textbooks, living and accommodation or activity costs. Tuition fees will be confirmed on your NAPS Letter of Offer.

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