



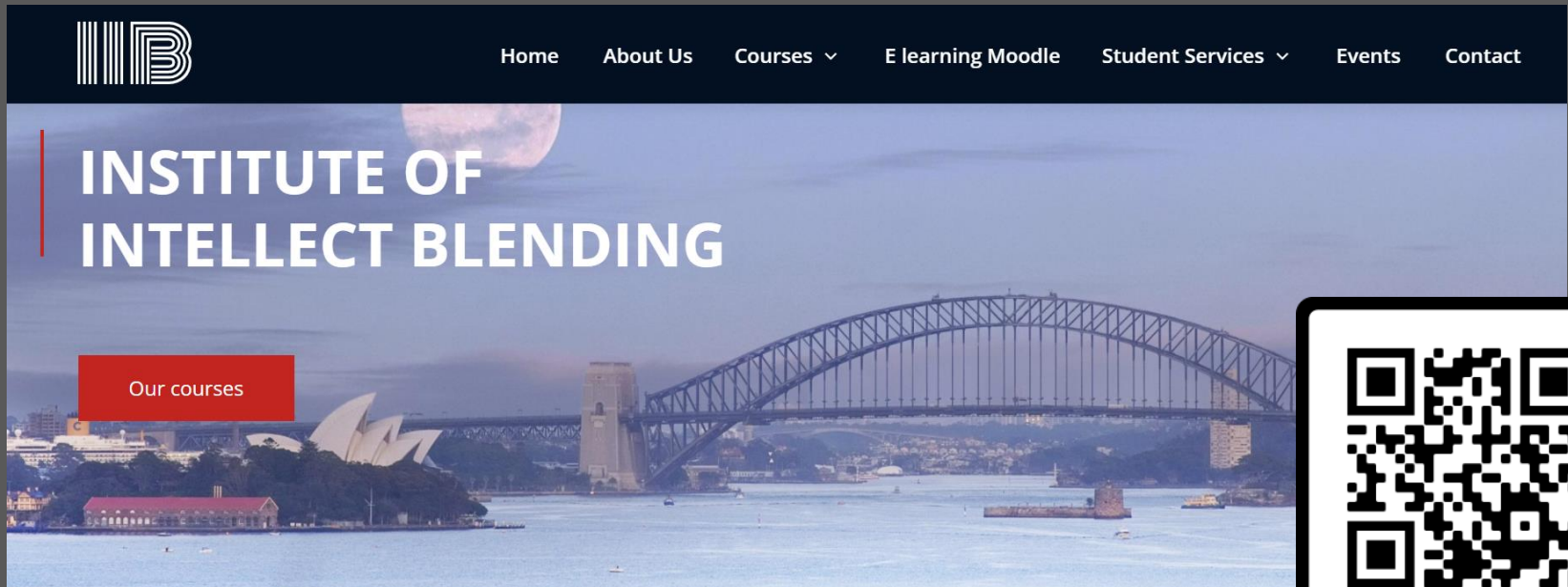
INSTITUTE OF  
INTELLECT BLENDING  
RTO No. 41282 CRICOS No. 0352

ELICOS Orientation

T1 2022

# Have you bookmarked IIB website?

► [www.iib.edu.au](http://www.iib.edu.au)



SCAN ME

# Stay Safe while being out and about (1)



- ▶ If you are traveling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- ▶ If traveling by bus or train at night, try not to wait alone at the bus or train stops.
- ▶ Try and arrange a lift home from a friend or a taxi if you are going out late. Get dropped off as close to your door as possible.
- ▶ You should call triple zero (000) if: someone is seriously injured or needs urgent medical help. your life or property is being threatened or in danger. you have just witnessed a serious accident or crime.

# Stay Safe while being out and about (2)



- ▶ - Emergency-Police/Ambulance/Fire 000
- DHA (queries related to visas) 131 881
- Medibank (OSHC) 134 148
- BUPA(OSHC) 1800 888 942
- Legal Aid NSW helps people with their legal problem 1300 888 529
  
- ▶ - Lifeline Crisis Support 13 11 14
- Beyond Blue-Anxiety & Depression 1300 22 4636
- Burwood Medical Centre at 85 Burwood Rd. Burwood 02 9747 4344-
- St - Vincent Hospital at 390 Victoria St. Darlinghurst 02 8382 1111
- Public Transport Information Line 131 500
- Lifeline Counselling Service 131 114
- Translating & Interpreting Service 131 450
- Taxis Combined 133 300

# Legal Services (1)



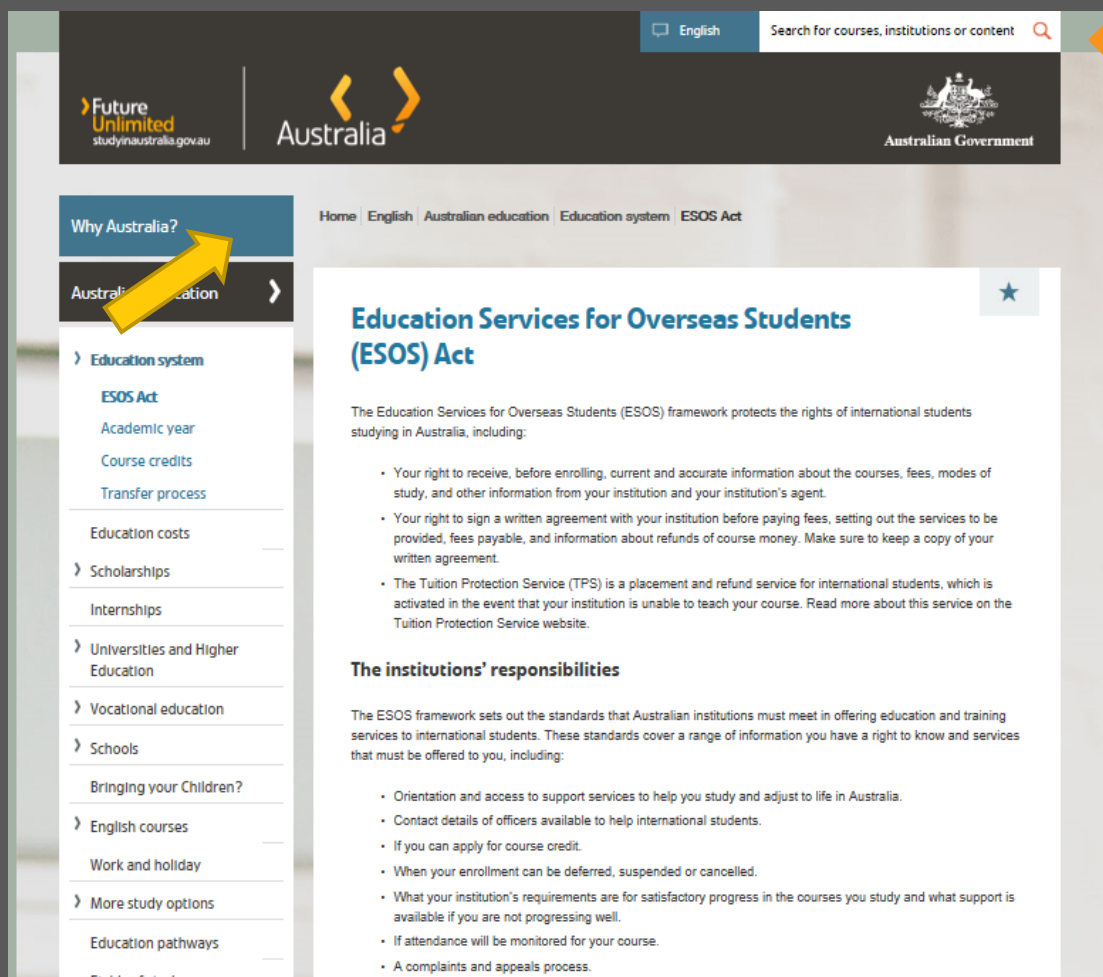
- ▶ Institute of Intellect Blending is governed by legislation and regulatory bodies.
- ▶ The college's compliance with Education Services for Overseas Students (ESOS) Act, the National Code and the RTO Standards 2015 which are regulated by the industry regulator: Australian Skills Quality Authority (ASQA)
- ▶ Please refer to Institute of Intellect Blending's website for more information or contact or Student Services Department at 1300 378 839

# Legal Services (2)



- ▶ Important numbers for students:
  - ▶ ESOS (*Education Service for Overseas Students*)
    - ▶ Phone – (02) 6240 5069
  - ▶ Redfern Legal Centre
    - ▶ Phone - (02) 9698 7645
  - ▶ Ombudsman NSW
    - ▶ Phone (02) 9286 1000

# ESOS



The screenshot displays the 'Future Unlimited Australia' website. The top navigation bar includes a language selector set to 'English', a search bar with the placeholder text 'Search for courses, institutions or content', and the Australian Government logo. The left sidebar contains a menu with 'Why Australia?' highlighted by an orange arrow. Below this, a list of topics is shown, including 'Education system', 'ESOS Act', 'Academic year', 'Course credits', 'Transfer process', 'Education costs', 'Scholarships', 'Internships', 'Universities and Higher Education', 'Vocational education', 'Schools', 'Bringing your Children?', 'English courses', 'Work and holiday', 'More study options', and 'Education pathways'. The main content area is titled 'Education Services for Overseas Students (ESOS) Act' and includes a star icon. The text explains that the ESOS framework protects the rights of international students studying in Australia. A list of rights is provided, including the right to receive accurate information, the right to sign a written agreement, and the availability of the Tuition Protection Service (TPS). Below this, the 'The institutions' responsibilities' section outlines the standards Australian institutions must meet, such as providing orientation, contact details for officers, and monitoring attendance.

English Search for courses, institutions or content

Future Unlimited studyinaustralia.gov.au Australia Australian Government

Home English Australian education Education system ESOS Act

Why Australia?

Australian education

Education system

ESOS Act

Academic year

Course credits

Transfer process

Education costs

Scholarships

Internships

Universities and Higher Education

Vocational education

Schools

Bringing your Children?

English courses

Work and holiday

More study options

Education pathways

Fields of Study

## Education Services for Overseas Students (ESOS) Act

The Education Services for Overseas Students (ESOS) framework protects the rights of international students studying in Australia, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study, and other information from your institution and your institution's agent.
- Your right to sign a written agreement with your institution before paying fees, setting out the services to be provided, fees payable, and information about refunds of course money. Make sure to keep a copy of your written agreement.
- The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your institution is unable to teach your course. Read more about this service on the Tuition Protection Service website.

### The institutions' responsibilities

The ESOS framework sets out the standards that Australian institutions must meet in offering education and training services to international students. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- Orientation and access to support services to help you study and adjust to life in Australia.
- Contact details of officers available to help international students.
- If you can apply for course credit.
- When your enrollment can be deferred, suspended or cancelled.
- What your institution's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well.
- If attendance will be monitored for your course.
- A complaints and appeals process.



# ESOS & Legal Services




- ▶ Redfern Legal Centre provides confidential legal advice to international students living and studying in NSW.
- ▶ International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. We can also advise how these problems affect student visas.
- ▶ Redfern Legal Centre can be accessed by students through calling (02) 9698 7645.
- ▶ Appointments can be made on Wednesday evening and are available for face to face or video link.



# Redfern Legal Services






## Redfern Legal Centre

02 9698 7277  
73 Pitt Street Redfern, NSW 2016

[Home](#) [About Us](#) [Our Services](#) [Publications](#) [Working for Change](#) [News & Events](#) [Donate](#) [Jobs & Volunteers](#)



You are here: [Home](#) > [Our Services](#)

### International Students

#### What is this service?

We give free, confidential legal advice to international students living in New South Wales.

[Want to keep up with what we're doing?](#) ['Like' us on Facebook!](#)

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. We can also advise how these problems affect student visas.

#### How to access this service

Call us on [\(02\) 9698 7645](tel:0296987645). Advice is by appointment on a Wednesday evening, either in person, by phone or using video-link up.

To call us using a **free** telephone interpreter, call the Translating and Interpreting Service on **131 450**.

Please note that we can make arrangements to advise students living anywhere in NSW.

#### Do you need help?

Multi-lingual informational about our services in Arabic, Farsi, Chinese, Filipino, Hindi, Indonesian, Korean, Malay, Russian, Thai.

#### Publications

Find fact sheets, brochures, submissions and media releases about **International Students in different languages**.

#### Working for Change

Find out what RLC is doing to **make the law more accessible** for International Students.

#### News & Events

The latest news from RLC's **International Student Advice Service**.

#### Can you help?

**Donate now** to support the work of Redfern Legal Centre to help International Students.

# ESOS & Legal Services



- ▶ If you feel you need to seek advice or information regarding your legal rights or information regarding your Educational rights both services can be contacted by phone or email
- ▶ ESOS NSW
- ▶ Redfern Legal Centre
- ▶ If you are unsure about contacting legal services you can also speak with the course coordinator before making contact with legal services.

# Safety on Campus: Staff and Student behaviour

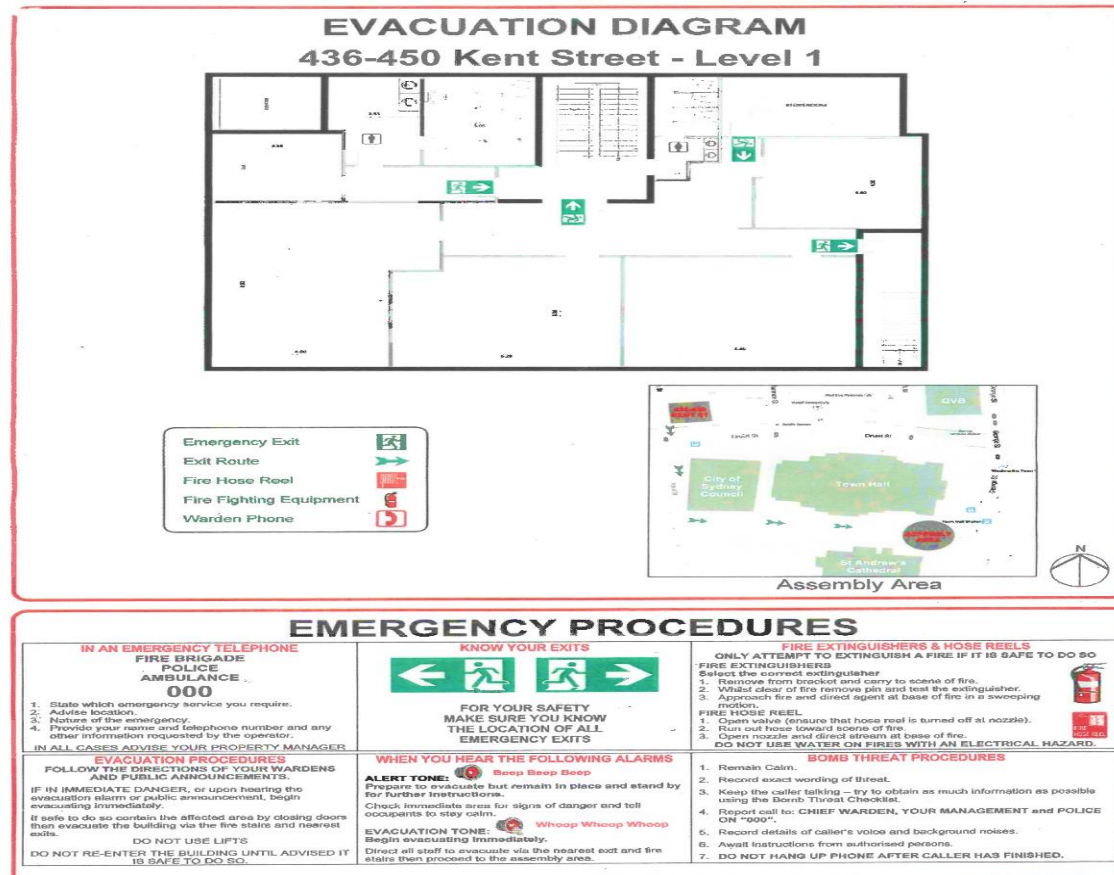


- ▶ The College has rules about the way students and staff should behave towards each other. If you feel uncomfortable about anyone's behavior towards you (either student or staff), it is important that you report the matter to the Student Services Officers.
- ▶ You can also talk to the Campus Manager or Student Engagement Manager in private.

*For more information about studying in Australia...*

Go to [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

# Health & Safety on Campus



# Health Insurance



- ▶ International students studying in Australia on a student visa must have a valid health insurance for the duration of stay in Australia.
- ▶ You can go online to your OHSC provider and find the list for FREE doctors

The screenshot shows the OSHCAustralia website interface. At the top, there's a navigation bar with 'English' and social media icons. The main header features the OSHCAustralia logo and the tagline 'Get the best deal on OSHC'. Below this, a text block informs users about their choice in OSHC providers and the benefits of comparing providers. The form section includes dropdown menus for 'Adults' (set to 1) and 'Children' (set to 0), and date pickers for 'My policy starts on' (2018-09-01) and 'My policy finishes on' (2020-08-31). A prominent green 'Get Quote Now' button is centered below the form. A blue circular callout on the right asks 'Getting a 485 visa?' with a 'Compare 485' button. At the bottom, a footer mentions 'Powered by COHORT Go' and a small disclaimer about OSHC being a visa-length cover.

# Complaints and Appeals Process



## Step 1

- Write to the CEO and attach documented evidence to support your appeal. You have 20 working days in which to submit your appeal.

## Step 2

- You will receive written confirmation of lodgement of appeal within 10 working days after the submission of the appeals form.

## Step 3

- The Appeals process will take 10 working days from the date of confirmation of lodgment before the RTO notifies the student of the outcome.

## Step 4

- If you disagree with the outcome, you can contact the Commonwealth Ombudsman at 1300 362 072 or go to [www.ombudsman.gov.au/contact-us](http://www.ombudsman.gov.au/contact-us)

# What is an Appeal ?



▶ If a student is not satisfied with the outcome the student has a right to launch an appeal against this outcome via the Student Services Department. Some examples of types of appeal are:

- Not Yet Competent (NYC) result for a unit of competency
- Not satisfactory outcome of a complaint
- Not approved leave of absence
- Not approved course cancellation
- Upon receiving intention to report letter for unsatisfactory attendance
- Upon receiving intention to report letter for nonpayment of fees etc.



# Complaint & Appeals Process(1)



The Institute has a clear policy on handling complaints from students, staff and stakeholders. Once a formal complaint is made all steps to resolve the matter must be documented as follows:

- ▶ Receive the complaint in writing with details of the complaint, date and signature of the complainant.
- ▶ The written complaint will be forwarded to the Course Coordinator for academic grievances or the Student Services and Admissions department for non-academic grievances.
- ▶ The Course Coordinator or Student Services and Admissions department will handle the complaint without prejudice and document all actions taken to investigate and resolve the complaint.
- ▶ Refer to the *Complaint and Appeal Policy and Procedure* on IIB Website for details.

# Complaint & Appeals Process (2)



- ▶ The Campus Manager or Student Services or Admissions department will inform the CEO of the complaint in writing.
- ▶ If not resolved, a thorough investigation should be carried out and documented.
- ▶ If the Institute needs to rectify its own policy and procedures, the Institute must act immediately and document any changes to policies and procedures.
- ▶ This will be dealt with by the appropriate committee on a case by case basis and any changes will be implemented as soon as practicable.

# Complaint & Appeals Process (3)



- ▶ Serious attempts should be made to resolve a complaint in a manner acceptable to all parties in order to reach a mutually satisfactory resolution.
- ▶ Details of the process and resolution must be documented and copies given to all parties involved.
- ▶ A complete file of the complaint will be kept confidentially, and the steps taken to resolve the matter must be retained by IIB for a minimum of five years after action completed and then destroyed.

# Colleges Fees & Due Dates



- ▶ Please ensure that you are aware of your college (tuition) fee due dates
- ▶ If you think you will not be able to make the payment on time, then please see our accounts department and appeal for assistance prior to your payment due date
- ▶ It is a student visa obligation that you pay your fees on the due date.
- ▶ Refer to the *Fees, Charges and Refund Policy and Procedure* of on IIB website details.

# Late Payment Penalty



- ▶ \$100.00 if overdue within 7 days
- ▶ \$200.00 if overdue over 7 days
- ▶ May lead to cancellation of your enrolment if not paid within 14 days (*Note: Your student visa might also be terminated upon notification to the Department of Home Affairs*).
- ▶ Application fee will apply for a re-enrolment.

# Method of Payment



- ▶ Directly at the college (*we are open during working day from 10:00 am until 6:00 pm*)
- ▶ Internet Transfer (*Our bank accounts can be found in College website*).
- ▶ If you decide to pay via internet transfer, please write your name (*so we can identify you*) and the description of what are you paying for (*tuition fees, re-assessment fees etc.*)
- ▶ Through your agent

# Non-Tuition Fees



- ▶ Enrolment Fee - \$ 250.00
- ▶ Material Fee - \$50.00 /term
- ▶ Re-assessment Fee - \$100.00/unit (VET only)
- ▶ Withdrawal/Cancellation/Transfer Fee - \$200.00
- ▶ Reissuing of certificate/s/SOA Fee - \$50.00
- ▶ Reissuing of student ID card Fee - \$25.00



# T1 2022 Class Timetable



ELICOS 2022 Timetable:

*T1 2022 ( 03/01/2022-25/03/2022)*

*Every Monday to Thursday from 4:30 pm – 10:00 pm  
with a 30 minutes break*

- ▶ The Teacher will conduct an online/virtual class via Zoom Meeting.

*Note: Timetable is subject to change*

# Attendance Progress Policy



- ▶ 80% attendance in each study period
- ▶ Attendance is monitored and recorded weekly
- ▶ WNOITR- Unsatisfactory Attendance – Below 80% (*1 week after the Second Warning*)
- ▶ Failure to attend the Intervention or make an appointment with the Student Services will result in reporting the student to DHA for Unsatisfactory Attendance Progress.
- ▶ Refer to *Monitoring Overseas Student Attendance Policy* on IIB website for details.

# Written Notice of Intention To Report (WNOITR)- Attendance



- ▶ **First Warning Letter**-Unsatisfactory Attendance - sent after 1 week of course commencement (*below 90%*)
- ▶ **Second Warning letter** - Unsatisfactory Attendance - sent 1 week after receiving the First Caution (*below 85%*)
- ▶ **WNOITR** –sent 1 week after they received the Second Warning Letter
- ▶ Students have 20 working days to appeal the decision to be reported
- ▶ *Note: Warning letter are based on the overall average attendance*

# Written Notice of Intention To Report (WNOITR)- *Non-Payment*



- ▶ **First Caution Letter- Non-Payment** -sent 2 weeks before the due date
- ▶ **Second Caution letter – Non-Payment** – sent 1 week before the due date
- ▶ **WNOITR- Non-Payment**—sent 1 week after the due date
- ▶ Students have 20 working days to appeal the decision to be reported

# WNOITR Appeals Process



- ▶ Appointments need to be booked through Student Engagement Department
- ▶ Provide evidence of absences (*if any*)

# Academic Progress Policy (1)



- ▶ **IIB** will monitor the progress of each overseas student to ensure the overseas student is able to complete the course within the expected duration specified on the overseas student's CoE.
- ▶ **IIB** will identify, notify, and assist an overseas student at risk of not meeting course progress requirements where there is evidence from the overseas student's assessment tasks that the overseas student is at risk of not meeting those requirements.
- ▶ **IIB** will clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress through the *Student Handbook*.
- ▶ Refer to *Monitoring Overseas Student Progress Policy* on IIB website for details.

# Academic Progress Policy (2)



- ▶ Types of formative assessment include review tests, homework and teacher observations regarding participation.
- ▶ The syllabus includes three summative tests or projects – in Weeks 4, 8 and 12.
- ▶ Teachers are required to keep students updated on their level of progress and offer advice to students who are not reaching a passing grade in any assessment area.
- ▶ During weeks in which summative tests occur, one Thursday session will be set aside for student counselling. Each student will have 5-10 minutes with the teacher to discuss individual progress and how to improve in areas that the student is struggling in



# Academic Progress Policy (3)



- ▶ For the issuance of Certificate -The overseas student must receive an overall grade of 60%, or a grade of no less than 50% in each testing component in the final summative test/project scheduled in their weeks of ELICOS study, as stated in the student's CoE.
- ▶ To level-up in General English (GE)- The overseas student must receive an average grade of **80%** after 4 weeks, **70%** after 8 weeks, and **60%** after 12 weeks.
- ▶ There is no level up requirement for IELTS students.

# Summative Test Policy



- ▶ Summative Test is done every 4 weeks
- ▶ There are 3 Summative Test per term
- ▶ The students are allowed to re-sit the test if they failed in 1 or more areas
- ▶ Students who failed to attend the ST due to unavoidable circumstances will be allowed to take the test on the following week with the ELICOS Coordinator

# Wellbeing Counsellor



- ▶ Counsellor is available per appointment
- ▶ For appointment, please contact us at:  
[studentservice@iib.edu.au](mailto:studentservice@iib.edu.au) **or** [counsellor@iib.edu.au](mailto:counsellor@iib.edu.au)
- ▶ Phone No at 02 8072 7651 or 0451 604 021
- ▶ Refer to *IIB Student Wellbeing Support and Counselling Services Policy and Procedures* on IIB website for details.

Scan the QR code below to download the  
***IIB Student Handbook ELICOS.***



**SCAN ME**

Scan the QR code below to download the  
***IIB Student Handbook VET.***



**SCAN ME**

Scan the QR code below to download the  
***Moodle Course Manual.***



**SCAN ME**

Scan the QR code below to download the  
***Moodle Assessment Submission Manual.***



**SCAN ME**



Scan the QR code below to download the  
***TEAMS Login Manual.***



**SCAN ME**



# QUESTIONS ?

Please email us at:  
[studentservice@iib.edu.au](mailto:studentservice@iib.edu.au)