



INSTITUTE OF  
INTELLECT BLENDING

**VET**  
International  
Student  
Handbook

2021



INSTITUTE OF  
INTELLECT BLENDING

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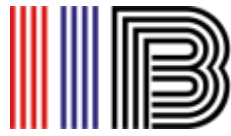
### **Emergency Telephone Numbers**

Police, Fire, Ambulance – 000

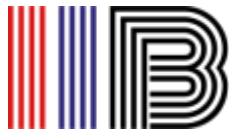


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## INTRODUCTION

### WELCOME TO IIB

Institute of Intellect Blending (IIB) is a Registered Training Organisation (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, enrol and teach overseas students. (CRICOS No: 03526A). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

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

IIB offers the following training programs to students:

- BSB50215 Diploma of Business
- BSB60215 Advanced Diploma of Business

### 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.

Our aim is to provide conducive teaching and learning environment and facilities to deliver quality education under the Australian Qualifications Framework (AQF). Our staffs fully understand the aspirations and goals of our students. Our focus always is on making sure that our students can achieve their educational goals by imparting quality education.

Our primary and only goal is to provide highest quality education to our students and prepare them well for their career endeavours.

### WHY STUDY AT IIB?

- 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

## **COURSES**

- BSB50215: Diploma of Business (52 Weeks)
- BSB60215: Advanced Diploma of Business (52 Weeks)

## **ENTRY REQUIREMENTS**

### **DIPLOMA OF BUSINESS**

- You must be at least 18 years of age at the time of course commencement
- You must have at least completed the equivalent of Year 12
- You must provide evidence of English entry requirements (*IELTS 5.5 or TOEFL 540 or PTE Academic 43-50*) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment
- You must complete IIB's Learner, Literacy (*achieving Upper-Intermediate Level*), Numeracy and Learner's Needs Assessment
- You must provide academic certificates/transcripts of the highest level of education attained (*if any*) and/ or; Having work experience in the business-related field.

### **ADVANCED DIPLOMA OF BUSINESS**

- You must be at least 18 years of age at the time of course commencement
- You must have at least completed the equivalent of Year 12
- You must provide evidence of English entry requirements (*IELTS 5.5 or TOEFL 540 or PTE Academic 43-50*) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment
- You must complete IIB's Learner, Literacy (*achieving Upper-Intermediate Level*), Numeracy and Learner's Needs Assessment
- Prior to enrolment, you must have successfully completed an RTO AQF level 5 equivalent diploma or other relevant/ higher AQF qualification and.
- Having work experience in the business-related field

*\*not required for students moving up from IIB's BSB50215 Diploma of Business qualification*

## **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.

## **INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING**

### **WHAT IS VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **NATIONAL RECOGNITION**

The qualifications and Statements of Attainment issued by IIB must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, IIB recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### **WHAT IS COMPETENCY-BASED TRAINING?**

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### **TRAINING PACKAGES**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

### **DELIVERY OF TRAINING**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within



timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

## RESULTS AND CERTIFICATES

On completing the training program with IIB, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by IIB will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

## AUSTRALIA COUNTRY EDUCATION PROFILE

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

## REGISTRATION AND ORIENTATION

Registration and orientation are the essential first step for IIB students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at IIB students attend registration and orientation and cover the following:

- Filling up Registration Form/Orientation Acknowledgement Form/Agent Evaluation Form/Orientation Feedback Form
- Undergo Language, Literacy, Numeracy (LLN) and Learner's Needs Assessment
- Taking photo for Student ID
- Seminar on Institute's Policy & Procedure
- College Tour
- Registering into preferred timetable

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

## LANGUAGE, LITERACY & NUMERACY (LLN) & LEARNERS NEEDS

The term 'language, literacy and numeracy' refers to five core skills; learning, reading, writing, oral communication and numeracy. These five core skills have been identified by the Australian Core Skills Framework (ACSF) as the essential skills for individuals to hold to participate effectively in society including the workplace and the education sector.

It is essential that IIB VET students have the language, literacy and numeracy (LLN) skills sufficient to successfully participate in training and assessment in the VET sector. This assessment consists of 4 parts:

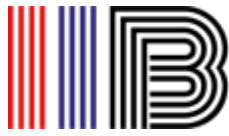
- **Language** (*speaking, listening, writing and visual communication*)
- **Literacy** (*reading and comprehension*)
- **Numeracy** (*mathematical concepts, number skills, spatial and graphical concepts, use of measurement, problem solving*)
- **Learner's Needs** (*speaking, listening*)

The LLN and Learners Needs Assessment will be part of the Orientation program.

## NON-COMMENCEMENT

This policy is created in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018. National Code of Practice, requires providers of CRICOS course, to report any student who does not commence his/her course when expected.

This information must be reported through PRISM within the specified periods below:



- 7 days – if the student is onshore
- 14 days – if the student is offshore

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.

### **A) OFF-SHORE STUDENTS**

Students who are offshore waiting for their student visa to be granted and course commencement date has passed, must submit:

- A Deferment Application Form within 14 days of their Agreed Starting Date, requesting to defer their course commencement to the next available intake.
- If a student submits the required documents as mentioned above within 14 days, IIB will perform the deferment of the Courser Start Date to the next available intake and enter the relevant comments in PRISM within 14 days of the Agreed Starting Date.
- If a student fails to submit the Deferment Application Form within 14 days, IIB will initiate the process of enrolment variation and report such instance on PRISM within 14 days of the agreed starting date of the course under Non-Commencement of Studies.

### **B) ON-SHORE STUDENTS**

Should an On-shore student elect to withdraw from a course and return permanently to their home country, they must submit the following:

- A completed Withdrawal Application Form
- Copy of 1-way Flight Ticket.
- Copy of the acknowledgement letter from DHA regarding the application to voluntarily cancel the student visa.
- If a student fails to submit the Withdrawal Application Form and related documents within 7 days of their course start date, IIB will initiate the process of enrolment variation and report such instance on PRISM within 7 days of the agreed starting date.

### **C) ON-SHORE AND OFFSHORE STUDENTS**

For the above students whose visa is already granted, if the students do not commence and have not contacted IIB to defer their course, in this instance, Student Engagement services must endeavor to contact those students within a week of agreed starting date.

If the students do not commence the course or request a deferral within 14 days of agreed starting date, then IIB will initiate the process of enrolment variation and report such instance on PRISM within 14 days of the agreed starting date.

## REMINDER ON NON-COMMENCEMENT

If it is noted a student has failed to commence their course on the agreed starting date, Student Engagement Department will send a reminder email to students within a week of agreed starting date.

## EDUCATION SERVICES FOR OVERSEAS STUDENTS' FRAMEWORK

Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

## TUITION FEE PROTECTION

IIB is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: <http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>.

## PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa. PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

## STUDENT RIGHTS

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and IIB
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
  - How to use the provider's student support services.
  - Who the contact officer is for overseas student?
  - How to apply for course credit.
  - How to apply for enrolment deferment, enrolment suspension or cancellation.
  - The provider's requirements for satisfactory progress in the courses of study.
  - How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with IIB.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.

## THE UNIQUE STUDENT IDENTIFIER POLICY

### Purpose

IIB's purpose of this document is to outline the policy of managing Unique Student Identifiers (USI's) under the Student Identifier Scheme, as per the requirements of the Student Identifiers Act 2014 and the Standards for Registered Training Organizations (RTOs) 2015.

## Policy

The Institute of Intellect Blending (IIB) will implement the national requirements for the USI for all students enrolled or enrolling into accredited courses. IIB will adhere to all legislative requirements under the USI legislation and regulations (2014) and any amendments; this includes all Privacy requirements.

IIB will ensure that:

1. All students undertaking an accredited Qualification, course or Unit of Competency are provided with information on the USI and are made aware of the requirements for providing and applying for a USI prior to the commencement of training.
2. USI's are only applied for on behalf of a Student by IIB once written permission is received and suitable identification documents are supplied. Should IIB apply for a USI on the student's behalf, the student is required to read the USI privacy notice issued to them and sign a USI declaration confirming that they have been explained and understood the consent for the collection, use or disclosure of personal information as detailed in the USI Privacy Notice. The USI privacy notice can be found [at https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf](https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf)
3. All Unique Student Identifiers provided to IIB by students are verified with the designated IIB staff prior to using or recording the number in any systems or databases.
4. Any USIs which are not successfully verified by the designated IIB staff are not used or recorded until the discrepancy is rectified with the Student.
5. No AQF Certification documentation is issued to students, unless a USI has been provided by the student and verified with the Registrar (except for cases where a USI exemption applies).
6. USI's are not printed on any AQF Documentation, are treated as confidential and are stored in a secure location that is password protected.
7. Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.
8. IIB will ensure that information and requirements information is available publicly on IIB's website as well as in the Student Handbook.

## **CONDITIONS OF YOUR VISA**

All international students applying to enter a training program being offered by IIB must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements:
  - Be a genuine temporary entrant
  - Meet English language test score requirements
  - Demonstrate financial capacity
  - Hold Overseas Student Health Cover (OSHC)
  - Meet the health requirements
  - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to IIB as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page.

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

## **PERMISSION TO WORK ARRANGEMENTS**

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members can work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements.

## FAIR WORK OMBUDSMAN

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

## COMPLAINTS ABOUT WORK

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

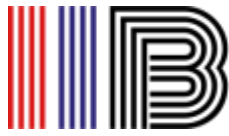
An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

## 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> </ul>





		<ul style="list-style-type: none"> <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 recognises 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/languages">www.fairwork.gov.au/languages</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).

## COURSE DELIVERY AND ASSESSMENT

### DELIVERY OF COURSES

Students are required to undertake 20 hours' study per week during terms. IIB courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

IIB adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of unsatisfactory academic progress. Students are provided with textbooks and workbooks and access to a library.

As part of IIB committed service to our students the Institute offers academic support to assist our students in making good progress with their academic. To assist you to meet IIB course completion within duration requirements, the Student Engagement & Experience Officer or the Academic Support Team will discuss with you and establish a support program (an intervention strategy) which may include one or more of the following:

- Attending one on one tutorial (Academic Support)
- Attending academic counselling
- Receiving mentoring (Personal Support)
- Receiving individual case managements (Academic Intervention Strategies)
- Receiving assistance with personal issues which are influencing progress
- Being placed in a suitable alternative subject within a course or suitable alternative course; or
- A combination of the above

## **COURSE PROGRESS POLICY**

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Course progress is regularly monitored and assessed both throughout the study period [midterm] and at the end of each study period. Any student who achieves competency in 50% or more of the units/subjects studied in the current term of a course is identified as progressing satisfactorily. Students are required to successfully achieve competency in the various assessment tasks which may include demonstration/ observation checklist, reports, meeting minutes, case projects and classroom presentations. Assessment tasks and dates are set out in the student learning management system (Moodle) and are distributed/ provided access at the commencement of their course. The institute implements the DEEWR and DHA approved course progress policy and procedures for its vocational education and training courses.

For the purposes of the DHA Course Progress Policy, two blocks will constitute a study period. Each block is 5 weeks long. Unsatisfactory progress will be deemed if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period. The student will be given an outline of the course requirements at the start of each block.

International students who are not making satisfactory progress:

- a. Will be advised, where appropriate, on the suitability of the course in which they have been enrolled
- b. Will be assisted by being advised of opportunities for the students to be reassessed for tasks in blocks in which they have not demonstrated the require competency
- c. May be provided additional catch-up classes

- d. Will be advised of their unsatisfactory course progress at the end of each block and that they could be reported to DHA and have their visa cancelled subject to the outcome of the appeals process.

#### MONITORING COURSE PROGRESS FOR VET PROGRAMS:

- Satisfactory course progress - Any student who achieves competency in 50% or more of the units/subjects studied a current term of study is identified as progressing satisfactorily. Students will be required to re-enrol in the units/subjects failed/not yet competent and undertake when next offered.
- Unsatisfactory course progress - Unsatisfactory progress means that at a minimum where student has failed or is not deemed competent in 50% or more of units/courses/attempted in a term (10-week period) of a course. Submission of assessment/s must be made no later than the last week of the term break as a re-assessment fee of \$100.00 would be imposed for each assessment. Students must ensure that there is a minimum of fifty percent (50%) academic course progress in any given term period as mandated by DHA Course Progress Policy.

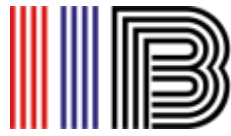
The Academic Manager or their delegate will review all students' course progress and record all results in the RTO Manager System and the monitoring of course progress occurs by the following process:

First term course progress review will be done on Week 6 on student's academic course progress with an Intervention Opportunity & Strategies Letter and subsequent course progress review will be done on Week 11 (two weeks prior to following term) for students identified as being at risk of not achieving satisfactory course progress (for example due to lack of attendance or other), is issued a **'First (1st) Caution Letter – Unsatisfactory Course Progress'** within ten (10) working days or as soon as practicable after being identified at risk of failing.

The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention strategies (students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress during the first four (4) weeks of the term period).

*Note: If the student achieves satisfactory course progress for unit #1 but has yet to achieve satisfactory course progress for Unit #2, then an Intervention Opportunity & Strategies Letter would be issued instead.*

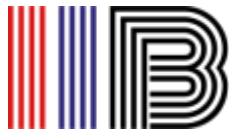
Second term course progress review will be done on Week 6 on student's academic course progress with an Intervention Opportunity & Strategies Letter and subsequent course progress review will be done on Week 11 (two weeks prior to following term) for students identified as being at risk of not achieving satisfactory course progress (for example due to lack of attendance or other), is issued a **'Second (2nd) Caution Letter –**



**Unsatisfactory Course Progress**” within an additional seven (7) working days or as soon as practicable after being identified at risk of failing.

The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention strategies (students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress during the previous term.

<b>VET Course Progress over a 10(study) + 3 (break) weeks per term (illustrated as student's 1<sup>st</sup> term of studies)</b>													
<b>WK</b>	<b>WK 1</b>	<b>WK 2</b>	<b>WK 3</b>	<b>WK 4</b>	<b>WK 5</b>	<b>WK6</b>	<b>WK7</b>	<b>WK 8</b>	<b>WK 9</b>	<b>WK 10</b>	<b>WK11</b>	<b>WK12</b>	<b>WK13</b>
<b>Academic progress</b>						<b>Unsatisfactory course progress</b>					<b>Unsatisfactory course progress based on 2 conditions:</b>		
<b>Monitoring frequency</b>						<b>Intervention Opportunity &amp; Strategies Letter - Unsatisfactory Course Progress</b>					<b>1<sup>st</sup> Caution Letter - Unsatisfactory Course Progress</b> <i>(if unit #1 and #2 not passed yet)</i>		
											<b>Intervention Opportunity &amp; Strategies Letter - Unsatisfactory Course Progress</b> <i>(if unit #1 passed but not #2)</i>		

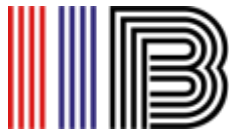


Intervention strategies						Advisory meeting with the Student Engagement & Experience Manager and seek Academic Support guidance	Academic support guidance available				Advisory meeting with the Student Engagement & Experience Manager and seek Academic Support guidance	Academic support guidance available	Academic support guidance available
Enrolment & Assessment submission	(regular intake)				Assessment for unit #1	(mid-term intake)				Assessment for unit #2	Submission of assessment/ re-assessment		Submission of assessment/ re-assessment
Assessment fees	Unit #1 runs from WK1 to W6						Unit #2 runs from WK7 to WK11						
	No submission of assessments/ re-assessment fees required unless it is submitted after Week 6; from Week 7 onwards a re-assessment fees of \$100/- per assessment would be imposed						No submission of assessments/ re-assessment fees required unless it is submitted after Week 11; from Week 12 onwards a re-assessment fees of \$100/- per assessment would be imposed						Re-assessment fee of \$100/- per assessment would be imposed

Third course progress review (one week prior to following term), the results for each student are assessed against the monitoring course progress policy within twenty (20) working days or as soon as practicable. Any student who has not yet achieved competency or pass grade in 50% of the courses studied in the current term is identified and actions taken in accordance with this policy will be issued a **“Written Notice On Intention To Report (WNOITR) letter”** which will notify to DHA through PRISMS (as well as to the student’s agent) and cancellation of his or her visa depending on the outcome of any appeals process (for international students).



VET monitoring attendance over a 10(study) + 3 (break) weeks per term (illustrated as student's 2 <sup>nd</sup> term of studies)													
WK	WK1	WK2	WK3	WK4	WK5	WK6	WK7	WK8	WK9	WK10	WK11	WK12	WK13
Academic progress						Unsatisfactory course progress					Unsatisfactory course progress based on 3 conditions:		Unsatisfactory course progress
Monitoring frequency						Intervention Opportunity & Strategies Letter - Unsatisfactory Course Progress					a. <u>2<sup>nd</sup> Caution Letter</u> - Unsatisfactory Course Progress (if unit #1 to #4 not passed yet)		Written Notice on Intention To Report (WNOITR) - Unsatisfactory Course Progress
											b. <u>1<sup>st</sup> Caution Letter</u> - Unsatisfactory Course Progress (if unit #3 and #4 not passed yet)		N/A
											c. Intervention Opportunity & Strategies Letter - Unsatisfactory Course Progress (if unit # 3 passed but not #4)		N/A



Intervention strategies										For condition a, after receiving <b><u>2<sup>nd</sup> Caution Letter</u></b> , the student need to appeal to the Student Engagement & Experience Manager <b><u>by 7 working days from the date of 2<sup>nd</sup> Caution Letter issued</u></b>	Academic support guidance available	Student need to appeal to the Student Engagement & Experience Manager <b><u>by 20 working days from the date of WNOITR issued</u></b>
										For conditions b & c, advisory meeting with the Student Engagement & Experience Manager and seek Academic Support guidance		Advisory meeting with the Student Engagement & Experience Manager
Enrolment & Assessment submission deadline	(Regular intake)				Assessment for unit # 3	(mid-term intake)				Assessment for unit #4	Submission of assessment/ re-assessment	Submission of assessment/ re-assessment
Assessment fees	Unit #3 runs from WK1 to W6					Unit #4 runs from WK7 to WK11						
	No submission of assessments/ re-assessment fees required unless it is submitted after Week 6; from Week 7 onwards a re-assessment fees of \$100/- per assessment would be imposed					No submission of assessments/ re-assessment fees required unless it is submitted after Week 11; from Week 12 onwards a re-assessment fees of \$100/- per assessment would be imposed					Re-assessment fee of \$100/- per assessment would be imposed	



- Note for condition b: If the student has yet to achieve satisfactory course progress for unit #3 and #4, then a 'First (1st) Caution Letter – Unsatisfactory Course Progress' within ten (10) working days or as soon as practicable after being identified at risk of failing. The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention strategies (students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress during the first four [4] weeks of the term period).
- Note for condition c: If the student achieves satisfactory course progress for unit #3 but has yet to achieve satisfactory course progress for Unit #4, then an Intervention Opportunity & Strategies Letter would be issued instead.

If the disciplinary review process fails and the student continues to fall below 50% of IIB's required level of academic progress at the end in the Second (2nd) Caution Letter period, the student will be issued with an WNOITR (international students). Students who receive this letter are required to attend a meeting with the Academic Manager. This will be the final meeting to discuss the students' options and the academic manager will provide evidence that, despite the course of action taken, the issue persists. If the student fails to attend the meeting may result in management cancelling the student's enrolment or Certificate of Enrolment (CoE) and contacting the DHA through PRISMS. An unsatisfactory outcome of the meeting may also result in the cancellation of the enrolment or cancellation of CoE which could lead to the cancellation of the student's visa. Students may have a support person with them at the counselling session.

If the intervention strategies do not result in any improvement, IIB will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

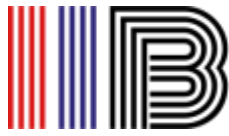
## ASSESSMENT REQUIREMENTS

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

## WRITTEN EXERCISES

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.
-





## **CASE STUDY/WRITTEN REPORT**

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

## **PRESENTATIONS /ROLE PLAYS**

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

## **PORTFOLIO**

- A Portfolio usually contains several documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

## **ASSESSMENT SUBMISSION**

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

## **MISSED ASSESSMENT**

In cases where a student has not submitted an assessment, the Academic Manager or their delegate and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Academic Manager or their delegate will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access IIB complaints and appeals process if they are not satisfied with the outcome.

## **ATTENDANCE POLICY**

### **PURPOSE**

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

## **POLICY**

IIB will identify and notify an overseas student of not meeting attendance requirements based on a minimum of 20 scheduled course contact hours, is a visa condition for VET overseas students.

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.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

IIB has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

IIB ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

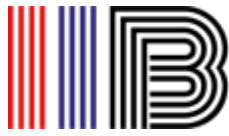
IIB provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students' file

## **NATIONAL RECOGNITION (CREDIT TRANSFER)**

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

## **EVIDENCE REQUIREMENTS FOR NATIONAL RECOGNITION**

An applicant will be required to present his or her statement of attainment or qualification for examination by IIB. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).



## NATIONAL RECOGNITION GUIDELINES

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in IIB's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

If the Students application is successful, the Academic Manager or their delegate will provide a letter advising so. Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a visa grant (which results in a shortening of the CoE course duration), the resulting change will be reported via PRISMS within 10 working days and a new CoE will be issued to the student. The Marketing and Admissions Department is responsible for ensuring that all enrolment documentation reflect the reduction in course duration.

If the Students application is not successful, the Academic Manager or their delegate will provide a letter specifying the reasons for the decision and the next available course of action. Students may appeal any decision.

## ASSESSMENT OUTCOMES

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student does not agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. Full details of the Appeals process are contained in this Student Handbook.

## RE-ASSESSMENT

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee.

Reassessments are organized by the SE&E Department and a cost of \$100.00 will be incurred per assessment unit/task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the institute's policy. Student Services will advise of the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

### ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

IIB will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that IIB is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to IIB have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency because of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

### PLAGIARISM

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

## POLICY GUIDELINES

### DEFERRING, SUSPENDING OR CANCELLING A COURSE

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at IIB are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

Students who do not attend the student induction and orientation program day prior to the commencement of their course as indicated in the CoE will be given a grace period of 14 days (onshore) or 30 days (offshore) to register their confirmation of enrolment. Failure to attend would place students in breach of their visa requirements and IIB (IIB) would be obligated to inform about the students' non-commence status to the DHA accordingly.

IIB may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The college will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and IIB must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, IIB must report the student to DHA via PRISMS, as not complying with visa conditions.

### PROCESS FOR TRANSFERRING TO ANOTHER PROVIDER

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. IIB will only consider giving a release to a student who has a valid enrolment offer from another registered education provider.

Students must also complete an Application to Transfer between Registered Providers form. Administration fee of \$200.00 applies. All requests for a transfer are recorded on PRISMS by IIB including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the institute's complaints and appeals process within 20 working days if they want a review of the decision. Applications for transfer from IIB will be assessed and replied to within 7 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Academic Manager or their delegate to discuss the transfer request
- The Academic Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 7 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Academic Manager during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on RTO Manager with required future actions.
- In all cases, students who have not had their termination request approved may access IIB's complaints and appeals process within 20 days.
- Evidence will be retained on the student file.

## EXTENSION OF STUDENT STUDY

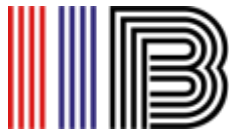
IIB will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where IIB has not been able to offer a pre-requisite unit of competency)
- IIB is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- IIB approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, IIB records this variation and the reasons on the student file and RTO Manager. IIB will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study. A fee of \$50.00 per new CoE issued applies.

The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at IIB specified in the student CoE will not exceed the CRICOS registered course duration.



## REDUCTION OF STUDENT STUDY

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS. Where a student course completes early, IIB will notify this early course completion to DET via PRISMS.

## COURSE TRANSITION POLICY & PROCEDURE

**Purpose:** The document outlines the transition process from superseded or deleted Training Package qualifications and /or units of competency.

**Scope:** This policy and procedure apply to all nationally endorsed training package courses and units of competency on IIB's scope of registration.

**Responsibility:** The VET Academic Manager is responsible for the implementation of this policy and procedure and to ensure that staff are aware of its application.

### Definitions:

- Transition - allocations required to change the delivery operations of an RTO from an existing training product to an endorsed replacement training product. It includes consideration of resourcing, registration and transfer of students.
- Transition Period - must be completed within 12 months from endorsement date published on the national register.
- Transitioning Students - when a training package or course is superseded. IIB will transition students into the new course as soon as the course has been added to IIB's scope of registration.
- Training Package – is a set of nationally endorsed standards and qualification used to recognise and assess the skills and knowledge people need to perform effectively in the workplace.
- Superseded Date – is the date that the new training package is published on the national register.

### Procedure:

- A meeting of all relevant stakeholder of IIB will be held to discuss the changes made and formulate an action plan on the implementation of the new requirements before the formal release on the National Register.
- The strategy will be documented and formalised into an action plan.
- The auction plan and the implementation process will be reviewed at each management meeting until the new changes have been implemented successfully.
- The action plan and the implementation process will be reviewed at each management meeting until the new changes have been implemented successfully.
- Equivalency – when equivalency of the training product is identified. The Academic Manager will ensure all related training products are updated and version controlled ready for implementation within three (3) months of the release date on the National Register and when the scope of registration has been updated listing the new qualification or training product.



- Non-Equivalency - Gaps in training package outcomes or the other training product are identified, and a strategy formulated by the assessors to address the gap/s.
- Documentation to close the identified gaps will be developed by the Academic Manager or external sourced.
- Training & delivery will be adjusted according to the strategy & assessment undertaken to ensure students received training in the newly released component.
- Students who are affected by the changes in outcomes they are currently studying will be offered gap training at no extra cost.
- Validation of new tools, training and assessment strategies, learning material and /or any other material relating to the qualification occurs and is documented.
- Exemptions – records will be kept which relate to any exemption approved by the VET regulator in order to demonstrate how the learner would have experienced genuine disadvantage if made to transition earlier.
- Students will be advised on an individual basis on when there has been new release of training product and they will be transferred to the newly release components as soon as it is on the scope of registration if the learner is unable to complete within transition period. A current student will be advised, a timeline agreed upon and formalization to ensure the course is completed before the transition period expires where the learner does not undertake the gap training.

#### Internal Paperwork/Systems

- The VET Academic Manager, in consultation with Trainers/Assessors will:
- Develop a new Training Assessments Strategy (TAS) for the new course
- Develop transition plan/schedule to clearly detail the timelines for transition and ensure all affected students are smoothly transitioned to new course.
- Call a meeting with key staff to consider the transition strategy.
- Update employers and funding providers and other stakeholders about the changes and possible effects.
- Update all affected documents and internal paperwork with new titles, codes and descriptions of qualifications/courses/units including:
  - Client/Student Handbook(s)
  - Marketing Material (including website if applicable)
  - Student Records Management System (RTO Manager)
  - Learning Materials
  - Assessment tool
  - Moodle

#### STAFF PROFESSIONAL DEVELOPMENT

VET Academic Manager ensure relevant staff attend the industry-based run workshop (s) if applicable. Map current staff qualifications and experience to the revised Training Package. Conduct Professional Development with trainers and assessors who will be delivering the revised Training Package. Validate learning and assessment materials to ensure they meet the needs of the new Training Package.



## HOLIDAYS AND LEAVE

IIB has timetabled in suitable holidays for students undertaking courses, so students are not permitted to have additional holidays. IIB closes on all official Federal and state Public Holidays.

## SPECIAL LEAVE

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime,
  - this has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

## LEAVE APPLICATION PROCEDURE

Where students require special leave, Leave Application Forms are available from reception and the website and must be completed with supporting documentation attached to set an appointment with the Academic Manager or their delegate. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

## SICK LEAVE

Students who are absent due to medical reasons MUST provide a medical certificate from a registered doctor. Where illness is for an extended period the student must notify IIB as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, IIB records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. IIB maintains copies of medical certificates in the student file.

## 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:

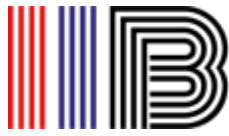
- Students will not be registered/allocated to a class while non-financial
- Students will be charged a late payment fee

OTHER FEES AND CHARGES	Total in AUD \$
Administration Fee	\$200
Resource Fee (Learner's Resource Material, ID Card)	\$50
Cancellation/withdrawal Fee	\$200
COE Variation Fee* ( <i>charged if there is an amendment to intake/ change of course</i> )	\$50
RPL Fee	\$100
Re-assessment Fee	\$100
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> )	

*Note: Late Payment Fees:*

- *if overdue within 7 days*  
\$100
- *if overdue over 7 days*  
\$200

## VET COURSE INSTALMENT SCHEDULE



Study period	Due date	Admin fee (AUD \$)	Tuition fee (AUD \$)	Total in AUD \$
1	Immediately after Student Written Agreement is signed	200	1,500	1,750
2	3 weeks prior to new term commencement	-	1,500	1,500
3	3 weeks prior to new term commencement	-	1,500	1,500
4	3 weeks prior to new term commencement	-	1,500	1,500

## DISCLOSURE OF INFORMATION

Information about students will not be provided to any other third party without the prior written consent of the student except for relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information about a student from the student

- Students have access to all information kept on their file based upon written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed
- Information about a student from a third party
- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student except for government departments, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at IIB.

IIB is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases IIB will seek the written permission of the student for such disclosure. IIB will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

You have the right to access information that IIB is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

If you have concerns about how IIB is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

## **DISCRIMINATION AND HARASSMENT**

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of ‘difference’. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely.

Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

IIB ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student, or staff member risk termination.

## **COMPLAINTS AND APPEALS**

IIB is committed to providing a fair complaints and appeals process. IIB recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

## **WHAT IS A COMPLAINT?**

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by IIB in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the student's dealings with IIB, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services.

## **WHAT IS AN APPEAL?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

## **EARLY RESOLUTION OF COMPLAINTS AND APPEALS**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.\

## **COMPLAINT AND APPEALS HANDLING**

IIB undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by IIB including all details of lodgement, response, and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- IIB shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No IIB representative is to disclose information to any person without the permission of IIB Principal Executive Officer. A decision

to release information to third parties can only be made after the complainant has given permission for this to occur.

- Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement through a report to the PEO.

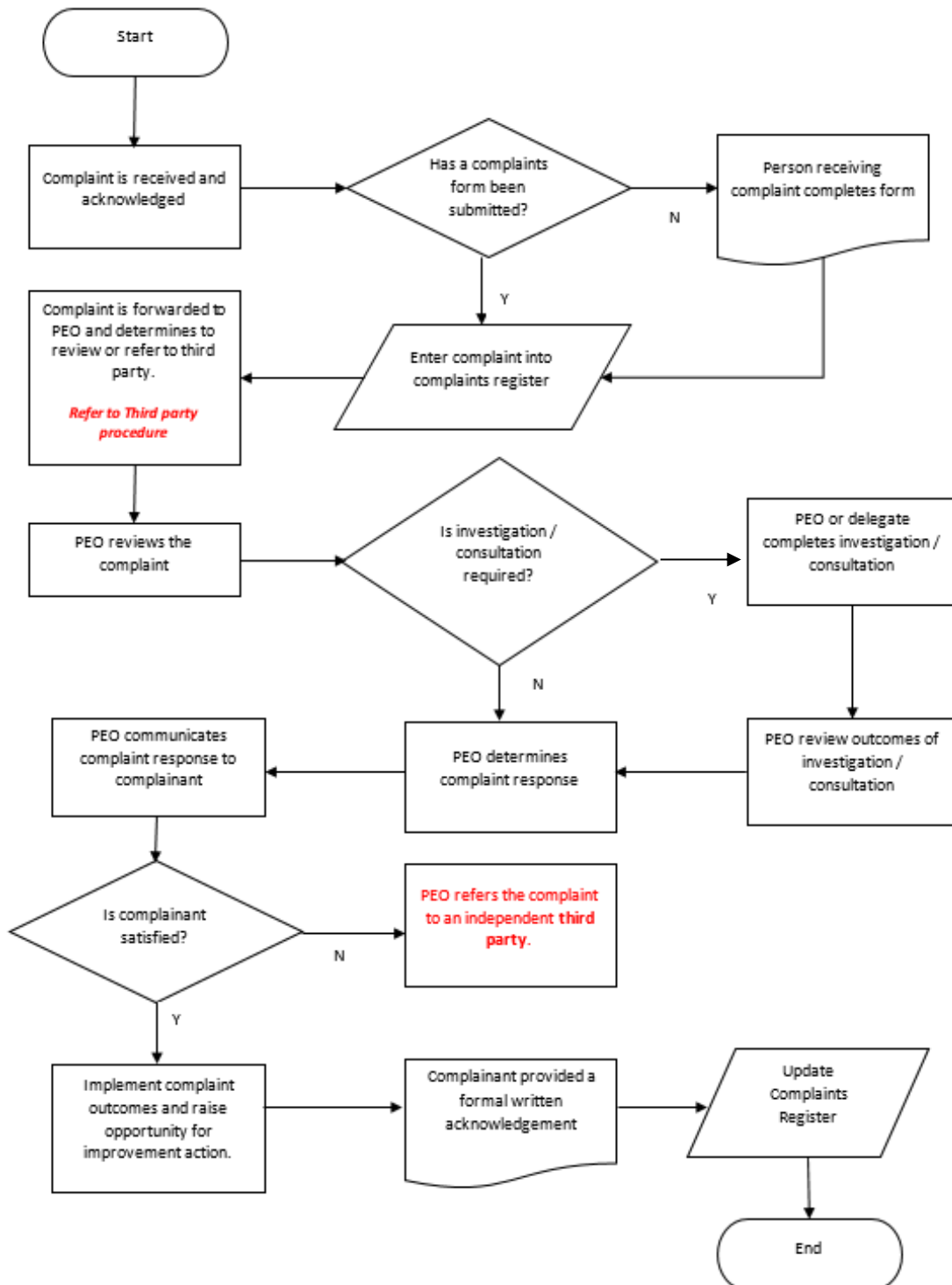
IIB considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within IIB's internal structures.

## COMPLAINTS HANDLING PROCEDURE

Matters that cannot be resolved at the time they occur should be referred to IIB Principal Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by IIB and is to be immediately recorded into IIB Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Principal Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Principal Executive Officer
- may choose to consult with others within IIB or relevant agencies external to IIB in determining their recommendation.
- The Principal Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- The Principal Executive Officer is to finalise his response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.
- The Principal Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail.
- The Principal Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complaints must be resolved to an outcome within sixty (60) calendar days of the complaint being initially received. Where Principal Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the PEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, IIB should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of IIB and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.

- If complainant is not satisfied with the outcome of the complaint handling, the Principal Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <http://www.oso.gov.au/making-a-complaint> phone:1300 362 072.





- In addition, ACPET has suggested Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:
  - Address: Level 1, 13 Bridge Street Sydney NSW
  - Phone: (+61 2) 9251 3366
  - Free call: 1800 651 650
  - Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)
  - Website: <https://www.resolution.institute>
- Staff are to aid students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

## APPEALS HANDLING PROCEDURE

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the Principal Executive Officer. The Principal Executive Officer is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 3 re-assessments.
- If after the reassessment, the student remains not competent and is dissatisfied with the assessment outcome, the student is to meet with the Principal Executive Officer and the Academic Manager or their delegate to discuss the assessment process and the assessment outcome.
- If after consultation with the Principal Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Principal Executive Officer on its merits. If the Principal Executive Officer does not approve a refund and considers that IIB has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

## 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.

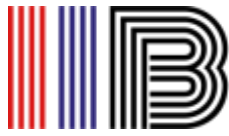
## 6. Booking procedures

### 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 familiarize 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.

## 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

## CRITICAL INCIDENTS

IIB is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at IIB. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

**A Critical Incident:** is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide.
- Serious accident or injury.
- Death or serious illness of a student's family or friends overseas (in their homeland).
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present.
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms.
- Threat of widespread infection or contamination.
- Civil unrest.
- Serious damage to essential facilities and or extreme disruption to operations at IIB; and
- Information which has the potential to negatively affect the reputation of IIB in the media and/or wider community.

## STAFF RESPONSIBILITY

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the PEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

## CRITICAL INCIDENT PROCEDURE

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency is occurring the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The Academic Manager or their delegate or most senior staff member available is to assume responsibility for assessing the incident and forming a Student Engagement & Experience Officer if deemed necessary.



5. As soon as practical the Academic Manager or their delegate or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.
6. The Academic Manager or their delegate and Student Engagement & Experience Officer/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Academic Manager or their delegate as necessary.
8. The Student Engagement & Experience Officer will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Student Engagement & Experience Officer will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Student Engagement & Experience Officer will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

## **TASKS AND RESPONSIBILITIES**

The Academic Manager or their delegate or most senior staff member available will:

1. Head the Student Engagement & Experience Officer.
2. Liaise with emergency services.
3. Liaise with Diplomatic Post/Embassy/Consulate.
4. Provide notification of critical incident to most Senior Staff Member.
5. Liaise with immediate family members or guardians if appropriate.
6. Convene Student Engagement & Experience Officer.
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling, and follow-up.

## **INFORMING THE POLICE**

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner.
- Notifying Next of Kin.
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).



## **NOTIFYING NEXT OF KIN**

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

## **ONGOING SUPPORT**

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Student Engagement & Experience Officer will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The Academic Manager or their delegate should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

## **EMERGENCY EVACUATION PROCEDURE**

During the event of an emergency that requires the evacuation of any IIB campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

IIB agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present, and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

## **STUDENT SUPPORT SERVICES & RESOURCES**

IIB students are provided with academic and non- academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

### **STUDENT RESOURCES**

IIB provides students with access to a range of learning resources in its learning management systems (LearnBook platform), which contains a variety of additional materials to support the student's learning experience.

### **STUDENT COUNSELLING**

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or to the Student Engagement & Experience Officer.

The Student Engagement & Experience Officer can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

## **GENERAL ADMINISTRATIVE MATTERS**

### **CHANGE OF ADDRESS OR CONTACT DETAILS**

Students **must** notify IIB of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where IIB issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to college communication and is reported on PRISMS.

## STUDENT CARD

To obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the IIB student card at all times when on IIB campus. The IIB student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees of \$25.

## TERMINATION

Students wishing to terminate their course earlier than the course completion date must complete an IIB termination form stating the reason with attached evidence and attend an interview with the Academic Manager or their delegate. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc. \$200.00 administration fee applies.

If a student requests termination of a principal course of study within the first six months, the student must apply for a letter of release which will only be granted in accord with the conditions in the National Code of

Practice. If a student fails to inform IIB that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

## EXTENDING COURSE DURATION

Students requiring an extension of time to complete their course must make an appointment with the Academic Manager or their delegate. The only reasons for extension of course duration is:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

IIB is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

## STUDENT REQUEST FORMS

Students may request information from Reception. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

## **IIB CAMPUS GUIDELINES**

IIB students must adhere to the following:

- Behave and speak to everyone at IIB in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access IIB complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat IIB equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

IIB will contact relevant government authorities if a student brings any of the following to the IIB campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to IIB campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

## **IIB CLASSROOM GUIDELINES**

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

## **STUDENT FEEDBACK**

Students will complete the following at the end of each study period:

- Learner Quality Indicator
- IIB Student Feedback

Students are requested to answer these feedback forms honestly to assist IIB to undertake continuous improvement of training, assessment, facilities, services, etc.

This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at IIB, this information can be provided directly to the trainer or Academic Manager or their delegate at anytime.

## **COURSE REQUIREMENTS AND PAYMENTS**

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider
- If the student has nominated an authorised agent, IIB will honour that agent until the completion of the enrolled course
- Students must pay the enrolment application fee, first tuition instalment and resource fees in full prior to commencement
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option IIB will invoice for subsequent payments which are payable four weeks before commencement of the 10-week delivery period or defined as the next term
- Note that there is a late fee charged per day for late payments. The fee for this is listed in the Fees and Charges document in Student Resources page on the website
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct or non-academic misconduct.

## **TERMS AND CONDITIONS**

After the applicant is offered a place in a course and signs IIB Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and IIB. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to IIB. Students have the option to pay more than 50% of their fees upfront if they wish.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into IIB Student Fees Account. When the student commences their course, IIB will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a IIB course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise IIB reserves the right to defer the students start date until the next available course intake.

## **REFUND AND CANCELLATION**

All requests for refund of fees must be made in writing using the Application for Refund form which may be obtained from IIB Reception or from the website. The form must be signed by the student. Details of the cancellation fee and refund and how it is calculated is available in the Student Services section of the website.

IIB enrolment and accommodation placement fees are non-refundable in all circumstances

In the case where a student enrolls through a registered IIB agent a refund will be paid to this agent.

If the visa application is rejected, tuition fees are refunded in full. IIB requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.

IIB refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships, or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

IIB reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that IIB is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided.

Alternatively, enrolment may be offered in a different course by IIB.

In the unlikely event that IIB is unable to provide a refund or place a student in an alternative course, (provider default) IIB will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

**Overseas Students Ombudsman:**

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia) Email:

[ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Web: [www.oso.gov.au](http://www.oso.gov.au)

IIB reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access IIB's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

IIB reserves the right to deny a student access to IIB's premises and to withdraw its other services if their conduct disrupts the normal operation of the college. IIB's complaints resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by IIB will be made within four weeks of receiving IIB Application for Refund form.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

### **STATUTORY COOLING OFF PERIOD**

The Standards for Registered Training Organisations require IIB to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that IIB do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the refund policy.

### **CHANGE OF SESSION**

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the priority.

## LEGISLATIVE AND REGULATORY RESPONSIBILITIES

IIB is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that IIB has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While IIB has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at [www.legislation.nsw.gov.au/](http://www.legislation.nsw.gov.au/) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

### WORK HEALTH AND SAFETY (WHS) ACT 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### PRIVACY ACT 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:



(a) both of the following apply:

- (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection.
- (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

(b) the individual has consented to the use or disclosure.

### **ANTI-DISCRIMINATION ACT 1991**

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

### **DISABILITY DISCRIMINATION ACT 1992**

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

### **SEX DISCRIMINATION ACT 1984**

The purposes of the Act are to:

- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

## **COPYRIGHT ACT 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcasts made available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## **INDUSTRIAL RELATIONS ACT 1999**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers.
- Ensuring equal remuneration for men and women employees for work of equal or comparable value.
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community.
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships, and labour market programs.

## **FAIR WORK ACT 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations.
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders.

- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following URL:  
<https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>

## LIFE IN AUSTRALIA

### OVERSEAS STUDENT HEALTH COVER

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to IIB from the OSHC providers and students can collect them from Reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider (Medibank or BUPA) office.

Students must make an appointment with the Student Engagement Officer if there are any problems with OSHC.

### COST OF LIVING

From 1 February 2018, the 12-month living cost is calculated as

- student/guardian – AUD\$20,290
- partner/spouse – AUD\$7,100
- child – AUD\$3,040
- every other child and where required – AUD\$2,790.

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in but expect fees of around A\$4,000 to A\$17,000 per year, per child.

On a student visa students are permitted to work up to 40 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

#### Online Application:

- Go to [www.ato.gov.au](http://www.ato.gov.au) and apply online

- Go to 'For Individuals' and click 'Apply for a Tax File Number'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
  
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished
- Appointment: Call 13 2861 to make an appointment

Visit the Australian Taxation Office (ATO) 100 Market Street Centrepont Tower, Sydney

*NB: International students will need a passport number and an Australian address.*

## SCHOOLING FOR DEPENDANTS

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to decide for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: Public Schools: [education.nsw.gov.au/ public- schools /going-to-a-public-school/our-schools-at-a-glance](http://education.nsw.gov.au/public-schools/going-to-a-public-school/our-schools-at-a-glance)

International Student Program:

<http://www.decinternational.nsw.edu.au/study/schools>

Further information about living in Australia is available at the Department of Immigration and Border Protection:  
<https://www.homeaffairs.gov.au/Trav/Life>

The Department also published *The Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at:  
[https://www.border.gov.au/LifeinAustralia/Documents/lia\\_english\\_full.pdf](https://www.border.gov.au/LifeinAustralia/Documents/lia_english_full.pdf)

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

## **YOUR SAFETY**

IIB has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

## **UNSAFE LOCATIONS**

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

## **DRUGS AND ALCOHOL**

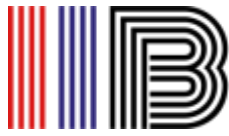
In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

## **ON CAMPUS**

- Building Alarms OR other Emergencies
- In the Event of Fire – dial “000”
- Alert other occupants and evacuate Do not use the elevator, use the stairs.
- A First Aid kit is located at reception

## **IN THE EVENING**

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the college.
- Be careful of your personal belongings.



INSTITUTE OF  
INTELLECT BLENDING

- Do not leave them unattended.
- Notify your homestay family if you are not coming home or staying out late.
- Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

## BANKING

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- IIB Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet
- Banking hours are Mondays to Thursdays 9:30am to 4:00pm and, Fridays 9:30am to 5:00pm

## DOCTORS

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to IIB, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

## DENTISTS

Reception can provide a list of nearby dentists in an emergency.

## HOSPITALS

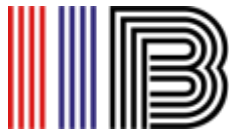
For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number.

## TRANSPORT

- Bus Train Ferry Information Line
- PH: 131 500 [www.131500.com.au](http://www.131500.com.au)

An OPAL Card is for use on buses, trains, and ferries. It's free to get, the student just must top up the credit for travelling. The opal card can be ordered online, at newsagents or at the train station. There are also free bus timetables available.





For all Sydney Trains and Ferries you need to get an Opal card from a rail station  
or order online: <https://www.opal.com.au/ordercard/?execution=e1s1>

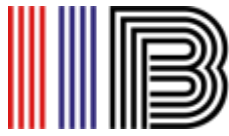
## USEFUL CONTACTS & INFORMATION

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance / Fire	000
Department of Home Affairs (queries related to visas)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Legal Aid NSW helps people with their legal problems such as: <ul style="list-style-type: none"><li>• Find information on factsheets and resources are available to help you with your problem</li><li>• Get advice from a lawyer - Free face-to-face advice provided on most legal issues</li><li>• Help at court - Lawyers are available to assist you at many courts and tribunals across NSW</li></ul>	1300 888 529
Lifeline Crisis Support	13 11 14
Beyond Blue – anxiety and depression	1300 22 4636
Burwood Medical Centre at 85 Burwood Rd, Burwood Open Monday-Sunday (Bulk billing)	02 9747 4344
St Vincent's Hospital at 390 Victoria St, Darlinghurst	02 8382 1111
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

**Consulates:** To find a country's consulate address and details:

- Internet: <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- Yellow Pages under 'Consulates and Legations'



## WHAT TO DO IN SYDNEY

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what's happening in and around Sydney refer to the following:

- Daily Newspapers - Sydney Morning Herald: Metro guide every Friday [www.smh.com.au](http://www.smh.com.au), The Daily Telegraph: "7 Days" every Thursday
- Free publications - Beat Magazine - Music, concerts etc.
- Sydney: The Official Guide – Tourist information booklet. *Can be found outside newsagents, in music/video stores & tourist information centres etc.*
- Websites
  - [www.sydney.citysearch.com.au](http://www.sydney.citysearch.com.au)
  - [www.cityofsydney.nsw.gov.au/whats\\_on.asp](http://www.cityofsydney.nsw.gov.au/whats_on.asp)
  - [www.timeout.com/sydney](http://www.timeout.com/sydney) [www.whatsonwhen.com](http://www.whatsonwhen.com)

**Sporting Events** -For tickets to upcoming sporting matches, shows, musicals, concerts & concerts & another major events Ph: 9266 4800.Website: [www.ticketek.com.au](http://www.ticketek.com.au)

**Cinema** - On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

- Hoyts: [www.hoyts.com.au](http://www.hoyts.com.au)
- Village: [www.village.com.au](http://www.village.com.au)
- Greater Union [www.greaterunion.com.au](http://www.greaterunion.com.au)

**Sightseeing** - the following is a list of some of the most popular sightseeing destinations in Sydney:

Sydney Opera House	<a href="http://www.sydneyoperahouse.com.au">www.sydneyoperahouse.com.au</a>
The Rocks	<a href="http://www.therocks.com.au">www.therocks.com.au</a>
Darling Harbour	<a href="http://www.darlingharbour.com">www.darlingharbour.com</a>
Chinatown	<a href="http://www.chinatown.com.au">www.chinatown.com.au</a>
Art Gallery of NSW	<a href="http://www.artgallery.nsw.gov.au">www.artgallery.nsw.gov.au</a>
Queen Victoria Building	<a href="http://www.qvb.com.au">www.qvb.com.au</a>
Sydney Aquarium	<a href="http://www.sydneyaquarium.com.au">www.sydneyaquarium.com.au</a>
Bondi Beach	<a href="http://www.gobondi.com">www.gobondi.com</a>
Taronga Zoo	<a href="http://www.zoo.nsw.gov.au">www.zoo.nsw.gov.au</a>



## **SOCIAL ACTIVITIES**

IIB organises regular social activities by Student Engagement & Experience Officer:

- Full day excursions
- Festive parties

## **HOMESTAY**

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students must follow a few simple rules:

- Arrive home before the usual dinnertime of your host family. Politely inform your host family if you will not be home for dinner
- Ask if you can help with dinner to actively participate in the host family life
- Ask permission before using the washing machine, phone, television, computer etc.
- Pay your host for any phone calls and do not use the phone for longer than 5 minutes
- Keep your bedroom clean
- Ask the host family whether they wash/iron your clothes or you wash/iron your own clothes
- Do not use the bathroom for more than 15 minutes
- Clean the bathroom after use
- Use your own toiletries and buy your own washing powder
- Ask permission before you invite friends to the host family's home
- Friends are not allowed to stay late at night
- Communicate in English as much as possible
- Be polite to your Homestay family
- Turn the television and lights off at night
- Lock the doors when you leave and return home

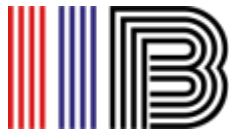
Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

## **HOMESTAY CANCELLATION POLICY**

If a student chooses to terminate their Homestay, 2 weeks' notice is required, or 2 weeks' cancellation fee is charged. Homestay terms finish on the Saturday at the end of IIB term.

## **ALTERNATIVE ACCOMMODATION**

IIB has a list of alternative accommodation available for students. Please advise Student Services if you require assistance with alternative accommodation.



### **EXTENSION PLACEMENT FEE**

Students must pay an extension placement fee if an accommodation booking is extended in the same Homestay location. The fee is 25% of the original accommodation placement fee.

### **SECOND PLACEMENT FEE**

Students must pay a second placement fee if a second accommodation booking is requested. The fee is 50% of the original accommodation placement fee. A second fee applies if:

- Students want to extend their booking and the same accommodation is not available
- Students choose to change accommodation and request IIB to find other accommodation

### **IIB SERVICES AND FACILITIES**

#### **SERVICES** - Students can:

- Request information about enrolment & attendance
- Book and pay for social activities
- Pay tuition fees
- Send scanned documents
- Pick up parcels
- Collect IIB student card
- Request information

#### **FACILITIES**

- Computers
- Library resources
- Learning Management System
- Wireless internet access
- Breakout areas and kitchen

## MAP FOR IIB DELIVERY SITE

