



INSTITUTE OF  
INTELLECT BLENDING

# ELICOS

International  
Student  
Handbook

2021



INSTITUTE OF  
INTELLECT BLENDING

## CONTACT DETAILS

### IIB contact information

Address: Level 1-3, 436 - 450 Kent Street,  
Sydney NSW 2000, Australia

Phone: 1300 378 839

Email: [info@iib.edu.au](mailto:info@iib.edu.au)

### Marketing enquiries

Email: [marketing@iib.edu.au](mailto:marketing@iib.edu.au)

### Emergency Telephone Numbers

Police, Fire, Ambulance – 000



## TABLE OF CONTENTS

introduction .....	5
welcome to institute of intellect blending .....	5
who are we? .....	5
why study at institute of intellect blending? .....	5
this handbook .....	6
living and studying in australia .....	6
admissions and enrolment .....	6
entry requirements: .....	7
visa conditions .....	8
arranging travel and documents to bring .....	9
entry into australia .....	9
arriving in australia .....	10
accommodation .....	10
bringing your family with you .....	11
health .....	12
working in australia .....	13
living costs in australia .....	15
BUDGETING .....	15
SHOPPING .....	15
CLOTHING .....	16
payment of tuition fees .....	16
ASSESSMENT .....	17
formative assessment: .....	17
summative assessment: .....	17
STUDENT PLAGIARISM, CHEATING AND COLLUSION .....	17
STUDENT ORIENTATION AND SUPPORT SERVICES .....	18
NON-COMMENCEMENT .....	18
WELFARE SERVICES .....	18
EXTERNAL SUPPORT SERVICES .....	19
reading and writing hotline .....	19
lifeline .....	19
reach out .....	19
CHANGE IN VISA STATUS .....	19
YOUR FEEDBACK .....	20
STUDENT CODE OF CONDUCT .....	20
student rights .....	20
student responsibilities .....	21
LEGISLATION AND YOU .....	21
education services for overseas students .....	21
workplace health and safety .....	22
harassment, victimisation or bullying .....	22
equal opportunity .....	23
privacy principles .....	23
collection of information .....	24
storage and use of information .....	24
disclosure of information .....	24



access to and correction of records .....	25
complaints about privacy .....	25
ACCESS TO YOUR RECORDS .....	25
amendment to records .....	26
IMPORTANT POLICIES AND PROCEDURES .....	26
refund policy.....	26
course transfer policy.....	28
course progress policy .....	31
attendance policy.....	35
deferring, suspending or cancelling a course policy.....	39
complaints and appeals policy.....	46
INTERNAL SUPPORT SERVICES .....	48
Student wellbeing Support and Counselling Services Policy & Procedure.....	48
APPENDIX 1: YEAR 12 EQUIVALENT TABLE .....	55



## INTRODUCTION

### WELCOME TO INSTITUTE OF INTELLECT BLENDING

Institute of Intellect Blending (IIB) is a Registered Training Organization (RTO No: 41282), which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA).

IIB is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enroll, and teach overseas students. (CRICOS No: 03526A). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

We are committed to the provision of high-quality education and our pledge is to enrich your life, provide you learning in a fun, caring and responsive environment and open a world of opportunity for you. Our facility is in the Sydney CBD, which is a great place to study and easily accessible to students.

### WHO ARE WE?

Management and staff of IIB would like to warmly welcome you. IIB is an educational provider specialising in Australian ELICOS and vocational education. Located in the heart of Sydney, New South Wales, we are committed to providing quality education and training and enabling students to advance their career by attaining their educational goals.

### WHY STUDY AT INSTITUTE OF INTELLECT BLENDING?

- A culture of learning that respects openness, inclusiveness, and collegiality
- IIB is committed to equity, ethics, innovation, and excellence
- IIB will ensure that students are provided with all the information required by prospective students to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals.
- IIB strives to achieve service excellence in vocational education for students to make them job ready for industry.



## **THIS HANDBOOK**

This information booklet is designed to provide you with information about the services provided by IIB and its approach to providing you a safe, fair and supported environment to participate in training and assessment. See the Student Resources page on the website for full versions of the policies and procedures and various forms.

## **LIVING AND STUDYING IN AUSTRALIA**

You can find lots of useful information about living and studying in Australia at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Sydney.

This first section of the Handbook provides you with information about the courses we offer and how to apply. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

## **ADMISSIONS AND ENROLMENT**

IIB accepts applications from all students who meet the entry requirements published in the course information.

## **COURSES:**

IIB currently offers the following courses:

- a) General English Course – 72 weeks
- b) IELTS – 24 weeks
- c) English for Academic Purposes – 12 weeks
- d) Pearson Test of English Academic – 12 weeks

## **COURSE CONTENT:**

IIB's primary goal for English students is to prepare them to communicate successfully in English outside the classroom. Each course is designed to develop autonomous learning through student-centred activities. All courses effectively integrate the four macro-skills, which optimises the possibility of a student reaching their learning potential. By the end of a course, students will be able to use their English more confidently and with greater fluency. The main delivery mode is face-to face. However, homework will provide students the opportunity to study outside the classroom in their own time.



#### ENTRY REQUIREMENTS:

Course	Levels	Entry Level
General English	Starter, Elementary, Pre-Intermediate, Intermediate Upper-Intermediate, Advanced	<p>There are <b>no academic prerequisites</b> for new students studying the General English course.</p> <p>To place a new student in a class at an appropriate level, they must take a <b>pre-entry test</b> at orientation, on their first day at school.</p> <p>Alternatively, students can be placed in a class based on previous General English summative test results.</p>
IELTS	Foundation  Advanced	<p>To qualify for the Foundation Level, prospective students must achieve a <b>high Intermediate level on a pre-entry test or pass the General English Intermediate level.</b></p> <p>To qualify for the Advanced Level, prospective students must achieve a <b>high Upper-Intermediate level on a pre-entry test or pass the General English Upper-Intermediate level.</b></p>
English for Academic Purposes	N/A	To qualify for this course, prospective students must achieve a <b>high Intermediate level on a pre-entry test or pass the General English Intermediate level.</b>
Pearson Test of English Academic	N/A	To qualify for this course, prospective students must achieve a <b>high Intermediate level on a pre-entry test or pass the General English Intermediate level.</b>

#### PROVIDING STUDENTS WITH ENTRY REQUIREMENTS INFORMATION

Students will be informed of their entry requirements by way of:

- Website – downloading course information
- Requesting a hard copy of course information
- Receiving information from an education agent

To apply to enroll in a course, you must complete an Application for Enrolment Form which you can download from our web site or it can be emailed or posted to you. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form).

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to institute along with your application fee. You will be contacted within 5 days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a Letter of Offer document and Acceptance of Offer document that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the Acceptance of Offer so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover and payment of fees.

#### **VISAS**

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<http://www.immi.gov.au/allforms/pdf/applying-student.pdf>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

#### **VISA CONDITIONS**

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.





- Notify us of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

#### **ARRANGING TRAVEL AND DOCUMENTS TO BRING**

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you if required.

#### **ENTRY INTO AUSTRALIA**

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage, you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that an item you are bringing in is not safe, it will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at [www.aqis.gov.au](http://www.aqis.gov.au).



## ARRIVING IN AUSTRALIA

### GETTING FROM LOCATION AIRPORT TO YOUR ACCOMMODATION

IIB can arrange transport for you if required. You can also get from the airport to your accommodation by taxi or by public transport.

### KEEPING IN CONTACT

Before you leave home, you should provide your family and friends, and IIB in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### ARRANGING YOUR FINANCES

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you have not you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Queensland, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia. The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

### ACCOMMODATION

IIB does not have accommodation facilities but can refer you to a homestay agency who can assist you with accommodation. Most students choose to stay in a homestay or share house. This gives you the opportunity to improve your English, if necessary, and to learn more about Sydney. It is recommended that you look at two or three properties prior to deciding. If you sign a lease, you are protected by the Residential Tenancies Act.

Renting an apartment or flat varies greatly in cost and conditions. For a long-term stay, it is strongly advised that you become familiar with the suburb or area. For purposes of bond payment and moving arrangements you will need to sign a lease agreement. For this reason, you are advised to use short term accommodation while you become more familiar with Sydney.

For more information about renting and your rights and responsibilities, visit this web site:

<https://www.facs.nsw.gov.au/housing/living/rights-responsibilities/tenants-rights-and-responsibilities>

You may also contact us if you need details or advice on this.

### **BRINGING YOUR FAMILY WITH YOU**

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://www.homeaffairs.gov.au/>.

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs.

Typical childcare costs in Sydney are as follows

- Centre-based childcare AUD\$90 to AUD\$110 per day
- Family day care AUD\$20 to AUD\$30 per hour
- Nannies AUD\$25 to AUD\$35 per hour
- Au pairs (living in your home) AUD\$1,000 to AUD\$1,500 per week

Find out more at:

<http://www.goodschools.com.au/news/survey-reveals-the-cost-of-an-australian-school-education>

For school children, current costs range from AUD\$5,000 for primary public schools for 1 school year and at private schools from AUD\$12,000 yearly.

To find out more about application processes and costs go to:

<https://education.nsw.gov.au/public-schools/going-to-a-public-school/enrolment>

<https://privateschoolsguide.com/nsw-private-schools>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:



- AUD\$20,290 a year for the main student.
- AUD\$7,100 a year for the student's partner.
- AUD\$3,040 a year for the student's first child; and
- AUD\$2,790 a year for every other child and where required.

## HEALTH

### EMERGENCIES

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect, and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### FIRE

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### AMBULANCE

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### MEDICAL ASSISTANCE

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centers. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical Centre.

### OVERSEAS STUDENT HEALTH COVER

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.



- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC World care [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers.
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## WORKING IN AUSTRALIA

If you are a student visa holder, you can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Home Affairs (DHA).

Visit the following website to find out more about working in Australia, including how to find a job.

<https://www.homeaffairs.gov.au/Trav/Stud>

## THE FAIR WORK OMBUDSMAN'S TOP TOOLS AND RESOURCES FOR INTERNATIONAL STUDENTS

The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.



Tool or Resource	Description	Links to resources
General information for international students	The Fair Work Ombudsman (FWO) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/internationalstudents">www.fairwork.gov.au/internationalstudents</a></li> <li>• <a href="#">Visa protection</a></li> <li>• <a href="#">International student's fact sheet</a></li> <li>• <a href="#">Jessica's story</a></li> <li>• <a href="#">Unpaid work</a></li> <li>• <a href="#">Student Placement and Internships</a></li> </ul>
Community presentation package	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package – the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/presentationpackage">www.fairwork.gov.au/presentationpackage</a></li> </ul>
Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android, and developed with young visa workers in mind. It's available in 18 languages and automatically detects the language settings on a user's smartphone.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/app">www.fairwork.gov.au/app</a></li> <li>• <a href="#">iTunes store</a></li> <li>• <a href="#">Google Play</a></li> </ul>
Anonymous Report	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and 16 other languages.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/tipoff">www.fairwork.gov.au/tipoff</a></li> <li>• <a href="http://www.fairwork.gov.au/inlanguageanonymousreport">www.fairwork.gov.au/inlanguageanonymousreport</a></li> </ul>
In language content	The FWO website translates into 40 different languages and recognizes browser settings automatically translating content into a user's preferred language. The FWO's website also delivers professionally translated information in 30 languages. The content includes downloadable resources and more detailed topic-based information to address the common questions asked by international students. It also includes in-language video resources in 16 languages.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></li> <li>• <a href="http://www.fairwork.gov.au/language">www.fairwork.gov.au/language</a></li> </ul>

If you have any questions about the Fair Work Ombudsman's tools and resources, please contact the FWO at [community.engagement@fwo.gov.au](mailto:community.engagement@fwo.gov.au).



## LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2016, the basic rate of living costs under the Migration regulations increased. Under these regulations' prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- AUD\$19,830 a year for the main student.
- AUD\$6,940 a year for the student's partner.
- AUD\$2,790 a year per child

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

## BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable. It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## SHOPPING

All Australian major town centers and capital city shopping facilities' opening hours are generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day, seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, IGA and ALDI. Major department stores in Australia include Myer and David Jones, Big W, Kmart, and Target. Below is a list of average costs for everyday grocery products in Australia:



- loaf of bread – AUD\$2.50 to AUD\$3.00.
- two liters of milk – AUD\$2.20 to AUD\$2.90.
- newspaper – AUD\$1.50 to AUD\$3.00.
- box of breakfast cereal – AUD\$3.00 to AUD\$4.00.
- jar of instant coffee – AUD\$3.00 to AUD\$4.00.
- bottle of soft drink – AUD\$1.50 to AUD\$3.00.
- bottle of shampoo – AUD\$2.50 to AUD\$4.50.
- bar of soap – AUD\$1.50 to AUD\$2.50.
- one apple – 50 cents to 80 cents.
- one banana – 60 cents to 90 cents.
- beef (500 grams) – AUD\$7.00 to AUD\$8.00; and
- chicken (600 grams) – AUD\$7.00 to AUD\$8.00

## CLOTHING

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

## PAYMENT OF TUITION FEES

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees, they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Students will be charged a late payment fee

Other fees and charges	
Administration Fee	\$200
Resource Fee (Learner's Resource Material, ID Card)	\$50/ term
Re-sit Fee (Summative Test)	\$50.00
Cancellation/withdrawal Fee	\$200





COE Variation Fee* ( <i>charged if there is an amendment to intake/ change of course</i> )	\$50
Reissuing of certificate/s, Statement of attainment	\$50
Reissuing of student ID card	\$25
Credit card payment ( <i>charged at 2% of the amount paid per transaction</i> )	
Late payment fees	
if overdue within 7 days	\$100
if overdue over 7 days	\$200

## ASSESSMENT

### FORMATIVE ASSESSMENT:

Types of formative assessment include review tests, homework, and teacher observations regarding participation.

Teachers are required to keep students updated on their level of progress and offer advice to students who are not reaching a passing grade in any assessment area.

### SUMMATIVE ASSESSMENT:

The syllabus includes three summative tests or projects – in Weeks 4, 8 and 12. The tests or projects are designed to check the overall progress of a student and whether learner objectives have been achieved. During weeks in which summative tests occur, one Friday session will be set aside for student counselling. Each student will have 5-10 minutes with the teacher to discuss individual progress and how to improve in areas that the student is struggling in. A Transcript is given to each student when they complete their studies. The student's most recent summative test or project scores are recorded on the transcript, along with a participation grade, their attendance percentage, and comments from the teacher. In case the student failed to attend the Summative Test, a re-sit fee of \$50.00 fee is applied.

## STUDENT PLAGIARISM, CHEATING AND COLLUSION

IIB has a no tolerance policy for plagiarism, cheating and collusion. Students are always expected to act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

## **STUDENT ORIENTATION AND SUPPORT SERVICES**

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies. Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organizational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

## **NON-COMMENCEMENT**

IIB is bound by law to notify the Department of Home Affairs (DHA) of any failure by students to appear for induction and orientation on their start dates (as shown on their “confirmation of enrolment” letter) within 7 days.

Non-Commencement of studies can be due to various reasons:

- Delay in Student Visa being granted (where student is outside Australia)
- On-shore student electing to return permanently to their home country and not commencing the course.
- Student does not commence the course and no reason is provided.

## **WELFARE SERVICES**

We can also offer you a range of welfare services to help with the mental, physical, social, and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us for details about the welfare services we can offer.



## EXTERNAL SUPPORT SERVICES

### READING AND WRITING HOTLINE

*Telephone: 1300 655 506*

*Website: <http://www.readingwritinghotline.edu.au/>*

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

### LIFELINE

*Telephone: 13 11 14*

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### REACH OUT

*Website: [www.reachout.com.au](http://www.reachout.com.au)*

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support, and referrals in ways they know work for young people.

## CHANGE IN VISA STATUS

Deferment, suspension, or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended, or cancelled, IIB will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site (<https://www.homeaffairs.gov.au/Trav/Stud>) or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa. Regardless of whether the suspension of enrolment is the result of a

student request for suspension or a suspension imposed by IIB, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, IIB will suspend an enrolment for an agreed period - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment. IIB will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course, or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa

## **YOUR FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

We also welcome feedback from you at any time by email and phone.

## **STUDENT CODE OF CONDUCT**

### **STUDENT RIGHTS**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment, which is free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information IIB holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive instruction, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course and assessment arrangements and their progress.

- Access the support they need to effectively participate in their course.
- Provide feedback to IIB on the client services, course, assessment, and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

### **STUDENT RESPONSIBILITIES**

All students, throughout their involvement with IIB, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for teaching purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to IIB in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Make regular contact with their teacher.
- Prepare appropriately for all assessment tasks and lessons.
- Notify IIB if any difficulties arise as part of their involvement in the program.
- Make payments for their course within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

### **LEGISLATION AND YOU**

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

### **EDUCATION SERVICES FOR OVERSEAS 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 (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

### **WORKPLACE HEALTH AND SAFETY**

Under the Workplace Health and Safety Act 2011, IIB must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. IIB has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your teacher.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with IIB emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy.

### **HARASSMENT, VICTIMISATION OR BULLYING**

IIB is committed to providing all people with an environment free from all forms of harassment, victimization, and bullying. IIB will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behavior that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumors, offensive jokes, ignoring someone.

Victimization is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimized, or bullied by a staff member or student, you should follow these steps. If you feel that you are being harassed, victimized, or bullied, ideally you should tell the person that you do not like the behavior and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the IIB Complaints and Appeals procedure and detailed in this Handbook.

### **EQUAL OPPORTUNITY**

The principles and practices adopted by IIB aim to ensure, that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with IIB.

All students will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

IIB provides equity in access to the level of support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their course outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge, and experience through education.

### **PRIVACY PRINCIPLES**

- Personal information is collected from individuals in order that IIB can carry out its business functions. IIB only collects and stores information that is related to its business purposes and legal requirements.
- In collecting personal information, IIB complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the Institute operates.
- This means IIB ensures everyone:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to.
  - Can access their personal information upon request.



- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about IIB if you consider that your personal information has been mishandled.

#### **COLLECTION OF INFORMATION**

- In general, personal information will be collected through course application and/or enrolment forms, study records, assessment records and online forms and submissions.
- The types of personal information collected include:
  - personal and contact details
  - employment information, where relevant
  - academic history
  - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
  - study, participation, and assessment information
  - fees and payment information

#### **STORAGE AND USE OF INFORMATION**

- IIB will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorized access, misuse, or disclosure. Personal information will be stored electronically in a secure environment to which only authorized staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about course opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress, and outcomes.
- IIB may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

#### **DISCLOSURE OF INFORMATION**

- The personal information about students enrolled in a Course with IIB may be shared with the Australian Government and designated authorities. This includes personal details, contact details, course enrolment information and study outcomes





- IIB will not disclose an individual's personal information to another person or organization unless:
  - They are aware that information of that kind is usually passed to that person or organization.
  - The individual has given written consent.
  - IIB believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorized by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organization to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

#### **ACCESS TO AND CORRECTION OF RECORDS**

- Individuals have the right to access or obtain a copy of the information IIB holds about them including personal details, contact details and information relating to course participation, progress, and attendance.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that IIB holds about them; however, there is a \$100.00 charge fee for any copies made i.e.: certificate, transcripts, or statement of attainment. Arrangements will be made within 10 working days for the individual to access their records.

#### **COMPLAINTS ABOUT PRIVACY**

- Any individual wishing to make a complaint or appeal about the way information has been handled within IIB can do so by following the IIB Complaints and Appeals Policy and Procedure.

#### **ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that IIB holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to Administration using the Access to Records Request Form. There is a \$50.00 charge for any copies made i.e.: certificate, transcript statement of attainment.

Within 10 working days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an IIB staff member. Where copies of records are to be provided via post, records will only be sent to the home address the Institute holds on file for the student.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file; or
- other means necessary to grant access to current and up-to-date records.

#### AMENDMENT TO RECORDS

Where student requests for incorrect records held about them to be corrected, they can do so by filling an *Amendment to Records Request Form*. If it is a change of address or contact details of a current student, they can use the *Change of Details Form*. IIB will review your request and if records are incorrect, update records accordingly. You will be advised in writing of the actions taken to follow up your request.

## IMPORTANT POLICIES AND PROCEDURES

#### REFUND POLICY

##### **Student Refund Policy**

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place.

An application for a refund must be made in writing and addressed to the PEO, clearly stating the reason for the cancellation.

You can nominate an adult family member, over the age of 18, other than yourself, who can receive a refund on your behalf.

Administration fees and processing charges as well as fees paid to education agents are non-refundable.



A 75% refund of the course fees will be given by the Institute only up to twenty eight (28) days prior to the nominated course commencement date. If more than fourteen (14) but less than twenty eight (28) days notice is given of the intention to withdraw from the course then a 50% refund will be given.

If less than fourteen (14) notice is given of the intention to withdraw from the course then a 25% refund will be given. If a student fails to commence, whether the student notifies the Institute or not, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – varified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a student’s visa has not been granted

If required, or when IIB agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

IIB agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 4 weeks (20 working days). All monies paid shall be refunded in full.

The Institute will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters the contract with the Institute (the Student) unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

In the unlikely event that IIB is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

You can nominate an adult family member, over the age of 18, other than yourself, who can receive a refund on your behalf.

Alternatively, you may be offered enrolment in an alternative course by IIB at no extra cost to you.



You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If IIB is unable to provide a refund or place you in an alternative course our Tuition Protection Service will ensure you are able to either:

- a) complete your studies in another course or with another education provider or
- b) receive a refund of your unspent tuition fees.

Go to <https://tps.gov.au/StaticContent/Get/StudentInformation> for more information.

## COURSE TRANSFER POLICY

### Overseas Student Transfers Policy

#### Purpose

The policy describes the requirements for transferring from one provider to another and vice-versa for overseas students.

This policy details the procedures for assessing applications to transfer prior to completion of 6 months of their principal course. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

IIB's policies support the intent of Standard 7, considers individual circumstances, and will provide a letter of release at no cost to the student if a successful application is made for release. IIB will always advise a transferring student of the need to contact DHA to seek advice on whether a new student visa is required.

IIB will ensure this policy is available to both staff and students by including it in the Staff Policy and Procedure Folder available on all staff computers and the Student Handbook.

#### Policy

Under this policy, IIB will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may require support to transition to study in Australia.



### **IIB enrolling a transferring student from another provider**

IIB will **not** enrol any transferring overseas student prior to completion of 6 months of their principal course unless:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

### **IIB assessment process for current students wishing to transfer to another provider prior to completing 6 months of their principal course**

IIB will only allow a current overseas student to transfer to another provider prior to completing 6 months of their principal course if:

#### **a) The following steps are followed**

1. Students make a written request by filling up Student Transfer Application Form to the PEO, or their delegate to transfer from IIB. A \$250.00 administration fee applies.
2. The student provides a valid offer of enrolment from the new institution.
3. With the valid offer of enrolment, the Institute will assess the circumstances surrounding the transfer request (see below)
4. If the circumstances are deemed sufficient, and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DHA to determine if they need to obtain a new visa.
5. The Institute reports student's termination of studies through PRISMS

If any of the information received regarding the transfer request is unclear, the PEO, or their delegate will need to interview the student and gain a fuller understanding of the circumstances.

All requests, considerations, decisions and copies of letters of release should be placed in the student's file

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

IIB will not finalise the student's refusal status if applicable in PRISMS until the appeal finds in



favour of the Institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

IIB will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

#### **b) Circumstances in which IIB will grant the request**

IIB will grant the request if the transfer is deemed to be in the student's best interests. These circumstances can include:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with IIB's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- there is evidence of compassionate or compelling circumstances
- IIB fails to deliver the course as outlined in the Acceptance of Offer document.
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by IIB or an education or migration agent regarding the Institute or its course and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

#### **c) Refusing to provide a letter of release**

IIB will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with a written response stating the reason for the refusal.

The student will be given advice in writing that they may access the student complaints and appeals process within 20 working days as detailed in the Student Handbook if they seek a review.

#### **d) Timeframe for assessing and replying to a transfer request**



IIB will decide regarding accepting or refusing a transfer request within 10 working days of receiving a written request. In situations where students are eligible for a Letter of Release, IIB will provide such a letter within 10 working days of receiving a written request.

## COURSE PROGRESS POLICY

### Monitoring Overseas Student Progress Policy

#### Purpose

The purpose of this policy is to ensure IIB systematically monitors students' course progress for each course in which the overseas student is enrolled, which includes recording, monitoring, assessing, and when necessary, counselling and reporting the course progress of each student.

#### Policy

IIB will monitor the progress of each overseas student to ensure the overseas student is able to complete the course within the expected duration specified on the overseas student's CoE.

IIB will identify, notify, and assist an overseas student at risk of not meeting course progress requirements where there is evidence from the overseas student's assessment tasks that the overseas student is at risk of not meeting those requirements.

IIB will clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress through the Student Handbook.

#### Process for monitoring and recording course progress

##### 1. Requirements for achieving satisfactory course progress

The overseas student receives an overall grade of 60% or a grade of 50% in each level in the final summative test/project scheduled in their weeks of ELICOS study, as stated in the student's CoE.

To level-up in General English (GE) the overseas student must receive an average grade of **80% in all areas** after 4 weeks, **70% in all areas** after 8 weeks and **overall grade of 60%** after 12 weeks. There is no level up requirement for IELTS students.

##### 2. Processes for recording and assessing course progress

*Recording:* All summative test/project results are to be recorded by the overseas student's teacher on within 2 working days after a summative test is held. These spreadsheets are monitored by the ELICOS



Coordinator after each summative test occurs. All hardcopies must be forwarded to the SE&E Department for filling.

*Assessing:* The role of assessing course progress is held jointly by the overseas student's teacher and the ELICOS Coordinator. The teacher is responsible for having a clear understanding of the Monitoring Overseas Student Progress Policy, particularly when an intervention needs to occur. This policy is part of the policies and procedures folder accessible in all computers used by IIB teachers. It is the teacher's job to notify the ELICOS Coordinator in writing when a student needs an intervention.

The ELICOS Coordinator is also responsible for assessing course progress. They must regularly monitor student summative test results to ensure that teachers are fulfilling their obligations regarding monitoring course progress and to also ensure all students who need an intervention receive one.

### 3. Details of the registered provider's intervention strategy

Intervention must occur when an overseas student receives a grade of 59% or less in the summative test/project scheduled at the point closest to when 50% of their ELICOS study weeks have been completed.

A letter will be sent to the student by email requesting a meeting with the ELICOS Coordinator to develop strategies to ensure the student maintains satisfactory course progress. (***Unsatisfactory Course Progress – Warning Letter***).

The ELICOS Coordinator will meet with the “at risk” student to discuss:

- issues that might be causing the unsatisfactory course progress, such as:
  - personal issues (homesickness, money, boyfriend/girlfriend, housing, work)
  - classroom issues (suitability of course, problems with another students/teacher)
- strategies to assist them to achieve satisfactory course progress, such as:
  - possibility of re-assessment
  - attending extra tutorials or participating in study groups
  - receiving individual support and / or mentoring
  - attending counselling if personal issues present

The ELICOS Coordinator will advise the students about the requirements for achieving satisfactory course progress. The ELICOS COORDINATOR will also explain that if the student is deemed to be making unsatisfactory course progress, it could lead to the student being reported to DHA and the cancellation of his or her visa, depending on the outcome of any appeals process.

The ELICOS Coordinator will maintain a record of each meeting using the ***Early Intervention Report Form***. A copy of this form will be held on each student's file.





The ELICOS Coordinator will follow up the progress of the student at times discussed with the student or as the ELICOS Coordinator deems reasonable if they notice further risk of unsatisfactory course progress.

#### **4. Processes for determining the point at which the student has failed to meet satisfactory course progress.**

The ELICOS Coordinator is responsible for determining the point at which the student has failed to meet satisfactory course progress. They should, on a weekly basis, monitor the number of weeks that every overseas student has left on their CoE. This will allow them to know when a student's final summative test is taking place.

If an overseas student receives a grade of 59% or less in the final summative test/project scheduled in their weeks of ELICOS study, as stated in the student's CoE, the ELICOS Coordinator will notify the student that IIB intends to report the overseas student for unsatisfactory course progress.

For General English courses:

- To achieve a pass rate or a satisfactory grade, the student must achieve an overall assessment score of 60% or higher and with a minimum score of 50% marks for each specific skill or task in the summative test for the student to be considered satisfactory. Reasonable adjustments can be accorded with the approval from the ELICOS Coordinator for students with borderline scores, i.e., threshold limit of no less than 48%, to be considered for an upgrade to 50% marks to achieve a pass grade.
- In test resit cases, score computation/s would reflect a capped score at 50% only, irrespective of whether the student has obtained a higher mark than 51%.

#### **Process for reporting unsatisfactory course progress**

Where IIB has assessed the overseas student as not meeting course progress requirements, the Institute will give the overseas student a written notice as soon as practicable, using the ***Intention to report*** letter.

In this letter, IIB will:

- notify the overseas student that the Institute intends to report the overseas student for unsatisfactory course progress
- inform the overseas student of the reasons for the intention to report
- advise the overseas student of their right to access IIB's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

A student may appeal on the following grounds:

- IIB has not recorded or calculated your marks correctly, or
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress, or



- IIB has not implemented our intervention strategy in accordance with our documented policies and procedures, or
- IIB has not implemented other policies which may impact upon your results, or
- IIB has not made a relevant policy available to you. (Please specify)

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and the student made satisfactory course progress, IIB does not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through IIB's intervention strategy, and IIB does not report the student.

IIB will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports IIB, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying IIB in writing.

## Definitions / Explanatory Notes

### Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
  - involvement in or witnessing of an accident or
  - a crime committed against the student or



- the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above is only some of examples of what may be considered compassionate or compelling circumstances. IIB will use its professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, IIB will consider documentary evidence provided to support the claim. IIB will keep copies of these documents, together with a record of why the decision was made, in the student's file.

## ATTENDANCE POLICY

### Monitoring Overseas Student Attendance Policy

#### Purpose

The purpose of this policy is to ensure IIB systematically monitors students' compliance with student weekly attendance for each course in which the overseas student is enrolled.

#### Policy

IIB will identify, notify and assist an overseas student at risk of not meeting attendance requirements based on the total number of available scheduled hours and can report students who have breached their attendance requirements ie their attendance has fallen under 80%.

IIB will clearly outline and inform overseas student before they commence the course of the requirements to achieve satisfactory attendance through the orientation program and the Student Handbook.

This policy is part of the policies and procedures folder accessible in all computers used by IIB teachers.

#### Process for monitoring and recording attendance

##### 1. Requirements for achieving satisfactory attendance

To achieve satisfactory attendance for a course, students must maintain a minimum attendance of 80 per cent of the scheduled contact hours.

##### 2. The method for working out minimum attendance



All students must maintain an attendance rate of at least 80% during the course duration.

Attendance is calculated by totalling the number of available scheduled hours and dividing them by 80%. The balance is the total time a student may be absent during their course.

*e.g., A student enrolls into a program that runs for 20 weeks. The contact hours for that course are 20 hours per week. The total contact hours for that program are  $20 \times 20 = 400$  hours. 80% of 400 is 320, meaning the student can miss 80 hours in that course.*

### 3. Processes for recording course attendance

Attendance is recorded on hard copy rolls by the class teacher for each class period every day classes are held. Students arriving late for a class period or who are absent for a class period are recorded.

At the end of the week, the rolls are handed in to reception by the teacher. The data is entered into the student management system (SMS) and weekly reports are evaluated by the ELICOS Coordinator, or their delegate.

### 4. Details of the registered provider's intervention strategy

IIB will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e., before the student's attendance drops below 80 per cent).

Students identified at risk will be sent a letter and counselled, and students who drop below the 80% rate will be sent an Intention to Report (ITR) letter.

#### Warning Letter for at risk students

Each week the ELICOS Coordinator, or their delegate will draw a report from the Student Management System on all students' overall attendance. Students below 90% attendance are emailed the first warning letter (**Unsatisfactory Attendance - Warning Letter 1**) outlining the student's current overall attendance.

Student below 85% attendance are email the second warning letter (**Unsatisfactory Attendance - Warning Letter 2**) This letter will also request a meeting with the ELICOS Coordinator to discuss:

- issues that might be causing the unsatisfactory attendance, such as:
  - personal issues (homesickness, money, boyfriend/girlfriend, housing, work)
  - classroom issues (suitability of course, problems with another students/teacher)
- strategies to assist them to achieve satisfactory attendance, such as:
  - changing work shifts
  - receiving individual support and / or mentoring
  - attending counselling if personal issues present



The ELICOS Coordinator or their delegate will advise the students about the requirements for achieving satisfactory attendance. The ELICOS Coordinator will also explain that if the student is deemed to have attendance lower than 80%, it could lead to the student being reported to DHA and the cancellation of his or her visa, depending on the outcome of any appeals process.

The ELICOS Coordinator will maintain a record of each meeting using the **Early Intervention Report** Form. A copy of this form will be held on each student's file.

The ELICOS Coordinator will follow up the attendance of the student at times discussed with the student or as the ELICOS Coordinator deems reasonable if they notice further risk of unsatisfactory attendance.

#### **5. Processes for determining the point at which the student has failed to meet satisfactory course attendance.**

The ELICOS Coordinator is responsible for determining the point at which the student has failed to meet satisfactory course attendance. They, or their delegate, should evaluate weekly attendance reports generated by the SMS.

During this evaluation, the ELICOS Coordinator or their delegate must:

1. Check which students are below 80% overall attendance
2. Check to ensure they have received a warning letter
3. If they have, an Intention to Report (ITR) letter can be issued
4. If they have not, due to an oversight, a warning letter must be immediately issued, and the student given an opportunity to rectify their attendance before an ITR letter can be issued.

#### **Process for reporting unsatisfactory attendance**

Where IIB has assessed the overseas student as not meeting course attendance requirements, the Institute will give the overseas student a written notice as soon as practicable, using the **Intention to report** letter.

In this letter, IIB will:

- notify the overseas student that the Institute intends to report the overseas student for unsatisfactory attendance
- inform the overseas student of the reasons for the intention to report
- advise the overseas student of their right to access IIB's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.



A student may appeal on the following grounds:

- IIB has not recorded or calculated your attendance correctly, or
- There are compassionate or compelling reasons which have contributed to your unsatisfactory attendance, or
- IIB has not implemented our intervention strategy in accordance with our documented policies and procedures, or
- IIB has not implemented other policies which may impact upon your attendance, or
- IIB has not made a relevant policy available to you. (Please specify)

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- iii. If the appeal shows that there was an error in calculation, and the student has satisfactory attendance, IIB does not report the student, and there is no requirement for intervention.
- iv. If the appeals process shows that the student does not have satisfactory attendance, but there are compassionate or compelling reasons for the lack of progress, IIB may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at **least 70 per cent of the scheduled course contact hours**

IIB must only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports IIB, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying IIB in writing.

## Definitions / Explanatory Notes

### Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided)



- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
  - o involvement in or witnessing of an accident or
  - o a crime committed against the student or
  - o the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above is only some of examples of what may be considered compassionate or compelling circumstances. IIB will use its professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, IIB will consider documentary evidence provided to support the claim. IIB will keep copies of these documents, together with a record of why the decision was made, in the student's file.

#### DEFERRING, SUSPENDING OR CANCELLING A COURSE POLICY

##### **Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy**

###### **Purpose**

This policy outlines the requirements and procedures when IIB wishes to suspend and cancel a student's enrolment and the requirements and procedures when a student requests a deferment or suspension.

###### **Policy**

IIB will ensure this policy is available to both staff and students by including it in the Staff Policy and Procedure Folder available on all staff computers and the Student Handbook.

IIB will maintain a record of any decisions made regarding deferring, suspending, or cancelling an overseas student's enrolment.

IIB has a process for assessing, approving, and recording a deferment of the commencement of study or suspension of study request by an overseas student.

###### **Student request for deferment of the commencement of study or suspension of study**

###### **Deferments**

Students who are unable to arrive and start their course on time as agreed, or no later than seven (7) days after the agreed start date, will have to apply to IIB to defer their studies.



If a student wants to start their course more than seven (7) days after the agreed date, they must contact IIB and request an *application to defer or suspend form* by email.

They would need to fill out this form and return it to the Institute. For the application to be approved, the student would need to demonstrate compassionate or compelling circumstances in the form of a letter, and other supporting documentation if necessary, as to why they want to delay starting their studies.

### ***Suspensions***

Students who would like to suspend their studies must first speak to the ELICOS Coordinator or their delegate. An *application to defer or suspend form* must be completed which will need to be approved by the ELICOS Coordinator or their delegate. Prior to applying to suspend their program, students must ensure that they have paid any outstanding Institute fees.

They would need to fill out the application to defer or suspend form and return it to the Institute. For the application to be approved, the student would need to demonstrate compassionate or compelling circumstances in the form of a letter, and other supporting documentation if necessary, as to why they want to delay their studies. A fee of \$50.00 per issuance of new coe applies.

### ***Procedure for recording deferments or suspensions***

- Student requests deferment or suspension of course studies
- Request made in writing using *application to defer or suspend form* and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment or suspension
- Request to be assessed by the ELICOS Coordinator, using *review form*
- If circumstances are deemed exceptional a deferment or suspension will be granted
- Student will be granted a deferment or suspension for up to 12 months before an enrolment will be cancelled
- Requests involving circumstances not deemed exceptional will not be granted
- Institute reports student to Secretary of DET via PRISMS
- Student sent *letter to student* from the Institute outlining decision and reasons why
- The *application to defer or suspend form*, the *review form* and the *letter to student* from the Institute will be placed in the student file, along with any other supporting documentation.





### ***Compassionate or compelling circumstances***

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
  - o involvement in or witnessing of an accident or
  - o a crime committed against the student or
  - o the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above is only some of examples of what may be considered compassionate or compelling circumstances. IIB will use its professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, IIB will consider documentary evidence provided to support the claim. IIB will keep copies of these documents, together with a record of why the decision was made, in the student's file.

### **IIB suspending or cancelling a student's enrolment**

IIB may suspend or cancel a student's enrolment including, but not limited to, based on:

- misbehaviour by the student
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

**Please refer to the table below.**



## Student Misbehaviour

### **General misconduct**

Students are expected to respect other students, staff, and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.<sup>4</sup>

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Institute property or the property of others; alters/defaces Institute documents or records; prejudices the good name of IIB, or otherwise acts in an improper manner.

IIB will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts.
- b) prejudices the good name or reputation of IIB.
- c) prejudices the good order and governance of IIB or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Institute.
- d) fails to comply with conditions agreed to in the contract.
- e) wilfully disobeys or disregards any lawful order or direction.
- f) refuses to identify him or herself when lawfully asked to do so by a staff member of IIB.
- g) fails to comply with any penalty imposed for breach of discipline.
- h) misbehaves in a class, meeting or other activity under the control or supervision of the Institute, or on Institute premises or other premises to which the student has access as a student of IIB.
- i) obstructs any member of staff in the performance of their duties.
- j) acts dishonestly in relation to admission to IIB.
- k) knowingly makes any false or misleading representation about things that concern the student as a student of IIB or breaches any of IIB's rules.
- l) alters any documents or records.
- m) harasses or intimidates another student, a member of staff, a visitor to IIB, or any other person while the student is engaged in study or other activity as a Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of IIB.
- o) misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from



IIB premises while acting as an Institute student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others.

- p) steals, destroys, or damages a facility or property of IIB or for which the Institute is responsible; or
- q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

### **Penalties for general misconduct**

1. Penalties imposed will consider the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from IIB.

If the student admits to the alleged misconduct, the ELICOS Coordinator or their delegate may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from IIB.

The ELICOS Coordinator may then impose the penalty of permanent exclusion from IIB in the case of physical or verbal abuse of students or staff of IIB, repeated or severe misconduct, or in the case of criminal acts.

### **Academic misconduct**

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a teacher about their knowledge, ability, or the amount of original work they have done.

#### **a) Student's responsibilities:**

##### **1 During Tests (if applicable)**

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the test room other than those specified for that test
- d) Students must not use computer software or other devices during a test other than those specified.



A student may be excluded from a test for any of the following reasons:

- unauthorised absence from class.
- failure to meet course requirements, for example non-submission of assignments or failure to attend class or sit for previous tests
- academic misconduct
- general misconduct

## **2 Other assessment tasks**

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work and not groupwork, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

### **b) IIB's responsibilities:**

#### Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

### **c) Penalties**

1. Penalties imposed will consider the nature and the extent of the misconduct.
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from IIB.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the course, exclusion from IIB.



### Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

### A breach of course progress or attendance requirements

IIB will refer to the **Monitoring Overseas Student Progress Policy** or the **Monitoring Overseas Student Attendance Policy**, depending on the circumstances.

### Before initiating a suspension or cancellation

Before initiating a suspension or cancellation of an overseas student's enrolment IIB will:

- thoroughly investigate the matter, using the *review form*.
- inform the overseas student of that intention and the reasons for doing so, in writing (*letter to student*)
- advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

### Notification and appeal

1. Students must be notified in writing of penalties because of any misconduct. The misconduct will be outlined in detail.
2. The grounds for appeal are:
  - procedural irregularities, and/or
  - factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision

Students have the right to appeal a decision by IIB to suspend or cancel their studies and IIB will not notify DET of a change to the enrolment status until the internal complaints and appeals process is completed.

Appeals must be lodged in writing with the ELICOS Coordinator or their delegate within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.



### **When there is a deferral, suspension or cancellation action taken**

When there is a deferral, suspension or cancellation action taken IIB will:

- inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
- report the change to the overseas student's enrolment under section 19 of the ESOS Act.

### **Please Note:**

The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

## **COMPLAINTS AND APPEALS POLICY**

### **Complaints and Appeals Policy**

#### **Purpose**

IIB has and implements when required a documented and fair internal complaint handling and appeals process and policy for the resolution of any type of dispute involving a student that includes access to an independent external body. In addition, IIB provides the overseas student with comprehensive, free and easily accessible information about that process and policy.

#### **Policy**

IIB will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the Institute, the Institute's education agents or any related party the Institute has an arrangement with to deliver the overseas student's course or related services

IIB's internal complaints handling, and appeals process and policy are fair and documented.

IIB provides the overseas student with comprehensive, free, and easily accessible information about that process and policy – through the Student Handbook.

IIB will maintain the student's enrolment while the complaints and appeals process are ongoing. This does not necessarily mean that a student will remain in class.



### **Process for the overseas student to lodge a complaint or appeal**

#### **Informal Complaint Procedure**

- Student has a complaint
- Approaches SE&E Officer/Teacher/ ELICOS Coordinator with complaint
- SE&E Officer/Teacher/ELICOS Coordinator resolves complaint internally on an informal basis

#### **Formal Complaint Procedure**

1. Student has a complaint.
2. Student lodges the complaint in writing to the ELICOS Coordinator within 5 working days of the incident occurring.
3. The written complaint will be acknowledged by IIB in writing, along with an outline of the processes to be followed and an estimated time frame.
4. You will be given an opportunity to formally present your case at minimal or no cost and be assisted by a support person at any relevant meetings.
5. Assessment of the complaint to begin within 10 working days of the written complaint being received by the ELICOS Coordinator. The assessment will be conducted in a professional, fair and transparent manner.
6. Student's enrolment will be maintained during the assessment process.
7. A written statement of the outcome of the complaint assessment, including detailed reasons, will be given to the student as soon as practicable, with detailed reasons for the outcome.
8. A written record of the complaint will be kept by IIB, including a statement of the outcome and detailed reasons for the outcome.

In the event of a favourable outcome for the student, IIB will immediately advise and implement any decision

#### **Internal Appeal**

If a student is unhappy with the result, they will be able to lodge an internal appeal. This appeal is a separate process to the procedure outlined above and will be carried out by a minimum of two senior staff of IIB, including the PEO. All time periods and rules related to the initial procedure outlined above also relate to the appeals process.

IIB will commence assessment of the appeal within 10 working days of it being made in accordance with the Institute's complaints handling and appeals process and policy and finalize the outcome as soon as practicable. IIB will conduct the assessment of the complaint or appeal in a professional, fair, and transparent manner.



### External Review

If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, IIB will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost.

IIB will give the overseas student the contact details of the appropriate complaints handling and external appeals body – see below:

### External Bodies

- NSW Ombudsman: <https://www.ombo.nsw.gov.au/>
- ASQA: <https://www.asqa.gov.au/complaints>

*Note: ASQA will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.*

### A decision in favor of the overseas student

If the internal or any external complaints handling or appeal process results in a decision or recommendation in your favor, we will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise you of that action.

## INTERNAL SUPPORT SERVICES

### Student wellbeing Support and Counselling Services Policy & Procedure

#### 1. Introduction

##### Purpose

This policy has been developed to ensure IIB has appropriate support services available to all enrolled students to assist them in achieving their learning goals and satisfactory academic progress, and to ease their transition into life and study with IIB and in Australia. This includes providing additional educational or personal support to students with special needs.

##### Scope

This policy applies to:

- students enrolled in IIB courses
- all IIB staff members involved in the promotion, recruitment, admission, academic delivery, management, and administration of students.



## **Legislative Context**

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code 2018
- ELICOS Standards 2018

## **2. Student support services and wellbeing counselling personnel**

### **Designated Wellbeing Team**

At IIB, the Student Services Officer (SSO) is the designated member of staff to be the official point of contact for students. The SSO maintains up-to-date details of the college's support and welfare services. All staff members are bound by their duty of care to assist students by referring them initially to the Student Services Officer.

The Student Services Officer will determine the necessary person in the college's management staff who is the most appropriate to provide the student with the advice and support required. The SSO will make an appointment for the student to meet with that person.

In addition to the Student Services Team, the Academic Manager and the Wellbeing Counsellor(s) are responsible for the provision of advice and support services to students. Students will be referred to external counselling services as required.

IIB also provides all students with access to Wellbeing Counsellor(s), who will be available for professional, free of charge, confidential one-on-one support sessions in person or via phone/email as needed by students who face difficult issues in their personal lives such as illness, bereavement, relationship issues, or adjusting to a new lifestyle. During orientation students are made aware of this service, who the individual counsellor is, and the process for booking an appointment. In case of urgency, IIB will have Wellbeing Counsellor(s) available for students as needed and wherever possible meet students request for a specific counsellor.

IIB Wellbeing Counsellor provides independent support services with appropriate certificates in counselling or psychology and has a compiled up-to-date catalogue of relevant services in Sydney from which to provide referral to relevant internal and external services.

All requests for bookings can made in person at the student services reception desk or be emailed to student services. Students can also make an appointment with counsellor directly so that confidentiality can be respected.

### **Sufficient student support personnel**

IIB ensures that sufficient student support services personnel are employed to meet the needs of enrolled students, which presently include:

- Reception staff that are available to assist with enrolment and general enquiries
- Student Services staff who provide advice on student welfare matters

- Wellbeing counsellors who provide emotional and practical support such as referral and information on services to students with psychological difficulties
- Wellbeing counsellors who investigate the reasons for a student's attendance problems, and make recommendations designed to improve student's attendance.
- Academic Managers and Education team that assist with academic issues including intervention strategies
- Teachers who are a primary contact for students, governing all student academic performance and consulting Education Managers when students are at risk of not meeting academic progress requirements
- Education Manager who oversees complaints and appeals, intervention strategies, academic compliance and governance, student welfare, critical incidents and any regulatory student reporting requirements
- Finance division, who can assist with fee schedules and payment plans
- Student Services Officer, who is available to assist students with accommodation information and placements

### 3. Assisting students in adjusting to study and life in Australia

IIB requires that all students attend an orientation session upon commencement of their studies with IIB. Orientation provides age and culturally appropriate information that assists students in adjusting to life in Australia and study with IIB.

An introduction to Student Support Services staff in orientation and in the *Student, Handbook* ensures all students are aware of the support available throughout their study in Australia.

All enrolled students are provided with the name and booking details of designated Wellbeing Counsellor, and the professional, confidential, and free of charge counselling services the counsellor is offering.

Student Support Services are available to discuss and assist with issues that may arise, including:

- understanding and adapting to Australian culture
- coping without student's friends and family - homesickness
- issues with accommodation
- course progress and attendance requirements
- language problems
- relationship problems on campus or socially
- coping with pregnancy and support available
- becoming the victim of a crime or having an accident
- violence at home or in a relationship
- cultural diversity
- childcare concerns
- religious issues
- complaints process

- referring student to the wellbeing counselling services provided by IIB, and how to book an appointment
- making students aware of workshops offered by Wellbeing Counsellor: employee's rights, mental health, motivation, harassment etc.
- 

These services are provided at no additional cost to the student. Where Student Services are not qualified or when it is not appropriate to assist a student, a free referral will be provided to external support services.

#### **Additional support provided by student services**

- Medical support: Student Support Services maintain a current list of medical professionals within proximity to both Melbourne and Sydney campuses.
- Accommodation support: IIB can assist with information and placement in short-term and long-term accommodation and airport transfers.
- Legal support: While SSO can provide some advice and guidance, where it is appropriate for students to gain professional legal advice SSO will assist with a referral to professional legal services. Students may be entitled to free legal advice through the International Student Legal Advice Clinic (ISLAC), however generally students will incur a cost for professional legal services.
- Migration support: IIB cannot and will not provide any assistance with regards to migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.

#### **4. Assisting students in meeting expected learning outcomes**

IIB provides enrolled students with access to and encourages participation in services designed to assist meeting course and attendance requirements. IIB students are also monitored and supported throughout their studies.

To help students meet expected learning outcomes IIB strongly encourages students to access academic support services including but not limited to:

- Learning skills
- English support classes

Academic Managers work closely with SSOs and teachers to identify and support all students at risk of not meeting academic progress and/or attendance requirements. This includes:

- contacting students who have been absent for more than five consecutive days without approval
- referring students to the Wellbeing Counsellor to help identify if the academic progress or attendance issues are due to psychological difficulties in their personal lives such as illness, bereavement, relationship issues, or adjusting to a new lifestyle
- intervention strategies and action plans for students who are at risk of course failure.

## 5. Assisting students in meeting expected attendance requirements

According to National Code 2018 Standard 8, all registered providers must monitor overseas student's attendance, identify, and offer support to those at risk of not meeting attendance requirements. IIB provides Wellbeing counsellors who offer attendance counselling services to all IIB students.

The role of the Wellbeing counsellor:

- Enforce college attendance through legal action according to National Code 2018.
- Investigating upon referral the reasons for a student's attendance problems, and making recommendations designed to improve student's attendance.
- Counselling students who have attendance and psycho-social problems.
- Preparing and maintaining confidential reports and records.
- Liaising and advocating between Education Department and Student Services, and providing consultation to Academic Manager or Principal Administrator on intervention strategies and plans.

The earlier the referral, the better the chance for student success. Early identification of students with potential attendance issues can help to prevent future problems at IIB. A referral should be made to the Wellbeing counsellor when:

- A student is absent five or more days in a row without a good reason
- A pattern of absence begins to show (Monday or Friday absence, being late, skipping class, etc)
- A student has received the first and second attendance warning letters, but the overall attendance has not improved, and is about to receive the third warning letter
- A student receiving ITR
- Absent begins to affect academic progress
- Attempts by the college to contact the student have been unsuccessful
- Attendance becomes a problem due to chronic illness/stress without a doctor's note
- A class teacher asks for help

IIB advocates and foster the inclusion of all students in reaching their full learning potential through respectful collaboration within the students, student services officers, wellbeing counsellor, and education department.

## 6. Booking procedures

### General welfare counselling:

1. Students may ask a Student Services Officer to help make a booking at the reception desk, or email a SSO for help
2. SSO will decide who is the best person that the student should be speaking to, and check preferred schedule and staff availability
3. Send booking time to staff through Microsoft Outlook



4. Send confirmation email to student
5. Student may also contact the Wellbeing counsellor directly by sending emails to [counsellor@iib.edu.au](mailto:counsellor@iib.edu.au).

#### **Attendance or academic progress counselling:**

1. Referrals regarding poor attendance are made to the Wellbeing Counsellor by Academic Manager or Student Services Officer, the record of attendance is attached
2. SSO to check preferred schedule and counsellor's availability
3. SSO to send booking time to counsellor through Microsoft Outlook or Google Calendar
4. SSO to send confirmation email to student
5. Student may also contact the Wellbeing counsellor directly to discuss any concerns related to attendance or progress by sending emails to [counsellor@iib.edu.au](mailto:counsellor@iib.edu.au).

#### **7. Staff obligations regarding legislation**

All staff members who interact directly with students are required to undertake relevant and appropriate training to ensure IIB's obligations under the ESOS framework and National Code 2018 are met. Staff awareness and training includes:

- position descriptions which include reference to ESOS Act and knowledge of ESOS Act as both a job requirement as well as desirable criteria in the selection of applicants
- induction training and checklist on the ESOS Act and National Code, staff sign off confirming understanding of legislative requirements
- all staff employed in Training and Assessment, Student Support Services, Administration and Marketing undertake the IIB annual internal training and tutorial and demonstrate their understanding of the National Code 2018
- emails and discussions at staff meetings to communicate the ESOS framework.

#### **Staff Role**

IIB employees must ensure that they are conversant with this policy and adhere to the procedures and delivery of services according to their designated roles.

#### **Student Role**

Students are expected to attend all orientation sessions and to familiarise themselves with information contained in the Student Handbook. Students are also expected to avail themselves of services offered and to seek assistance in a timely manner.

This policy will be reviewed this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa. The Student Support Services and Wellbeing Counselling Policy is made available via the IIB intranet internally and externally on the IIB website.



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## 8. Related Documents

1. Student Handbook
2. Wellbeing Counselling Meeting Record
3. Wellbeing Counselling Personal Information Consent
4. Wellbeing Appointment Booking Form
5. Attendance Counselling Statement



## APPENDIX 1: YEAR 12 EQUIVALENT TABLE

<b>Country</b>	<b>Year 12 Equivalent</b> (Satisfactory completion/ Statement of Attendance/ Leaving Certificate)
<i>Australia</i>	<i>Australian Year 12 Senior Secondary Certificate of Education</i>
<i>Argentina</i>	<i>Bachillerato/Tecnico de Nivel Medio/Bachillerato Especializado</i>
<i>Bangladesh</i>	<i>Higher Secondary Certificate/vocational higher secondary GCE A-Level</i>
<i>Bhutan</i>	<i>Bhutan Higher Secondary School Certificate or Middle Secondary School Certificate plus 2-year relevant vocational diploma</i>
<i>Brazil</i>	<i>Certificado/diploma de Ensino (Year 12 equivalent) Medio</i>
<i>Brunei</i>	<i>Brunei Cambridge General Certificate of Education Advanced Level (Brunei-Cambridge A level)</i>
<i>Cambodia</i>	<i>Diploma of Upper Secondary Education/Baccalaurate</i>
<i>Canada</i>	<i>High School Diploma</i>
<i>Chile</i>	<i>Licencia de Educación Media (Certificate of Secondary Education Certificate) Tecnico- Profesional or Tecnico</i>
<i>China</i>	<i>General Senior Secondary Unified Graduation (Certificate of Graduation)</i>
<i>Colombia</i>	<i>Bachiller or Bachillerato (Secondary School Certificate) + further 1 year at vocational institution or university</i>
<i>Cuba</i>	<ul style="list-style-type: none"> <li>- <i>Diploma de Bachiller en Ciencias y Letras/Título de Bachiller (nivel medio superior de la Education General Politecnica Laboral)</i></li> <li>- <i>Certificado de Fin de Estudios Secundarias/Técnico Medio/Maestro Primario, etc. (Certificado de Fin de Estudios Secundarias)</i></li> </ul>
<i>Czech Republic</i>	<i>Maturita (Matriculation Certificate)/School Leaving Certificate</i>
<i>Denmark</i>	<i>Studentereksamensbevis (Upper Secondary School Leaving Certificate)</i>
<i>Egypt</i>	<i>General Secondary Education Certificate, Al-Azhar Secondary Education Certificate, Technical Secondary Education Certificate, Commercial Secondary Certificate or the Agriculture Secondary Certificate</i>



<i>Fiji</i>	<i>Fiji Form 7 Examination/ Fiji School Leaving Certificate (FSLC)</i>
<i>Finland</i>	<i>Ylioppilastutkintotoistutus (Certificate of Matriculation) Secondary School Leaving Certificate</i>
<i>France</i>	<i>Baccalaureat/Brevet professionnelles</i>
<i>Germany</i>	<i>Achgebundene Hochschulreife/Fachgebundene Hochschulreife (Leaving Certificate) or Zeugnis der Reife or Reifezeugnis or Abitur or Fachhochschulreife</i>
<i>Greece</i>	<i>Apolytirio Lykeiou (Leaving certificate)</i>
<i>Hong Kong</i>	<i>Hong Kong Diploma of Secondary Education (HKDSE) or Hong Kong Advanced Level Examination (HKALE)</i>
<i>Hungary</i>	<i>Gimnaziumi Erettsegi Bizonyitvány, / Gymnasium Maturity Certificate</i>
<i>India</i>	<i>All India Senior School Certificate or Indian School Certificate or Certificate of Vocational Education or Senior Secondary Certificate or State Boards of Secondary/Senior Secondary Education certificates, GCE A-Levels</i>
<i>Indonesia</i>	<i>Certificate of Completion of Senior Secondary Education (Ijazah/STTB SMA/STTB SMK) or Certificate of Graduation (SKHUN)</i>
<i>Ireland</i>	<i>Leaving Certificate/GCE A Levels</i>
<i>Israel</i>	<i>Teudat Bagrut (High School Certificate)</i>
<i>Italy</i>	<i>Diploma liceale OR Diploma di istruzione tecnica (Technical Education Diploma) OR Diploma di istruzione professionale, Vocational Education Diploma OR Diploma di superamento dell'esame di stato conclusivo dei corsi di istruzione secondaria superiore (Upper Secondary School leaving certificate)</i>
<i>Japan</i>	<i>Upper Secondary School Certificate of Graduation (Kotogakko Sotsugyo Shosho)</i>
<i>Jordan</i>	<i>Twajih (General Secondary Education Certificate)</i>
<i>Kenya</i>	<i>Kenya Certificate of Secondary Education (KCSE) or GCE A level – 2 passes</i>
<i>Lebanon</i>	<i>Baccalaureat Libanaise or Baccalaureat Technique/ Technicien or Certificat Professionnel de Maîtrise/Technicien</i>
<i>Macau</i>	<i>Senior Secondary School Diploma Year 12, or GCE A Level, or Form 6</i>
<i>Malaysia</i>	<i>STPM Senior Secondary Certificate of Education or GCE A Levels -, UEC successful completion</i>
<i>Mauritius</i>	<i>GCE A-level</i>





Mexico	2-3-year Preparatoria or Bachillerato program
Myanmar	Matriculation/Basic Education High School (BEHS) plus minimum completed 2 years at Professional College or Secondary Technical College or GCE A
Nepal	Higher Secondary Education Board Certificate (Grade 12)
New Zealand	National Certificate of Educational Achievement (NCEA)
Netherlands	Voorbereidend wetenschappelijk onderwijs (Diploma VWO) or Hoger algemeen voortgezet onderwijs (Diploma HAVO)
Nigeria	Senior Secondary School (WAEC/NECO) examinations or GCE A Levels
Norway	Vitnemal fra den videregående skolen (Certificate from upper secondary school)
Oman	School Leaving Certificate
Pakistan	Higher Secondary School Certificate/ Intermediate Certificate
Papua New Guinea	Higher School Certificate
Peru	Certificado de Educación Secundaria Común Completa (Secondary Common Education Graduation Certificate) plus a Technical Diploma or entrance to University
Philippines	High School Diploma or a Certificate of Graduation + two years of bachelor's degree
Poland	Matura Swiadectwo Dojrzalosci Liceum Ogolnoksztalcacego (Certificate of Matriculation of the General Lyceum)
Portugal	Certificado de Fim de Estudos Secundarios or Diploma de 12 Ano de Escolaridade (Secondary Certificate)
Russia	Attestat o Srednem (polnom) Obshchem Obrazovanii (Certificate of Secondary / General Education)
Saudi Arabia	Shahadat al-thaniyyah al-'aama or shahadat al-marhalat al-thaniyyat (General Secondary Education Certificate) Form 7 or University Foundation Year
Singapore	GCE A-levels
Slovakia	Maturitni Vysvedceni/Maturitnej Vysvedcenie (Matriculation Certificate)
Slovenia	Spričevalo o poklicni mature or Spričevalo o poklicni mature or Svidetelstov zo položen zavresen



South Africa	<i>National Senior Certificate (Year12) Senior Certificate (Year 12) GCE A-Levels, International Baccalaureate Diploma</i>
South Korea	<i>General/Academic Senior High School Certificate/Diploma (Immungye Kodung Hakkyo Choeupchang)</i>
Spain	<i>Titulo de Bachiller</i>
Sri Lanka	<i>GCE A-levels</i>
Sweden	<i>Slutbetyg Från Gymnasieskola</i>
Switzerland	<i>Federal Maturity Certificate/ Maturitätszeugnis, Certificat de Maturité/ Attestato di Maturità</i>
Taiwan	<i>Senior High School Diploma or Senior Vocational School Diploma</i>
Thailand	<i>Matayom 6 or MS 6. (Certificate of Secondary Education)</i>
Turkey	<i>Lise Diplomasi (Secondary School Diploma Technical or Vocational School Diploma (Teknik or Meslek Lise Diplomasi))</i>
United Arab Emirates	<i>Tawjihiyya or Thanawiyaa Al-A'ama (General Secondary Certificate), Technical Secondary School Certificate, Commercial Secondary School Certificate or Certificate from an Agriculture Institute</i>
UK	<i>GCE A-Levels</i>
Venezuela	<i>Educacion Media – Academic or Tecnico (Medio), Bachillor</i>
Vietnam	<i>Bang Tot nghiep Trung hoc Pho thong (Upper Secondary Education Graduation Diploma)</i>
Zambia	<i>ZSC Year 12 GCE A-Levels or A-levels or Diploma in relevant area (1-year minimum)</i>
Zimbabwe	<i>Zimbabwe General Certificate of Education at Advanced Levels (A Levels or International Baccalaureate Diploma)</i>

**Local language subjects are excluded in the assessment of academic results, satisfactory results must be achieved, e.g., 50% minimum average in all courses.**