

INSTITUTE OF  
INTELLECT BLENDING

**VET**  
International  
Student  
Handbook

**2022**



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INSTITUTE OF  
INTELLECT BLENDING

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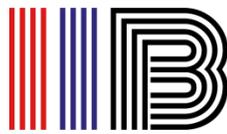
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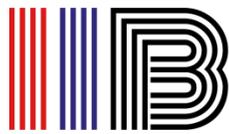
### **Emergency Telephone Numbers**

Police, Fire, Ambulance – 000



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## INTRODUCTION AND 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 organization must meet to be an RTO and ensure the integrity of nationally recognized training provided by registered training organizations.

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.

## WHO ARE WE?

Management and staff of IIB would like to warmly welcome you. IIB is an educational provider specializing 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.

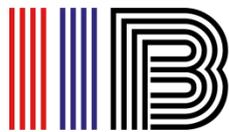
Our aim is to provide conducive teaching and learning environment and facilities to deliver quality education under the Australian Qualifications Framework (AQF). Our staffs fully understand the aspirations and goals of our students. Our focus always is on making sure that our students can achieve their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

## IIB WEBSITE AND SOCIAL MEDIA

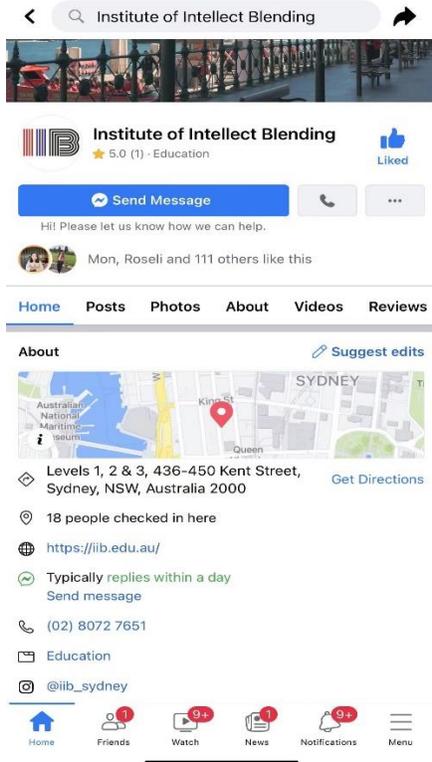
Have you bookmarked IIB website yet: [www.iib.edu.au](http://www.iib.edu.au)



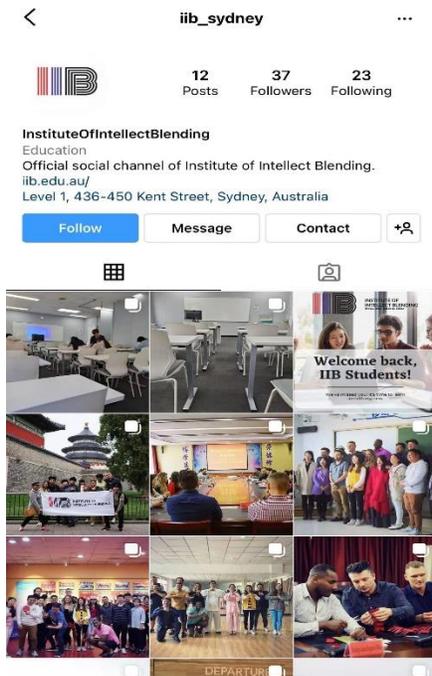


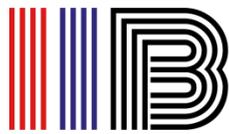
Don't forget to like us on Facebook and Instagram too:

**IIB Facebook: @iib.sydney**



**IIB Instagram: iib\_sydney**





## 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 WE OFFER

- BSB40120: Certificate IV in Business (78 Weeks)
- BSB50120: Diploma of Business (78 Weeks)
- BSB60120: Advanced Diploma of Business (104 Weeks)
- BSB50820: Diploma of Project Management (104 Weeks)
- BSB50420: Diploma of Leadership & Management (78 Weeks)
- BSB60420: Advanced Diploma of Leadership & Management (104 Weeks)

## ENTRY REQUIREMENTS

### BSB40120 Certificate IV in Business (78 Weeks)

- 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.

### BSB50120 Diploma of Business (78 Weeks)

- 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.

#### **BSB60120 Advanced Diploma of Business (104 Weeks)**

- 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 BSB50120 Diploma of Business qualification*

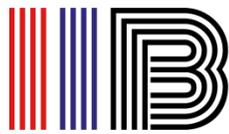
#### **BSB50820 Diploma of Project Management (104 Weeks)**

- 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 BSB60120 Advanced Diploma of Business qualification*

#### **BSB50420 Diploma of Leadership & Management (78 Weeks)**

- 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.

#### **BSB60420 Advanced Diploma of Leadership & Management (104 Weeks)**

- 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/or
- Having work experience in the business-related field

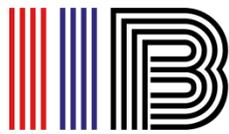
*\*Not required for students moving up from IIB's BSB50420 Diploma of Leadership & Management qualification*

#### **ICT50220 Diploma of Information Technology (78 Weeks)**

- 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 10 at the time of course commencement
- 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 (achieving Upper-Intermediate Level)
- You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) and/ or
- Evidence of work experience in the IT-related field

#### **ICT60220 Advanced Diploma of Business (104 Weeks)**

- 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 10 at the time of course commencement
- 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 (achieving Upper-Intermediate Level)
- You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) and/ or
- Evidence of work experience in the IT-related field

### **BSB80120 Graduate Diploma of Management -Learning (52 Weeks)**

- You must be at least 18 years of age at the time of course commencement
- You must have IELTS 6.5(with no band less than 6.0) or equivalent or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Advanced Level)
- You must have completed an Australian AQF Qualification at least to Advanced Diploma level (AQF Level 6) or,
- at least completed the equivalent of Year 12 at the time of course commencement and have at least 5 years of full-time work experience in a relevant position or field.
- You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) and/ or
- Evidence of work experience in a business/management position.

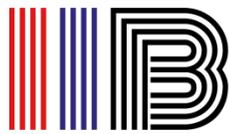
## **INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING**

### **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

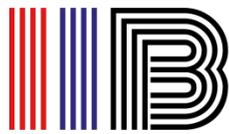
On completing the training program with IIB, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout 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, Skills and Employment 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).

The Country Education Profiles provide authoritative information for 127 countries from Africa, Asia Pacific, Europe, Subcontinent and the Middle East and the Americas and include:

- assessment guidelines for higher education and postsecondary technical and vocational education qualifications and how they compare with Australian Qualifications Framework qualifications
- lists of institutions recognised by the relevant country authority
- education system information and national qualifications framework diagrams
- descriptions for higher education, technical and vocational education and school education sectors
- key information on grading systems, language of instruction, academic year, admission requirements, courses and qualification requirements, types of institutions, accreditation and quality assurance
- key quality indicators
- practical guidance on understanding qualification documents
- user-friendly navigation.

For more information see: <https://internationaleducation.gov.au/services-and-resources/services-for-organisations/Pages/Services-for-organisations.aspx>

## REGISTRATION AND ORIENTATION

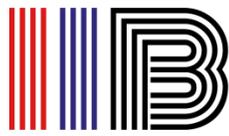
Registration and orientation are the essential first step for IIB students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

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.

Please read *Overseas Student Support Services Policy and Procedure* on IIB website for more details.



## LANGUAGE, LITERACY & NUMERACY (LLN) & LEARNER'S 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 Learner's Needs Assessment will be part of the Orientation program. The assessment is not intended to cause anxiety but to determine where the student has specific Language, Literacy or Numeracy deficits and to determine what support is required to undertake training at IIB. No enrolment will be finalised or training commenced without a completed LLN assessment.

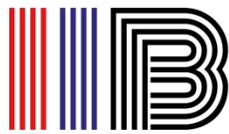
- Those requiring support shall meet the Academic Manager to clarify, negotiate and plan appropriate learning and assessment strategies.
- The Student Services Manager &/or Academic Manager will channel the learner needs to the appropriate Trainers and/or support staff to adjust the training and assessment program to ensure implementation of the learner's needs.
- The Student Services Manager and Academic Manager will survey that adequate support is implemented to ensure success in the learning during the period of enrolment. Their academic performance will be monitored at the end of each term and arrange an interview with the learner if required.
- Improve the support to the learner(s) where necessary.
- Any written documentation will be kept in the learner's personal file.

Please read *English Placement Test and LLN Policy and Procedure* on IIB website for more details.

## NON-COMMENCEMENT

In line with Section 19 (c) of the ESOS Act 2000, CRICOS providers must report any student who does not commence his/her course on the agreed date. IIB's procedures for reporting students based on non-commencement are outlined as follows:

- All students starting a new course at IIB must attend orientation session which is scheduled one week prior to the commencement date for VET students, and on the first day of the enrolment for ELICOS students.
- If a student fails to start his/her course on the date agreed on Offer Letter by either not attending orientation session or any other reasons, they will be sent a reminder letter to their



nominated email address on the next day reminding them that they must attend orientation to commence their course as soon as practical.

- If those students do not commence their course within 7 days (for ELICOS) or 14 days (for VET) after the agreed start date, they will be reported to the DHA through PRISMS because of non-commencement of studies.
- IIB is not responsible for any effect of cancellation of CoE on students' visa.

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 endeavour 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.

Please read *Deferring, Suspending or Cancelling Enrolment Policy and Procedure* on IIB website for more details.

## EDUCATION SERVICES FOR OVERSEAS STUDENTS

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.

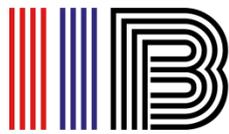
The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (<https://www.legislation.gov.au/Details/F2017L01182>) provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

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 Australian Government Department of Education, Skills and Employment website: <https://www.dese.gov.au/tps/tuition-protection-international-providers>



## 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.

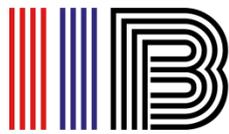
## STUDENT RIGHTS AND RESPONSIBILITIES

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

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.

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. It is the responsibility of the student to apply for and provide to IIB their USI. The USI must be provided to the IIB at the time of enrolment or before a qualification is issued.

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/about-us/privacy>

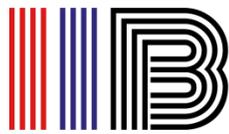
3. All Unique Student Identifiers provided to IIB by students are verified with the designated IIB staff prior to using or recording the number in any systems or databases.
4. Any USIs which are not successfully verified by the designated IIB staff are not used or recorded until the discrepancy is rectified 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.

Please read *Unique Student Identifier (USI) Policy and Procedure* on IIB website for more details.

## 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: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

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 (GTE) requirement and health and character criteria.

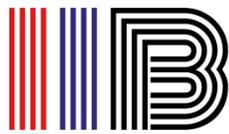
## PERMISSION TO WORK ARRANGEMENTS

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:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>.



## 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, or contact Fair Work Ombudsman through other online options:

<https://www.fairwork.gov.au/about-us/contact-us>.

## 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:

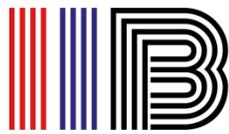
- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

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

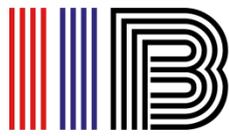
The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.

Tool or Resource	Description	Links to resources
General information for international students	<p>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.</p> <ul style="list-style-type: none"><li>• Your workplace rights and protections</li><li>• What is the difference between full-time, part-time and casual work?</li><li>• What are my minimum rights and conditions at work?</li></ul>	<p><a href="https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students">https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students</a></p>



	<ul style="list-style-type: none"><li>• What is not okay at work?</li><li>• Can my employer deduct money from my wages?</li><li>• Can my employer pay me in cash?</li><li>• My employer wants me to sign an individual flexibility arrangement, what do I do?</li><li>• Am I an employee or independent contractor?</li><li>• When should I contact the Fair Work Ombudsman?</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.	<a href="https://www.fairwork.gov.au/about-us/community-assistance/community-presentation-package">https://www.fairwork.gov.au/about-us/community-assistance/community-presentation-package</a>
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.	<a href="https://www.fairwork.gov.au/tools-and-resources/record-my-hours-app">https://www.fairwork.gov.au/tools-and-resources/record-my-hours-app</a>
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.	<a href="https://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/report-an-issue-anonymously">https://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/report-an-issue-anonymously</a>
Language help	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.	<a href="https://www.fairwork.gov.au/tools-and-resources/language-help">https://www.fairwork.gov.au/tools-and-resources/language-help</a>

If you have any questions about the Fair Work Ombudsman's tools and resources, or report your feedback about your experience, please contact the FWO at:  
<https://services.fairwork.gov.au/feedback/submit-a-feedback>.



## 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 monitors overseas student's course progress for each course which the student is enrolled to ensure that the expected duration of study specified in the student's CoE does not exceed the CRICOS registered duration.

IIB has processes to 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, participation in tuition activities or other indicators of academic progress in each study period.

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

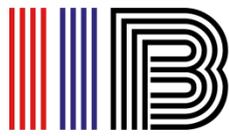
### COURSE PROGRESS POLICY

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.

Students are expected to achieve a **Competent ('C')** outcome for each unit they are registered in to meet satisfactory course progress in line with the class session course completion requirements.

Assessments **not** submitted by the due date, or with an outcome that is determined as **Not Yet Competent ('NYC')** must be completed or submitted again to be re-assessed within the term of the unit the student is registered. Students will need to make arrangements with the Academic Manager to undertake the assessment task. Students submitting assessments after the term are subject to Late-Submission fees (\$100 per unit).

Students will be deemed to have **not** made satisfactory course progress in any given term, by not successfully completing or demonstrating competency in **50%** or more of the required units for that term.



At the end of each term, any students found to be NYC in **50%** or more of their enrolled UOCs will receive an official warning of non-progression. These students will be required to make arrangements with the Student Services Manager or Admin Manager to repeat or otherwise resubmit the relevant assessment by the end of the next Term.

Students are allowed to re-attempt any assessment by making an appointment with the Academic Manager or Student Services Manager through SSO.

International students who are not making satisfactory progress:

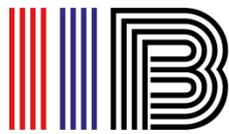
1. Will be advised, where appropriate, on the suitability of the course in which they have been enrolled
2. Will be assisted by being advised of opportunities for the students to be reassessed for tasks in blocks in which they have not demonstrated the required competency.
3. May be provided additional catch-up classes
4. 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.

Records of the implementation of the additional program of support are kept in the student's file.

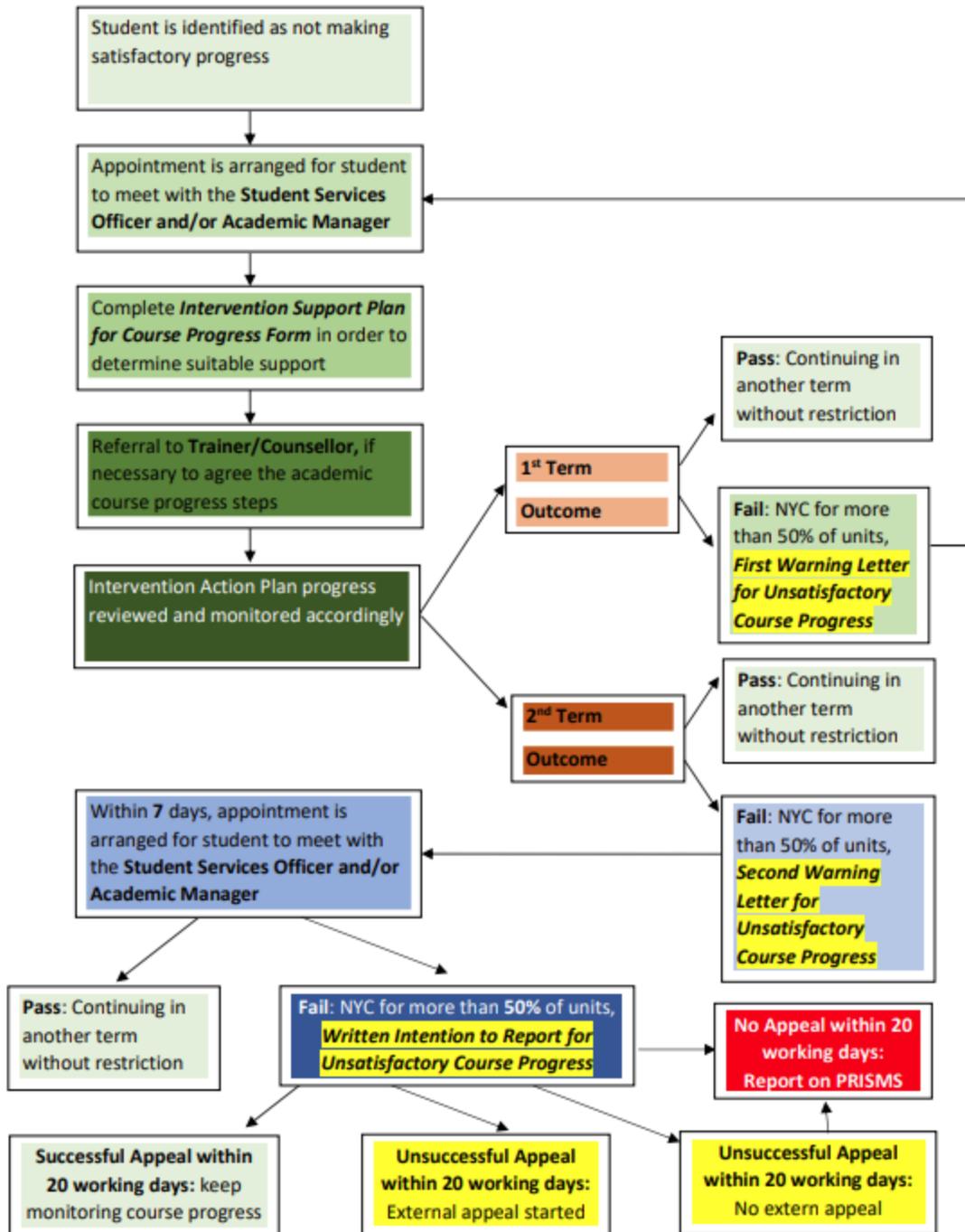
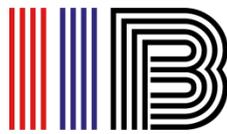
Students are at risk of their visa being cancelled due to **not** meeting satisfactory course progress, where the student has failed or is deemed NYC in **50% or more of the units attempted in two consecutive study periods**.

#### **MONITORING COURSE PROGRESS FOR VET PROGRAMS:**

1. At the end of each unit of study, all students undertake summative assessments to assess their competency in the unit. Within **7 days** of the completion of the 10 weeks of study period, the Student Services will review the academic progress of all students in their department and identify those students who are 'At Risk' of not meeting satisfactory course progress requirements.
2. The assessments are assessed and marked by the trainer
3. The results of the summative assessment are recorded on RTO Manager to identify the following for each unit:
  - a. Competent
  - b. Not yet competent
  - c. Credit transfer (if applicable)
  - d. Recognition of prior learning (if applicable)
4. The results contained in Moodle are manually entered onto RTOM by student services.
5. Being 'At Risk' of not meeting satisfactory course progress requirements occurs when a student:
  - a. is deemed 'Not Yet Competent' (NYC) for more than **50%** of units in a study period.
6. The Student Services Manager and Academic Manager/Coordinator is responsible for the implementation and monitoring of the intervention strategy.



7. In accordance with IIB's intervention strategy policy, students identified as being at risk will be sent the **1st Warning Letter** by the Students Services to attend an interview to outline underlying problems and intervention support plan for further study together with, if necessary, Individual Support Plan and Individual Learning Plan.
8. The recommendations of the Academic Manager/Coordinator will be approved by students' written consent and signature and if necessary, by the trainer and/or assessor.
9. If a student has received the **First Warning Letter for Unsatisfactory Course Progress**, but is still identified at risk at the end of the second consecutive term and/or fails to fulfil the requirements negotiated in the intervention, the **Second Warning Letter for Unsatisfactory Course Progress** will be sent to the student requiring him to attend an interview with the Academic Manager/Coordinator
10. If the student attends intervention meetings after receiving the 2nd warning letter, the Academic Manager/Coordinator will discuss possible recommendations and submit an intervention support plan, if necessary, approved by student's written consent.
11. If a student fails to attend an interview within **7 days** after receiving the 2nd warning letter, the Notice of Intention to Report for Unsatisfactory Course Progress will be sent to the student.
12. If they wish, students need to appeal within **20 days** after receiving the letter of intention to report. If a student fails to appeal process within 20 days after receiving the intention to report, he will be reported to Department of Education and the Department of Home Affairs as soon as practical following the appropriate PRISMS process.



(VET Academic Progress Intervention Strategy Procedure Flow Chart)

Please read *Monitoring and Reporting Course Progress Policy and Procedure* on IIB website for details.

## 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

IIB monitors and records the attendance of overseas students specifying:

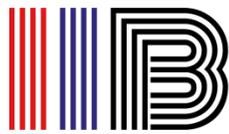
- Students are required to achieve satisfactory attendance for a course(s) which is set at a minimum of 80% of scheduled contact hours or higher if specified in state or territory legislation or other regulatory requirements.
- There are systematic methods in place for working out minimum attendance under Standard 8.
- There are clearly documented processes for recording attendance.



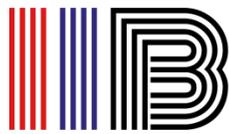
- Intervention strategies are in place to identify, notify and assist overseas students who have been absent for five (5) consecutive days or above without approval, or who are at risk of not meeting attendance requirements before the overseas students' attendance drops below 80%.
- Processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

The process of notification/reminder letters and intervention strategy is detailed below:

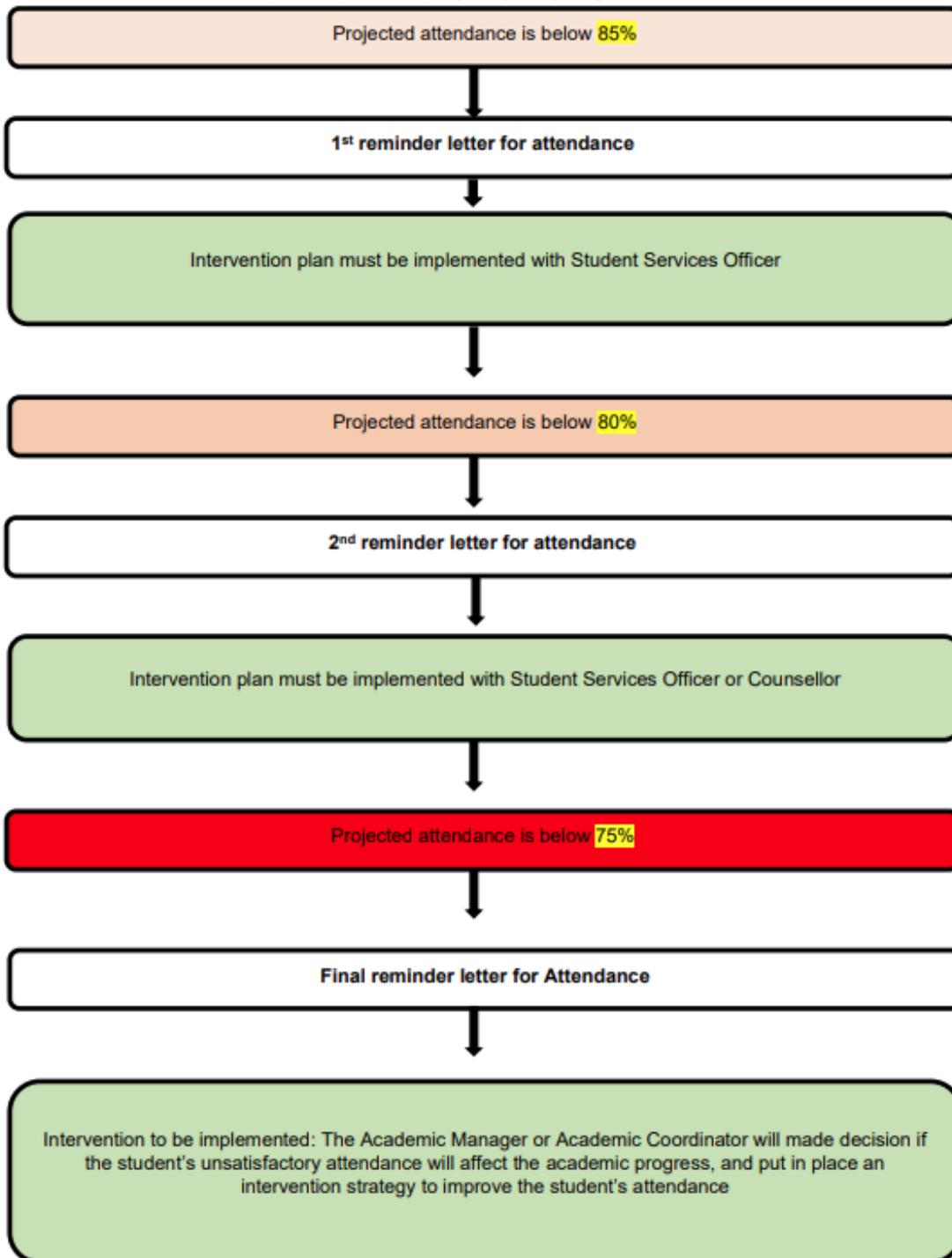
1. When students' projected attendance in a study period falls below **85%**, '**1st Reminder Letter for Attendance**' will be emailed to their registered email address informing them of their current level of attendance and reminding them their visa conditions, and the need to see the Student Services Officer for possible intervention.
2. In this letter, the student is advised to schedule a meeting with the Student Services Officer to discuss the situation and possible outcomes.
3. The student and the officer will address the reasons for non-attendance and put in place an intervention strategy to improve the student's attendance. The student needs to explain any extenuating circumstances and provide any supporting documents for absences.
4. The meeting will be conducted in a constructive and positive manner, which will allow the student to describe their circumstances. The Student Services Officer will advise, if necessary, further available support, i.e., an appointment with counsellor.
5. If required, future meetings will be discussed and confirmed in the meeting.
6. The Student Services Officer will fill the Intervention Plan for Attendance and note the details of the interview, negotiated intervention strategy and possible future meetings. The student and the officer will sign the form.
7. The copies of the reminder letter and intervention plan will be maintained in student files and on student management system
8. When projected attendance is below to **80%** and they have already received '1st Reminder Letter for Attendance', '**2nd Reminder Letter for Attendance**' will be emailed to students' registered email address informing them of their current level of attendance, reminding them their visa conditions and they are at risk of meeting attendance requirements of their visa.
9. In this letter, the student is advised to schedule a meeting with the Student Services Officer to discuss the situation and possible outcomes.
10. The student and the officer will address the reasons for non-attendance and put in place an intervention strategy to improve the student's attendance. The student needs to explain any extenuating circumstances and provide any supporting documents for absences.
11. The meeting will be conducted in a constructive and positive manner, which will allow the student to describe their circumstances. The Student Services Officer will advise, if necessary, further available support, i.e., an appointment with counsellor.
12. If required, future meetings will be discussed and confirmed in the meeting.
13. The Student Services Officer will fill the intervention plan and note the details of the interview and negotiated intervention strategy. The student and the officer will sign the record.
14. The copies of the reminder letter and intervention strategy record will be maintained in student files and on student management system.



15. Students with a projected attendance rate below **75%** in a study period and they have already received '1st Reminder Letter for Attendance' & '2nd Reminder Letter for Attendance', will be sent the '**Final Reminder Letter for Attendance**' for breaching their visa conditions in accordance with the procedures in this policy.
16. In this letter, the student is advised to schedule a meeting with the Academic Manager or Academic Coordinator to discuss the situation and possible outcomes.
17. The student needs to explain any extenuating circumstances and provide any supporting documents for absences.
18. The Academic Manager or Academic Coordinator will made decision if the student's unsatisfactory attendance will affect the academic progress, and put in place an intervention strategy to improve the student's attendance.
19. The Academic Manager or Academic Coordinator will fill the intervention plan and note the details of the interview and negotiated intervention strategy. The student and the Academic Manager or Academic Coordinator will sign the record.
20. The copies of the reminder letter and intervention strategy record will be maintained in student files and on student management system.

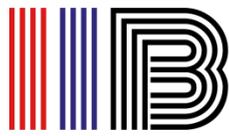


**VET ATTENDANCE MONITORING FLOW CHART**



(VET Attendance Monitoring Flow Chart)

Please read *Monitoring and Reporting Attendance Policy and Procedure* on IIB website for details.



## SKILLS RECOGNITION

### CREDIT TRANSFER (CR)

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.

Credit Transfers may be granted for the following:

- Current units of study and/or module completed at another RTO or university
- Superseded units of study, which are equivalent to superseding versions completed at another RTO or university

Before providing credit on the basis of a qualification, statement of attainment or record of results, IIB will authenticate the information in the document (e.g., by contacting the organisation that issued the document and confirming the content is valid).

**Note:** providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

**Note:** the RTO is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Please read *Skills Recognition Policy and Procedure* on IIB website for details.

### 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:

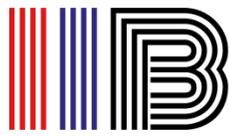
- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

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.

**NOTE:** Fees for RPL will be \$300 per unit. There is no reduction in course fees for RPL applications.

Before a subject can be repeated, the tuition fees in relation to the subject must be paid in full regardless of any fees that may have been paid in advance for other subjects.



Please read *Skills Recognition Policy and Procedure* on IIB website for details.

## EVIDENCE REQUIREMENTS FOR SKILLS 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).

## SKILLS 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.

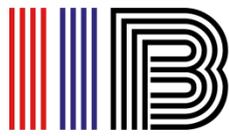
If the Students application is successful, the Academic Manager or their delegate will provide a letter advising so. Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted 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.

Please read *Skills Recognition Policy and Procedure* on IIB website for details.

## 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

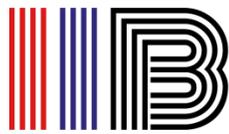
IIB will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled 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 the units of competency to receive the full qualification.

Please read *Issuance of Qualifications Policy and Procedure* on IIB website for details.



## 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

IIB programs have defined academic structures. Students are expected to undertake their academic program/s continuously without interruption. Unforeseen circumstances may necessitate temporary interruption to a student's enrolment. To accommodate any such occurrence, a student may apply to defer the commencement of their enrolment or to temporarily suspend their enrolment for a period of up to a maximum of six (6) months.

#### STUDENT INITIATED DEFERRAL

- Students who are unable to arrive and start their course on time as agreed, or no later than seven (7) days after the agreed start date, will have to apply to IIB to defer their studies.
- If a student wants to start their course more than seven (7) days after the agreed date, they must contact IIB and request an *Amendment of Enrolment Form* (available from the Student Services desk or on IIB website) by email.
- They would need to fill out this form and return it to the College. In order for the application to be approved, the student would need to demonstrate compassionate or compelling circumstances in the form of a letter, and other supporting documentation if necessary, as to why they want to delay starting their studies.
- Deferral of studies will affect students' CoE/s. Any subsequent Coe/s will also be affected by deferral.
- IIB is not responsible for any effect of deferral on students' visa. It is students' responsibility to seek advice and to take required action

#### STUDENT INITIATED SUSPENSION

- If a student has already commenced the course, but want to give a break for more than 4 weeks because of compassionate reasons, he/she must apply to suspend his/her studies.
- Prior to applying to suspend their program, students must ensure that they have paid any outstanding College fees.
- They would need to fill out the *Amendment of Enrolment Form* (available from the Student Services desk or on IIB website) and return it to the College. In order for the application to be approved, the student would need to demonstrate compassionate or compelling circumstances in the form of a letter, and other supporting documentation if necessary, as to why they want to delay their studies.



- IIB will notify the Department of Home Affairs via PRISMS of such suspension of studies. This may affect the student visa. The student is advised to contact the Department of Home Affairs to determine whether a new student visa is required.
- CoE variation fees (\$50 per CoE) will be charged.
- Any student who has been granted a temporary suspension and chooses not to return after the expected date of return, IIB will consider the student as having abandoned the course (cancelled) and will notify the Department of Home Affairs via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.
- Suspensions can be approved for a maximum of 3 month-period at one time.

### STUDENT INITIATED CANCELLATION

- A student who wishes to cancel their enrolment before course commencement must inform IIB in writing by using the *Amendment of Enrolment Form* (available from the Student Services desk or on IIB website) or by email.
- However, any decision to cancel enrolment will have an impact on their tuition fees and payments in line with the stated IIB enrolment and refund policies. Supporting documentation must accompany the application. Refer to *Student Fees, Charges and Refund Policy and Procedures* for details.
- IIB will notify the Department of Home Affairs via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.
- There is no obligation on IIB's part to reinstate any student's enrolment after a student has cancelled and subsequently changed their mind.
- A student who has cancelled their enrolment may reapply at a later date, following normal admissions processes and subject to any relevant Department of Home Affairs restrictions that may apply.

### IIB INITIATED DEFERRAL, SUSPENSION OR CANCELLATION

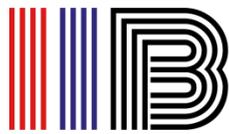
IIB may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The college will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision 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.

Please read *Deferring, Suspending or Cancelling Enrolment Policy and Procedure* on IIB website for details.

### 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 (6) 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.

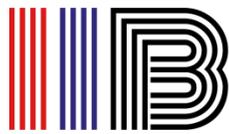
Students must also complete an *Application to Transfer Between Registered Providers Form*.

Administration fee of \$250.00 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 10 working days.

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

1. Student must make a written request (e-mail is satisfactory) to the PEO, or their delegate to transfer from IIB.
2. The student must pay the non-refundable processing fee of \$250.00 whether the application is approved or not.
3. While their application is being considered, students must continue to attend all scheduled classes of their course until they have been notified of the outcome of their application.
4. The student provides a valid offer of enrolment from the new institution.
5. While IIB is under no obligation to release a student prior to completion of six months of study in their principal course, with the valid offer of enrolment, the College will assess the circumstances surrounding the transfer request.
6. If the circumstances are deemed sufficient, and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DHA to determine if they need to obtain a new visa.
7. If any of the information received regarding the transfer request is unclear, the PEO, or their delegate will need to interview the student and gain a fuller understanding of the circumstances.
8. When a student transfers to another registered provider, IIB is required to inform the Department of Home Affairs via the PRISMS system on the date the release is effective unless otherwise requested in the application.
9. If a release is not granted, the student will be notified in writing of the reasons for the decision. The student is advised that he/she is able to lodge an appeal against IIB's decision within 20 working days of the date of the decision and in accordance with IIB's *Complaints and Appeals Policy and Procedure*.
10. IIB will not finalise the student's refusal status if applicable in PRISMS until the appeal finds in favour of the College, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
11. All transfer requests must be recorded on PRISMS regardless of whether they are approved or rejected. We can only record all approved transfer because we have to do it in the course variation feature, once we click course variation its automatic approval of the transfer there is **no rejected button**



12. All requests, considerations, decisions and copies of letters of release should be placed in the student's file.
13. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
14. IIB will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

### **COURSE TRANSITION POLICY & PROCEDURE**

The procedure for the transition of students from a superseded training package qualification or expired accredited course to a new or revised training package qualification or endorsed accredited course:

1. The Academic Manager to ensure monitoring and receipt of alerts for any updated Training Packages, qualifications and accredited courses.
2. The Academic Manager to identify if course needs to be added to Scope of Registration and the CRICOS registered course list.
3. The designated Academic Manager and/or Academic Coordinator/trainer(s)/assessor(s) prepare a qualification/competency mapping table to show relationship from old to new qualification, and ensure that the relevant Skills Recognition templates are completed, if required.
4. The Academic Coordinator to prepare appropriate Training and Assessment Strategies and support documents such as course outlines, trainer vocational mapping templates, resources and assessment tools.
5. The Academic Manager consults with Marketing Manager, and assists in preparing or updating relevant marketing materials to accurately reflect the new/revised course.
6. The Academic Manager coordinates and receives required supporting material, such as Training and Assessment Strategy and prepares and submits relevant applications for addition to Scope as required.
7. The Academic Manager develop and implement a Transition Plan as per this Policy and Procedure.
8. The Academic Manager to collaborate with relevant managers, such as Student Services Manager, Marketing Manager, and Admissions Manager, to advise affected students and stakeholders (e.g., Education Agents, Marketing, Admissions, Trainers).
9. The Academic Manager in collaboration with Academic Coordinators to set appropriate cut-off and commencement dates for old and new qualifications.
10. The Academic Manager in collaboration with Academic Coordinators to establish 'teach-out' requirements.
11. The Academic Manager to prepare suitable notifications for students, employers, staff, Education Agents, and other stakeholders.
12. The Academic Manager in collaboration with Academic Coordinators to liaise with affected training and assessment staff to vocationally map to the new/revised course.



13. The Academic Manager to identify and address any required professional development (PD) for trainers.
14. The Academic Manager to check registration status and if course/qualifications are successfully added to scope and if applicable, CRICOS register.
15. The Student Services Manager to set up new course reference data in the Student Management System (RTOM) if the course/qualifications are successfully added to scope.
16. Introduce and commence enrolments in new course/qualification.
17. Complete 'teach out' of old course/qualification within the specified twelve (12) months.
18. The Academic Manager to close off and cancel registration (if required) of old course/qualification.

Please read *Training Package and Student Transition Policy and Procedure* on IIB website for details.

### 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.

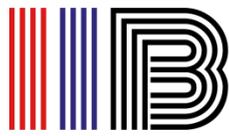
### HOLIDAYS AND LEAVE

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

Under compassionate and compelling circumstances, students might request for leave of absence for a maximum of 4 weeks. Leave of absence does not require change of CoE and is subject to following conditions:

- Student must request leave of absence, and the request is made in writing with Application for Leave of Absence Form available at Reception.
- Students must have compassionate and compelling reasons supported by relevant evidence.
- Students might be granted a maximum 4 weeks of leave of absence. Requests requiring longer periods of absence must be submitted as suspension request.
- All cases will be assessed individually. Students might be granted a period less than 4 weeks of absence despite their request if their course progress is to be affected adversely.
- As a result of approved leave of absence, students might fall behind in their course progress. Therefore, students might be required to attend extra classes to keep up with their course progress.
- In cases where students cannot keep up with the course progress after approved leave of absence, they might be required to extend their CoEs to complete the course.
- If IIB concludes that student's course progress will be affected in a way that cannot be compensated within the period of current CoE, students might be required to apply for suspension regardless of duration which will affect their CoE. In those cases, students might be subject to extra fees, such as CoE variation fee, tuition fee etc.
- If their leave of absence is approved, students' attendance during leave period will not be included in the calculation of attendance for study period affected.

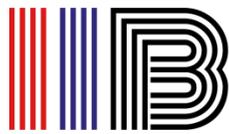
### SICK LEAVE

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.

Please read *Deferring, Suspending or Cancelling Enrolment Policy and Procedure* on IIB website for details.



## PAYMENT OF TUITION FEES

### NOTIFICATION OF FEES AND CHARGES

Fees and charges are advised to all IIB students and prospective students prior to, or at the time of enrolment through the appropriate documentation. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course, qualifications etc.

IIB advises its fees and charges in course promotional materials, on the IIB website, in the offer letter, enrolment form, in pre-course invoices applicable at the time, and in the student Course Acceptance Agreement where applicable.

Tuition and enrolment fees are non-transferable to other students or other institutions.

### ADMINISTRATION AND MATERIAL CHARGES

Fees and charges may include an administration fee, enrolment fee, booking fee, Overseas Student Health Cover (OSHC) insurance, accommodation, airport pickup, material fees for learning resources essential for the course, items which are consumable or transformed by students during the course, text books, photocopying, re-issuing of receipts, copies of academic reports, change of enrolment, additional copies or re-issue of qualifications and academic transcripts, etc.

Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees and dishonour cheque fees.

International students are to be made aware of all material costs and administration charges in their Offer Letter and Course Acceptance Agreement prior to enrolment.

Additional non-tuition fees*		
Enrolment Fee	\$250	Non-refundable
Materials fee	\$50 per term	Non-refundable
Withdrawal application fee	\$200	Non-refundable
Textbook fee	As per RRP	Non-refundable
RPL fee	\$300 per unit	Non-refundable
Credit transfer fee	No Fee	Non-refundable
Assessment late submission fee	\$100 per unit	Non-refundable
Re-assessment fee	\$100 per unit	Non-refundable
Accommodation services	\$200	Non-refundable
Airport pick-up (One-way)	\$200	Non-refundable
Late payment fee	\$100 overdue within 7 days \$200 overdue over 7 days	Non-refundable
CoE variation fee	\$50 per CoE	Non-refundable
Certificate/Statement of Attainment Reissue Fee	\$50	Non-refundable
Student ID card reissue fee	\$25	Non-refundable
Printing Fee	\$0.20 per page (BW) / \$1.00 per page (Colour)	Non-refundable

\*These fees are applicable in certain circumstances and might change during enrolment.



## PAYMENT PLANS

It is a requirement of IIB that where tuition fees, administrative charges or other charges are applicable, these must be paid by the specified due dates on the Course Acceptance Agreement and Letter of Offer and paid in Australian dollars.

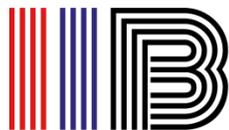
Course commencement will not occur until the first scheduled fee payment is made.

For courses with duration less than 12 weeks, the full upfront tuition fee must be pre-paid before enrolment. Partial payments and delayed payment schedule are not available for courses with duration less than 12 weeks.

Payment from students can be made by direct bank deposit, credit card and bank cheque (funds must be cleared before the date the student commences the course).

## LATE FEES AND NON-PAYMENT OF FEES

1. All IIB Fees must be paid by the due date as indicated on the Agreement and/or on the invoice. If a student fails to pay all fees and charges by the due date, the student is deemed to be an IIB debtor.
2. If the student made the payment after the due date, there will be a Late Payment Fee of **\$100** for late payment under 7 days, **\$200** fee for late payments over 7 days.
3. Student Services and/or Administration department will not issue any request for relevant documentation if the student has not paid their tuition fee. Continuous Non-Payment of Fees will result in the following actions by IIB:
  - Remove access to IIB's resources, computer systems or online course;
  - Withhold academic transcripts and/or qualifications;
  - Immediate lock out of MOODLE;
4. Students who have not paid the total amount of tuition fee by the invoiced due date will be sent up to **4 weekly reminder emails**.
5. The first reminder email will be sent the same week as the invoiced due date. The emails will include the invoice for the tuition showing any outstanding amount, the due date and how many reminders have been sent.
6. IIB will issue a **Written Notice of Intent to Report (WNOITR)** if overdue fees are not paid within **seven (7) days**, after the 4th payment reminder email has been sent and the student has not paid the outstanding amount and/or made an attempt to communicate with the college regarding the payment.
7. International Students must immediately make arrangement with the IIB accounts team to avoid being cancelled for non-payment of fees. Failure to pay the debt may result in any or all the following, until the full amount is paid:
  - suspension of the student from attending or participating in the course;
  - loss of access to the Institute's resources, computer systems or online course;
  - loss of access to enrolment record information and academic transcripts;
  - inability to graduate;



- withhold certificates of completion and participation;
  - termination of the enrolment;
8. Within **twenty** (20) working days from the Written Notice of Intent to Report (WNOITR) is issued, student can appeal for decision to report and to cancel the student's CoE. Please read *Complaints and Appeals Policy and Procedure* for details.
  9. Student should meet IIB appointed officer to manage their tuition fee payment, with an option to pay by instalment if the student is unable to pay the tuition fee in full.
  10. Generally, a registered provider may proceed with the deferral, suspension, or cancellation after the internal complaints handling and appeals process has been completed –for example, in cases of misbehaviour and non-payment. The only time a registered provider needs to wait for both the internal and external complaints handling and appeals processes to be completed is for course progress and/or attendance breaches.
  11. The tuition fee per term has to be paid during the term, if the student pays the tuition fee by instalment. The total tuition fee per term has to be paid during that term, unless there are compassionate and compelling circumstances.
  12. In the event student failed to appeal within 20 working days, the Student Support Officer will notify the Academic Manager and/or Academic Coordinator that student's enrolment will be cancelled. If the student is an International Student, the CoE will also be cancelled for non-payment of tuition fee.
  13. IIB will not report student who had lodge an appeal until a decision has been made to either:
    - continue to cancel the student enrolment and report the student to the immigration via PRISM or;
    - not report the student due to compelling, compassionate reason or as a directive by the regulatory body.
  14. If the decision is not to cancel the student enrolment and (for international student) not to report the student to the immigration due to compassionate and compelling circumstances, student still have to make the payment in full with one-time payment or by instalment with the approval by IIB.

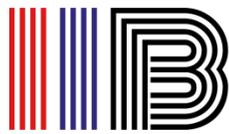
Please read *Student Fees, Charges and Refund Policy and Procedure* on IIB website for details.

## 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:

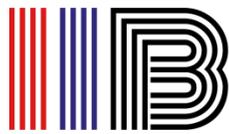
<https://www.oaic.gov.au/privacy/privacy-complaints>

## **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.

Please read the *Sexual Harassment Policy and Procedure* on IIB website for details.

## 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 10 working 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 GUIDELINES

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.

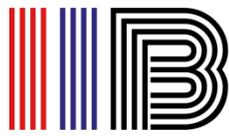


- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No IIB representative is to disclose information to any person without the permission of IIB 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.

#### FORMAL COMPLAINTS HANDLING PROCEDURE

1. Student lodges the complaint in writing to the Student Services Officer within **5** working days of the incident occurring.
2. The written complaint will be acknowledged by IIB in writing, along with an outline of the processes to be followed and an estimated time frame.
3. The SSO will inform Quality Management Team (QMT) member (Student Services Manager, Academic Manager, Director, Campus Manager, Admissions Manager and other managers) daily of the receipt of any complaints.
4. QMT will attempt to resolve the complaint within **10** working days of the written complaint being received. The outcome of the discussion will be recorded in the *Complaints and Appeals Register*.
5. Where appropriate, other persons may be interviewed to verify the issues complained of, and/or further evidence may be requested.
6. Where no further information is required, the QMT member will resolve the issue and inform the Complainants of the outcome within **10** working days.
7. Where further information is required, the QMT will inform the Complainants the details of additional information within **10** days. When the additional information is received, the QMT will resolve the issue and inform the Complainants of the outcome within **10** working days of receipt of the additional information.
8. If the investigation is going to take further than 10 working days, or there is no satisfactory resolution, the QMT will refer the complaint to an external agency – either the Overseas Student Ombudsman or other independent person(s).
9. Students must be informed of their ability to appeal internally any decision made when communicating the outcome to the student.
10. Students who are unsatisfied at the outcome are invited to take up their issue with the Overseas Student Ombudsman ([www.ombudsman.gov.au](http://www.ombudsman.gov.au) or 1300 362 072).
11. In instances where it may take longer than 60 days to resolve such an issue – for instance where a student is overseas or otherwise unavailable – all parties involved in the issue will be informed in writing of the reason why this much time is required and an update will be sent fortnightly until the issue is resolved.

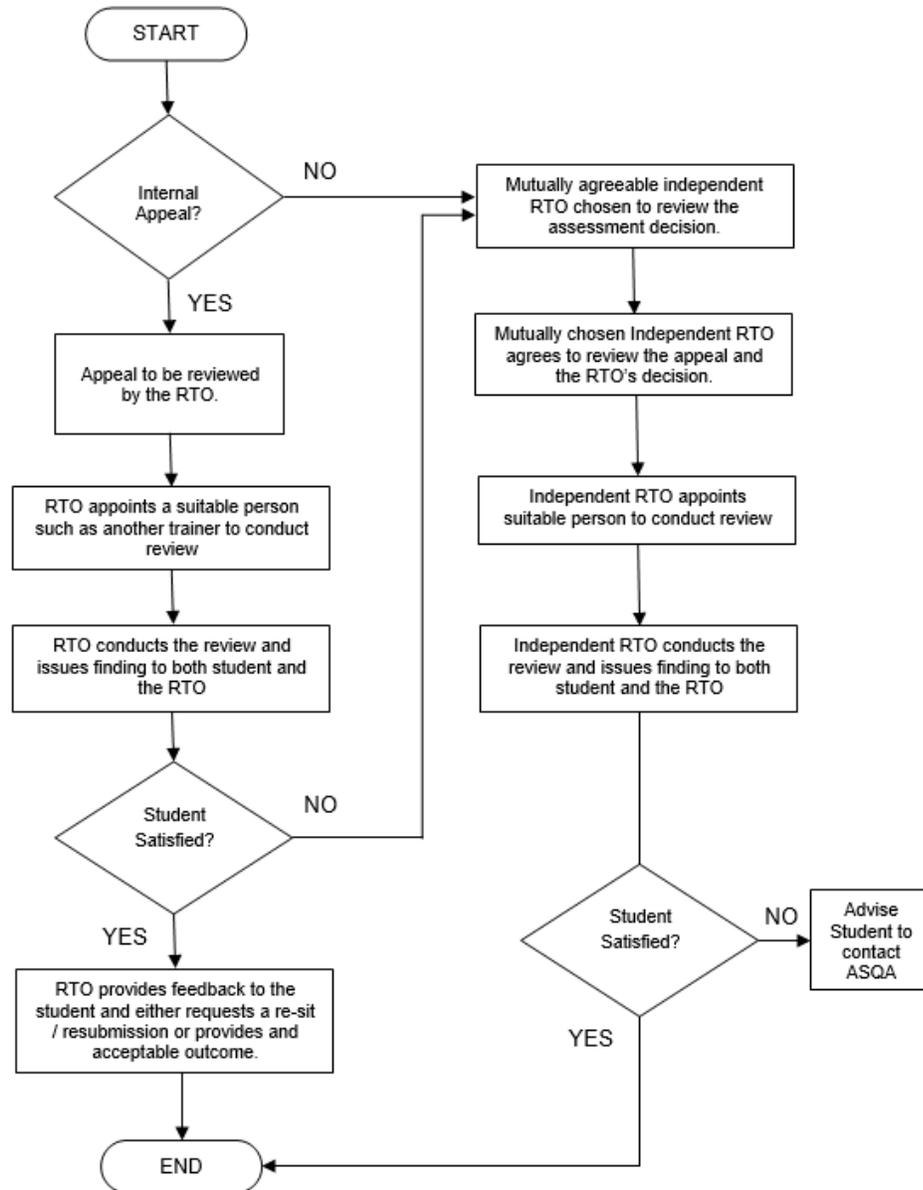


12. The assessment will be conducted in a professional, fair and transparent manner.
13. Student's enrolment will be maintained during the assessment is processing.
14. A written statement of the outcome of the complaint assessment, including detailed reasons, will be given to the student as soon as practicable, with detailed reasons for the outcome.
15. A written record of the complaint will be kept by IIB, including a statement of the outcome and detailed reasons for the outcome.

#### **INTERNAL APPEALS HANDLING PROCEDURE (ACADEMIC)**

Students have the right to appeal assessment outcomes or an academic result. Students have the right of appeal to apply in writing to the Academic Manager within two weeks (10 working days) of assessment if the assessment has not been fair. In the event that the student is not satisfied with an assessment decision or process, the following procedure applies:

1. Discuss the matter with the trainer/assessor;
2. If the matter is unresolved, complete and submit the Internal Appeal Form at the reception desk or downloaded from IIB website.
3. The Internal Appeal Form is submitted to Academic Manager within two weeks (10 working days) of assessment.
4. The appeal will be examined by the Academic Manager within 10 days of the Internal Appeal Form is received.
5. If the matter remains unresolved, then the Academic Manager and the student will nominate an independent arbitrator to examine the matter;
6. If the matter is unresolved, then the student would be advised to take the matter to the Overseas Student Ombudsman (OSO).



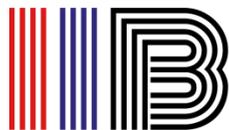
(Assessment Appeals Procedure Flowchart)

### INTERNAL APPEALS HANDLING PROCEDURE (ACADEMIC)

IIB will commence assessment of the appeal within **10** working days of it being made in accordance with the College's complaints handling and appeals process and policy, and finalize the outcome as soon as practicable.

All parties follow the below procedure to resolve a formal complaint:

1. Student possesses an Appeal by lodging the *Internal Appeal Form* in writing to the Student Services Officer within **10** working days of the incident occurring.
2. The SSO will inform Quality Management Team (QMT) member (Student Services Manager,



Academic Manager, Director, Campus Manager, Admissions Manager and other managers) daily of the receipt of any Appeals.

3. The investigation will be carried out by a minimum of two senior staff of IIB, including the PEO/Campus Manager.
4. QMT will attempt to resolve the complaint within **10** working days of the written appeal being received. The outcome of the discussion will be recorded in the *Complaints and Appeals Register*.
5. If the investigation is going to take further than **10** working days, or there is no satisfactory resolution, the QMT will refer the complaint to an external agency – either the Overseas Student Ombudsman or other independent person(s).
6. Students must be informed of their ability to appeal externally any decision made when communicating the outcome to the student.
7. Students who are unsatisfied at the outcome are invited to take up their issue with the Overseas Student Ombudsman ([www.ombudsman.gov.au](http://www.ombudsman.gov.au) or 1300 362 072).
8. A written statement of the outcome of the appeal assessment, including detailed reasons, will be given to the student as soon as practicable, with detailed reasons for the outcome.
9. A written record of the complaint will be kept by IIB, including a statement of the outcome and detailed reasons for the outcome.
10. Student's enrolment will be maintained during the assessment is processing.

See the *Monitoring Overseas Student Attendance Policy* and *Monitoring and Reporting Course Progress Policy, Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy, Overseas Student Transfers Policy*, and *Student Fees, Charges and Refund Policy and Procedure* for details.

### EXTERNAL APPEALS

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

IIB will give the overseas student the contact details of the appropriate complaints handling and external appeals body.

#### Commonwealth Ombudsman

- <https://www.ombudsman.gov.au/>
- **Online:** You can make a complaint online by using our [online complaint form](#).
- **Phone:** You can contact Ombudsman by telephone, 9am to 5pm Monday to Friday. In Australia, call: **1300 362 072** (calls from mobile phones at mobile phone rates). Outside Australia, call **+61 2 6276 0111**.
- Check this link for more details: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- **Language support:** You can make a complaint in your language. Call the Translating and Interpreting Service (TIS) in Australia on 131 450. Outside Australia call +61 3 9268



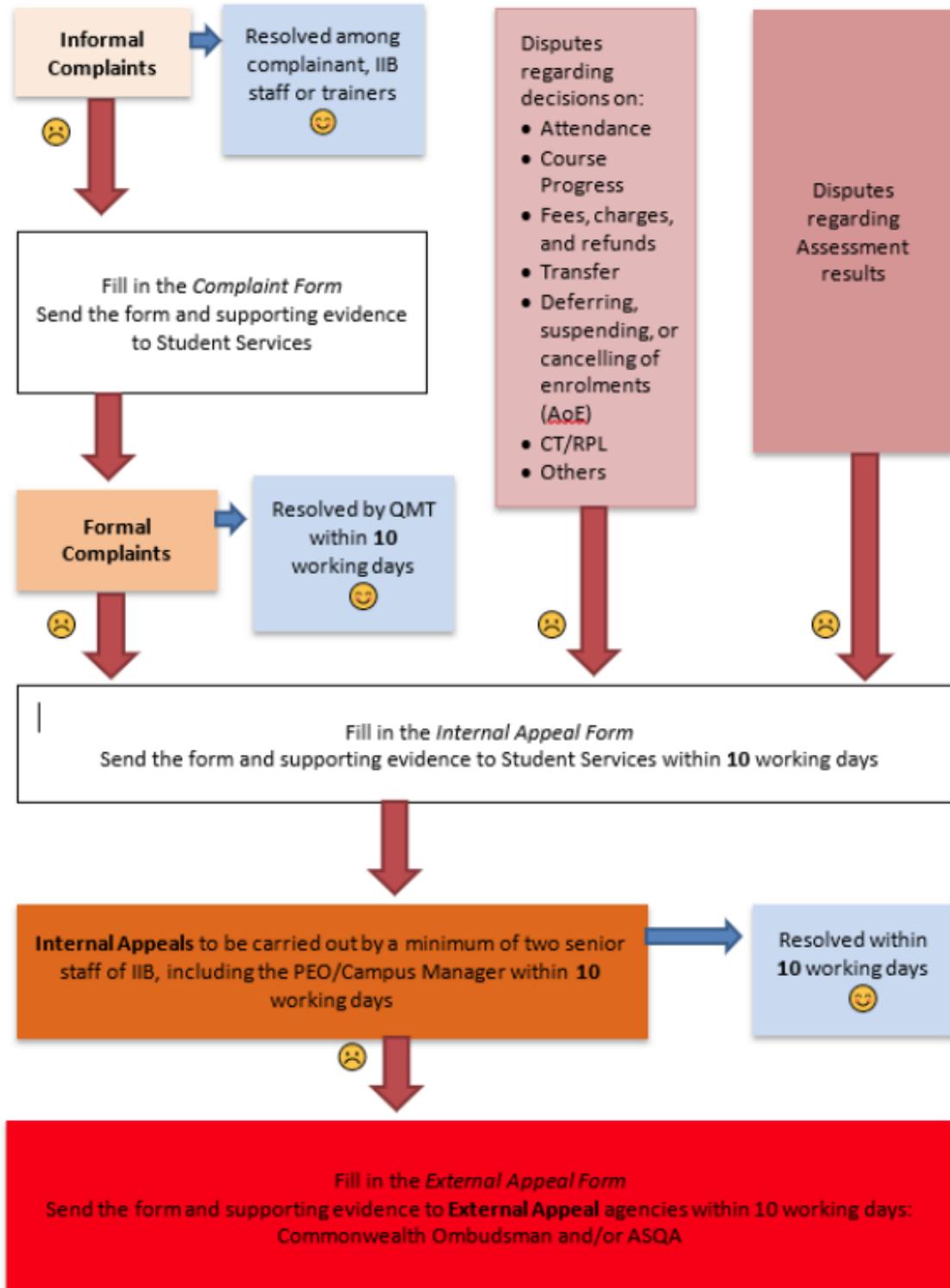
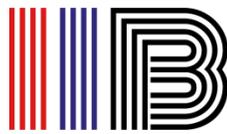
8332. Ombudsman will pay for the interpreter.

### ASQA

- [www.asqa.gov.au](http://www.asqa.gov.au)
- ASQA accepts complaints and feedback about training providers from all members of the community.
- To submit feedback about a training provider, visit our community space <https://asqaconnect.asqa.gov.au/>
- **NB:** ASQA will only use the information the complainant provides to inform its regulatory approach and will not contact the RTO on the complainant's behalf or act as the complainant's advocate.

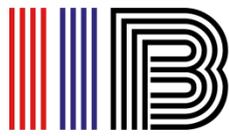
### Community Justice Centre (CJC)

- [www.cjc.nsw.gov.au](http://www.cjc.nsw.gov.au)
- Call 1800 990 777



(Complaints and Appeals Process Flow Chart)

Please read *Complaints and Appeals Policy and Procedure* on IIB website for details.



## STUDENT WELLBEING SUPPORT AND COUNSELLING SERVICES

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.

IIB ensures that sufficient student support services personnel are employed to meet the needs of enrolled students. 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.

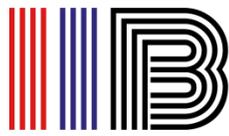
Student Support Services are available to discuss and assist with issues that may arise, including:

- 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.

## WELLBING COUNSELLOR BOOKING PROCESS

### General welfare counselling:

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



4. Send booking time to staff through Microsoft Outlook
5. Send confirmation email to student
6. 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).

Please read *Student Wellbeing Support and Counselling Services Policy and Procedure* on IIB website for details.

#### **CRITICAL INCIDENTS**

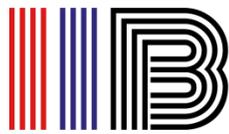
IIB is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at IIB. We are particularly mindful of our responsibility to support our students 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.

### **CRITICAL INCIDENT PROCEDURE**

In all cases the procedure below is to be followed:

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.

### **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.

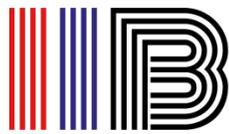
Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

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.

Please read *Critical Incidents Policy and procedure* on IIB website for details.



## 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.

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.

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### Student Handbook ELICOS

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



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### Moodle Course Manual

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



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### Student Handbook VET

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



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### Moodle Assessment Submission Manual

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



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Microsoft TEAMS Login Manual  
Scan the QR code below to see  
*Microsoft TEAMS Login Manual.*



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Orientation Slides VET  
Scan the QR code below to see *IIB  
Orientation Slides VET.*



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Orientation Slides ELICOS  
Scan the QR code below to see *IIB  
Orientation Slides ELICOS.*



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RTOM Student Portal Guide  
Scan the QR code below to see *RTOM  
Student Portal Guide*

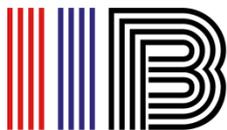


## GENERAL ADMINISTRATIVE MATTERS

### 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 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 working days**. Students must always carry the IIB student card 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.

\$250.00 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.

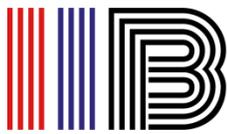
## STUDENT REQUEST FORMS

Students may request information from Reception. All student forms are available at reception or on IIB website, 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
- Always maintain valuable items securely



- 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 any time.

## **COURSE REQUIREMENTS AND PAYMENTS**

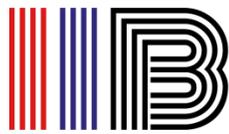
- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider
- 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.

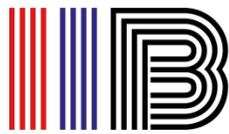
In the case of student suspension or expulsion there will be no refund of fees.

A refund of tuition fees will only be granted in accordance with the refund policy set out below:

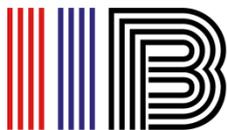
Fee Refund Conditions	Refund Applicable
<p><b><i>For these refund conditions the terms</i></b></p> <ul style="list-style-type: none"> <li>• <b>'Package of courses'</b> means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE</li> <li>• <b>'Fees'</b> only means <b>tuition fees</b> not third party or ancillary fees such as admission fee, OSHC fee or resources fee.</li> </ul>	<p><b><i>For these refund conditions the terms</i></b></p> <ul style="list-style-type: none"> <li>• <b>'Package of courses'</b> means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE</li> <li>• <b>'Fees'</b> only means <b>tuition fees</b> not third party or ancillary fees.</li> </ul>
<p>1. If a visa application to study in Australia is refused by the DHA because of reasons considered as unlawful by the DHA, including but not limited to fraudulent, and/or forged documents, and/or incomplete and/or incorrect information,</p>	<p>1. <b>No refund</b> whatsoever of any money paid to the college will be made. The reasons on visa refusal letter are to be taken into consideration to determine whether refusal is because of unlawful reasons.</p>



<p>2. If a visa application is refused by the DHA before or after the course commences because of reasons other than the ones stated in clause 1 of this section</p>	<p>2. IIB will process refund in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014. The application for a refund must be made in writing to IIB together with a copy of visa rejection notification from the Australian Embassy/ High Commission/ Department of Home Affairs.</p> <p>In any case of visa refusal, Administration and Processing Fee for Refunds of <b>\$500</b> will be applied by IIB.</p>
<p>3. If IIB receives a written notice of withdrawal more than 28 days before the agreed start date of the first course in the 'package of courses'</p>	<p>3. The refund will be 75% of the fees paid in advance by the student for each and every course in the 'package of courses' minus an administration and processing charge of AUD<b>\$500.00</b>.</p>
<p>4. If IIB receives a written notice of withdrawal more than 14 days but less than 28 days before the agreed start date of the first course in the 'package of courses'</p>	<p>4. The refund will be 50% of the fees paid in advance by the student for each course in the "package of courses" minus an administration and processing charge of AUD<b>\$500.00</b>.</p>
<p>5. If written notice is received 14 days or less before the commencement date of the first course of the 'package of courses'</p>	<p>5. The refund will be 25% of the fees paid in advance by the student for each course in the "package of courses" minus an administration and processing charge of AUD<b>\$500.00</b></p>
<p>6. If the student withdraws after the agreed start date of the first course in the 'package of courses'</p>	<p>6. There will be <b>no refund</b> of any fees paid in advance for each and every course in the 'package of courses'. Students will also have to pay the balance of any fees due for remainder of their current course of study.</p>



<p>7. If a student's visa is cancelled due to their breach of international student visa conditions or IIB Policies and Procedures or Student Misbehaviour after the commencement of the first course in the 'package of courses'</p>	<p>7. Maintaining the conditions of the visa grant and following IIB's policies and procedures as agreed is the student's responsibility. There will be no refund of any fees paid in advance for each and every course in the 'package of courses'. Students will also have to pay the balance of any fees due for remainder of the current course of study.</p>
<p>8. At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed &amp; granted after the student provides enough evidence,</p>	<p>8. If the Credit Transfer allows shortening of the duration of a specific course in the 'package of courses' a pro-rata fee will be worked out for the specific course and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee and all refund conditions apply to each course in the 'package of courses'</p>
<p>9. If a student's visa expires whilst studying a 'package of courses' and they are not able to complete their 'package of courses' because their application for an extension of visa is not granted by DHA</p>	<p>9. All unused fees paid in advance for each and every course in the "package of courses" minus administration and processing charges of AU\$500.00 will be refunded. Calculation of 'unused fees' is in accordance with applicable ESOS regulations.</p>
<p>10. If a student is granted a deferment or temporary suspension of studies after the commencement of a 'package of courses'</p>	<p>10. IIB will hold all fees paid in advance for the period of the suspension/deferment. If the student does not return or commence on the agreed date without the approval of IIB the student is deemed to have inactively withdrawn, and their enrolment will be cancelled. There will be no refund of any fees paid in advance for each and every course in the 'package of courses'.</p>



**11. In cases of Provider default.** IIB *defaults*, in relation to an overseas student or intending overseas student and a course, if: either of the following occurs:

- IIB fails to start to provide the course to the student on the agreed starting day;
- the course ceases to be provided to the student at any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.

11. Refund of unexpected tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider) in accordance with applicable ESOS regulations. IIB will give the student a statement that explains how the refund amount has been worked out. The refund policy is subject to review from time to time.

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.

**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)

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.

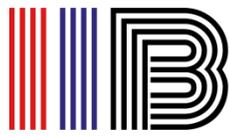
IIB reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

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' 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' 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.



Please read *Student Fees, Charges and Refund Policy and Procedure* on IIB website for details.

### **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:
  - a. 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.
  - b. 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**

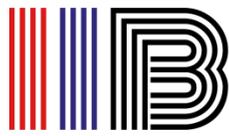
A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person 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.

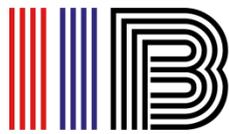
### **INDUSTRIAL RELATIONS ACT 1999**

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 student 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:

- 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 Centrepoint 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.

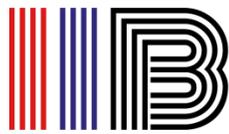
If you have school age dependents you will need to decide for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education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

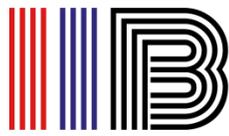
In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

### **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.
- 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

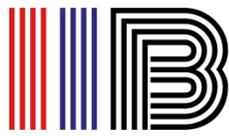
- Bus Train Ferry Information Line
- Call 131 500, or visit: [www.131500.com.au](http://www.131500.com.au)



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

- Police, Fire, Ambulance: 000



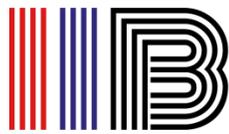
- Department of Home Affairs: <https://www.homeaffairs.gov.au/> or call 131 881
- Fair Work Ombudsman: [www.fairwork.gov.au/](http://www.fairwork.gov.au/) or call 131 394
- Public Transport Information: [transportnsw.info/](http://transportnsw.info/) or call 131 500
- National Translating and Interpreting Service: [www.tisnational.gov.au](http://www.tisnational.gov.au) or call 131 450
- Lifeline: [www.lifeline.org.au/](http://www.lifeline.org.au/) or call 13 11 14
- Beyond Blue: [www.beyondblue.org.au/](http://www.beyondblue.org.au/) or call 1300 224 636
- Pregnancy Counselling Australia: [www.pregnancycounselling.com.au/](http://www.pregnancycounselling.com.au/) or call 1300 737 732
- National Sexual Assault, Domestic Family Violence Counselling Services (1800RESPECT): [www.1800respect.org.au/](http://www.1800respect.org.au/) or call 1800 737 732
- Cancer Council: <https://www.cancer.org.au/> or call 13 11 20
- Women's Health NSW: [whnsw.asn.au/](http://whnsw.asn.au/) or call 02 9560 0866
- Drug Arm NSW: [www.drugarm.com.au/](http://www.drugarm.com.au/) or call 1300 656 800
- Men's Referral Service: [ntv.org.au/get-help/](http://ntv.org.au/get-help/) or call 1300 766 491
- Mensline Australia: [mensline.org.au/](http://mensline.org.au/) or call 1300 789 978
- Kids Help Line: [kidshelpline.com.au/](http://kidshelpline.com.au/) or call 1800 551 800
- Family Relationship Advice Line: [www.familyrelationships.gov.au/talk-someone/advice-line](http://www.familyrelationships.gov.au/talk-someone/advice-line) or call 1800 050 321
- Australian Information Commissioner: [www.oaic.gov.au/](http://www.oaic.gov.au/) or call 1300 363 992
- Australian Taxation Office—Personal Tax Information Line: [www.ato.gov.au/about-ato/contact-us/](http://www.ato.gov.au/about-ato/contact-us/) or call 13 2861
- Financial Counselling Australia: [www.financialcounsellingaustralia.org.au/](http://www.financialcounsellingaustralia.org.au/) or call 1800 007 007

If you would like to have contact with people in Australia who are originally from your country of origin, you can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in. To find your closest Embassy and/or Consulate visit: [protocol.dfat.gov.au/Public/MissionsInAustralia](http://protocol.dfat.gov.au/Public/MissionsInAustralia)

## 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>

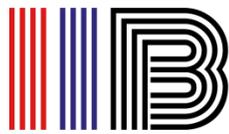
## SOCIAL ACTIVITIES

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.

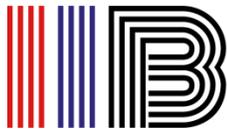
### **EXTENSION PLACEMENT FEE**

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

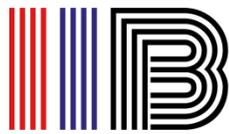
### SERVICES

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

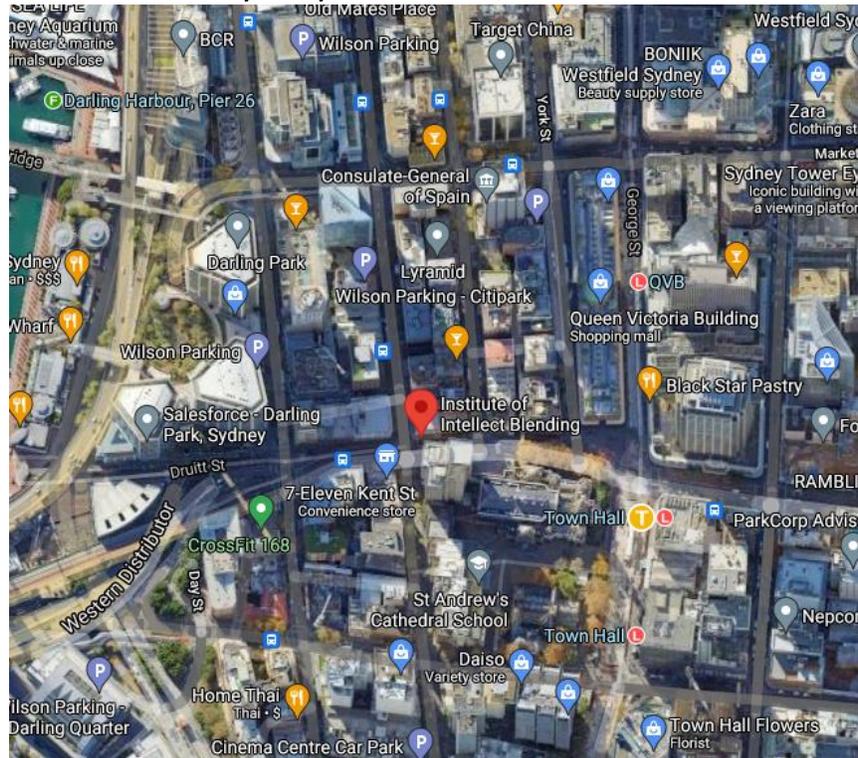


INSTITUTE OF  
INTELLECT BLENDING

## MAP FOR IIB DELIVERY SITE

### Institute of Intellect Blending

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Sydney NSW 2000, Australia



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