



ELICOS

Orientation



INSTITUTE OF
INTELLECT BLENDING
RTO No. 41282 CRICOS No. 03526A

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INSTITUTE OF INTELLECT BLENDING

[Our courses](#)

Bookmark IIB website

www.iib.edu.au

Student Engagement

The Student Engagement Officer (SEO) is at the front desk on Level 2, 436-450 Kent Street Sydney 2000.

The SEO is your main point of contact while you are studying at IIB. The SEO can help you with:

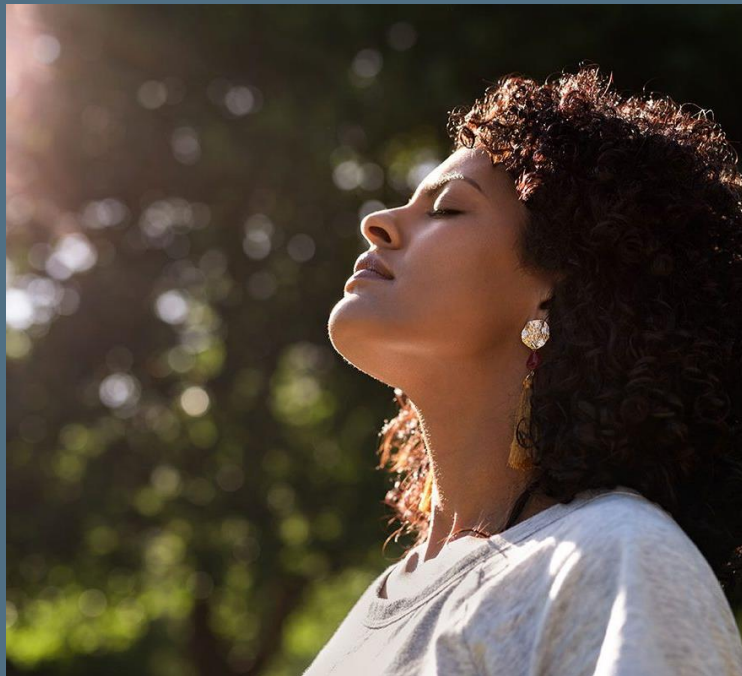
- Change of class or timetable
- ID cards
- Health cover
- Leave of absence
- Appointment with the Academic Manager
- Appeals and grievances
- Feel free to be in touch with an SSO if you have any questions:
- Phone: 02 8072 7651 or 0451 604 021
- Email: studentservice@iib.edu.au

SEO Working Hours: 9.00 am to 5.00 pm, Mondays to Fridays





Wellbeing Counselling Services



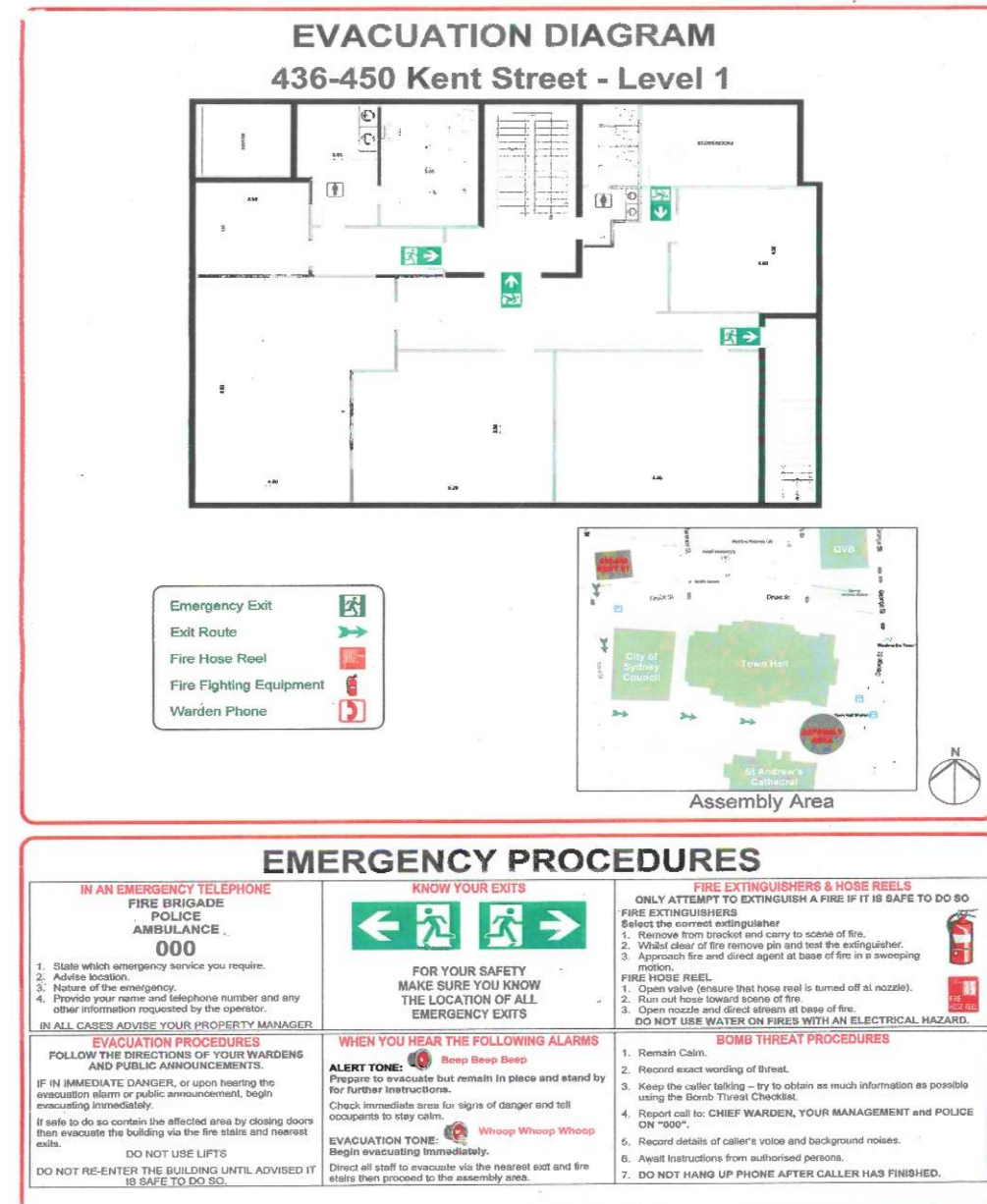
- Is there something worrying you? Are you stressed? Do you like to talk to someone about your worries?
- We can help!
- How can you book a session?
- 30–50-minute sessions are available on campus.
- Call 02 8072 7651 or 0451 604 021 or email studentservice@iib.edu.au or counsellor@iib.edu.au to book an appointment
- Refer to IIB Student Wellbeing Support and Counselling Services Policy and Procedures on IIB website for details.

Emergency Evacuation

Follow instructions to evacuate the building if Alarms OR other Emergencies occur.

Call 000 for emergency:

When you need the police, ambulance or fire service





Personal Health & Hygiene

- Please follow social distancing guidelines on campus.
- All rooms and common areas are cleaned regularly, and hand sanitizer is provided in classrooms.
- If you are unwell, please stay at home and notify Student Services of your absence.
- Maintain good hygiene practices.
- Wear a face mask if you are not able to social distance.





Safety At The Beach

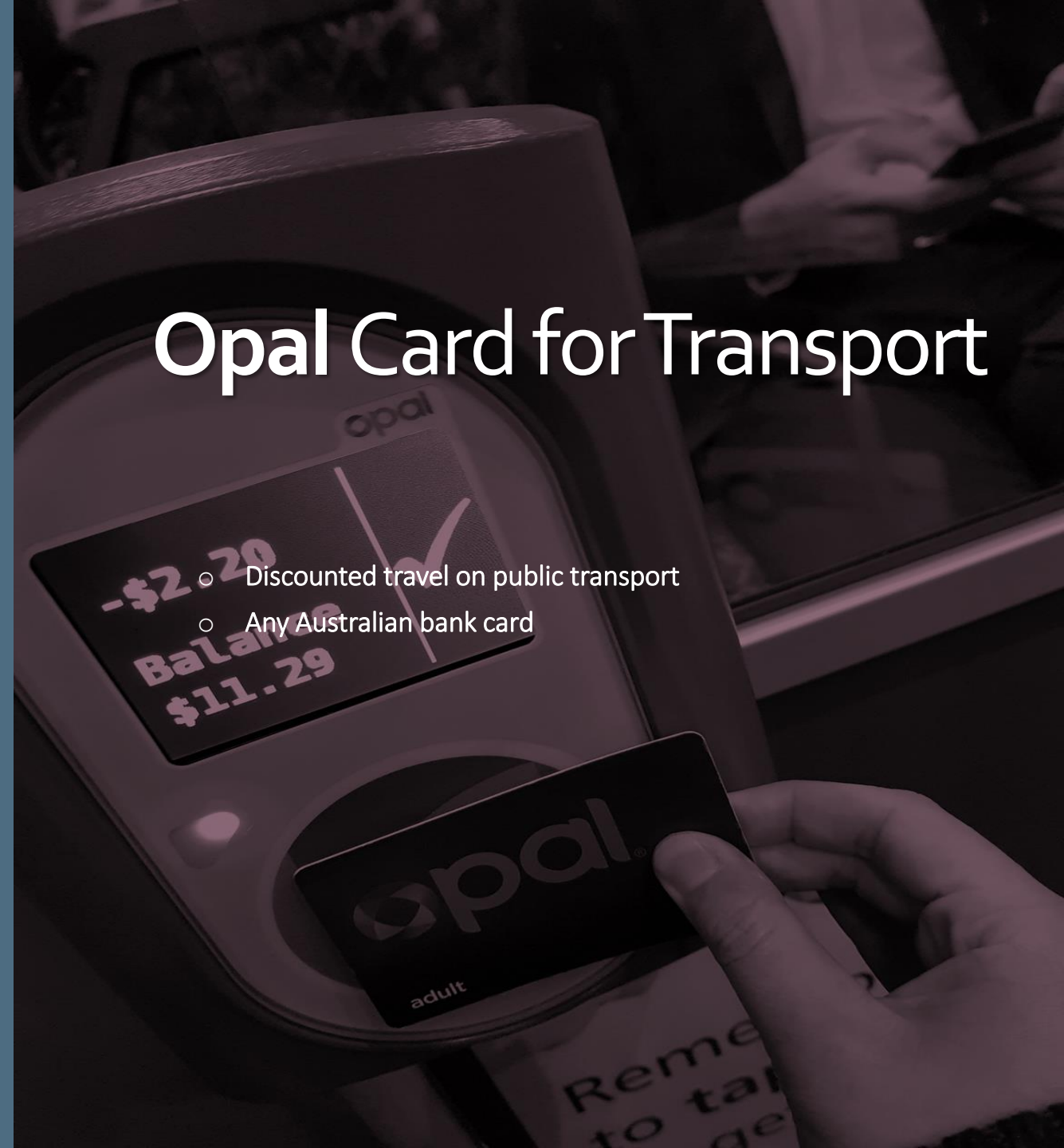
Swim between the flags where the water is safer, and lifeguards can watch you.

Student ID Card

You must carry your student ID Card at all times for identification

- Discounted movie tickets
 - Discounted food at some cafes
 - School excursions
 - Discounted entry to museums and art galleries
- Discounted travel on public transport
 - Any Australian bank card

Opal Card for Transport



Education Services for Overseas Students

IIB is compliant with Education Services for Overseas Students (ESOS) Act, the National Code 2018 and the RTO Standards 2015, which are regulated by the industry regulator—Australian Skills Quality Authority (ASQA)

IIB's Responsibilities:

- Offer orientation and access to support services to help you study and adjust to life in Australia
- Offer contact details of officers available to help
- Inform you if you can apply for course credit
- Inform you when your enrollment can be deferred, suspended or cancelled
- Provide information about what requirements are for satisfactory progress in your courses, and what support is available if you are not progressing well
- Monitor attendance for your course
- Resolve complaints and appeals

Your Responsibilities:

- 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 us of any change of address
- Maintain satisfactory course progress
- Maintain satisfactory attendance



Read more about the ESOS Framework: <https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>



Redfern Legal Services

Visit Redfern Legal Centre website to find out more about services provided to international students:

<https://rlc.org.au/our-services/international-students>

Overseas Student Health Cover (OSHC)

As an International Student, you are required to have an Overseas Student Health Cover (OSHC) policy to cover the period you are staying in Australia.

You can go online to your OSHC provider and find the list for FREE doctors

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health's (DoH) OSHC Fact Sheet:

<https://www.health.gov.au/resources/publications/overseas-student-health-cover-oshc-fact-sheet>

OVERSEAS STUDENT HEALTH COVER (OSHC) - FACT SHEET

INTRODUCTION

OSHC is private health insurance to assist overseas students and their dependants with meeting the costs of unplanned medical and hospital care which they may need while undertaking formal studies in Australia. OSHC includes ambulance cover and limited pharmaceutical items.

HOW IT WORKS

OSHC products and policies may only be offered by insurers that are a party to the Australian Government Deed for the Provision of Overseas Student Health Cover (the Deed). The Deed sets out conditions with which a registered Australian private health insurer (the insurer) must comply in order to provide OSHC products and policies.

There are currently 6 private health insurers operating in Australia which offer OSHC:

- ahm OSHC (offered through Medibank Private)
- Allianz Global Assistance (Peoplecare Health)
- Bupa Australia
- CBHS International Health
- Medibank Private
- nib

OSHC can typically be purchased directly through:

- the overseas student's Educational Institution or University;
- the insurer;
- a migration agent; or
- an education agent acting as an intermediary on behalf of the Educational Institution.

OSHC products and policies vary between individual insurers so it is important to take note of what is (and is not) covered under each product. While, insurers are required to offer a minimum level of benefits (as set out in the Deed) they may choose to offer additional benefits above the minimum as part of their product offering. These additional benefits may include 'extras' or include higher benefits for certain services. Costs will vary and will be dependent on the level of cover provided by each insurer.

A Single OSHC insurance policy applies to the overseas student who is the primary Student Visa holder and who does not have dependants linked to their Student Visa. For an overseas student with dependants joining them in Australia, a Couple, Single-Parent and/or Family OSHC policy applies.

There are waiting periods for certain services (excluding emergency treatments) covered under OSHC products and policies. Services and treatments covered under a person's policy will only attract a benefit once a policy holder has served the required waiting period. Ordinarily, waiting periods include:

- 12 months for Pre-existing conditions;
- 12 months for Pregnancy related conditions;
- 2 months for Pre-existing Psychiatric conditions.

The waiting periods do not apply for emergency treatment, even when the treatment is for a pre-existing condition, provided it meets the definition of 'emergency' as set out in the Deed.

When seeking medical or hospital treatment in Australia, overseas students are recommended to contact their insurer **before** agreeing to treatment to understand how they will be covered and any out of pocket costs that may apply. Overseas students who choose **not** to contact their insurers before agreeing to treatment or hospital admission are likely to be required to pay for all costs at the time of treatment and, if the services are not covered by their insurer, the insurer is not required to pay a benefit.

Where a medical or hospital treatment **is** covered by their insurer, a **bill or account** will be issued for payment. Overseas students may choose to:

- pay the bill and apply for reimbursement from their insurer; or
- provide the unpaid bill directly to their insurer for processing.

The process for submitting an OSHC claim and the payment of benefits (and issuing of refunds if required) can vary depending on the insurer. Overseas students are recommended to contact the relevant insurer for further information on how to submit an OSHC claim and processing times which can vary depending on the nature of the claim.

For more information go to: www.privatehealth.gov.au/health_insurance/overseas

KEY FACTS

- OSHC is a condition of the Student Visa. This is mandated by the Department of Home Affairs. It is a condition that overseas students and their dependants maintain *adequate arrangements for health insurance* for the duration of the intended Student Visa period or the Student Visa will be cancelled.
- Exceptions from the requirement of OSHC apply only to students that are:
 - Norwegian students covered by the Norwegian National Insurance Scheme;
 - Swedish students covered by Kammarkollegiet; and
 - Belgian students covered under the Reciprocal Health Care Agreement with Australia.
- However, it is important to note that these arrangements (generally) do not cover services that are considered 'general treatment' or 'extras' and these students may wish to consider separately obtaining such cover.
- OSHC must be purchased **before** arrival in Australia and must be aligned with the intended Student Visa period – evidence of OSHC is required at time of Student Visa application. An overseas student (and their dependants) **cannot** enter Australia until the OSHC policy has commenced.
- While in Australia, overseas students can transfer their cover to another OSHC insurer if they choose, providing their cover does not lapse (overseas students must never be without OSHC while in Australia). Waiting periods served with one insurer will count toward waiting periods with the new insurer.
- If an overseas student encounters a problem with their policy they should contact their insurer. They may also choose to contact the Commonwealth Ombudsman for further advice and assistance via www.ombudsman.gov.au

How much can you work?

International students cannot work more than forty (40) hours per two weeks when your course is in session.



Always remember which visa you are holding and meeting its requirements



As of 1 July 2022, the National Minimum Wage is \$21.38 per hour or \$812.60 per week.



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

International students

Like many international students, you may get a part-time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace.

Your workplace rights and protections

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the [Fair Work Ombudsman](#). For more information, contact the Fair Work Infoline on 13 13 94 or visit [fairwork.gov.au](#)

All references to an award or agreement in this fact sheet include modern awards, enterprise agreements, and award or agreement-based transitional instruments.

What is the difference between full-time, part-time and casual work?

Full-time employees generally work 38 hours per week and receive pay for a full week's work as well as conditions like paid annual leave and sick leave. A full-time worker is also entitled to notice of termination of their employment. This means that if your employer no longer wants to employ you, they have to provide a period of notice (or payment instead of the notice period) depending on how long you have worked there.

Part-time employees work regular hours each week, but less than the 38 hours of full-time employees. Part-time employees get the same minimum entitlements (such as sick leave and annual leave) as a full-time employee, but on a pro-rata basis.

An employee is casual if:

- they're offered a job

- the offer doesn't include a firm advance commitment that the work will continue indefinitely with an agreed pattern of work
- they accept the offer knowing there is no firm advance commitment and become an employee.

A regular pattern of work doesn't automatically mean the employee is permanent. Casual employees do not get paid sick leave or annual leave and are not usually entitled to notice of termination. This means a casual employee can be terminated at any time. [For more information about casual employees](#) visit [fairwork.gov.au/casual](#)

Regardless of your type of employment, you must have permission to work in Australia and hold a valid work visa. It is important you understand the rules of your work visa before starting a job, including the number of hours you are allowed to work each week. For information on visa requirements, contact [the Department of Home Affairs](#) on 13 18 81 or visit [homeaffairs.gov.au](#)

What are my minimum rights and conditions at work?

All employees in the national workplace relations system receive basic minimum entitlements known as the National Employment Standards (NES).

The NES include:

- Maximum weekly hours of work
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay

Fair Work Ombudsman

Fair Work Ombudsman investigates workplace complaints.

Fair Work Ombudsman offers free information and advice on pay, conditions, and workplace rights and obligations.

Call 13 13 94 if you need to talk with a Fair Work for help.

More information for international students:
<https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students/>

Deferment, Suspension or Cancellation

If you need to change your course:

- Fill in the Amendment of Enrolment Form and send it back to an SSO.
- You will need to provide supporting documents.
- CoE variation fees (\$50 per CoE) will be charged.
- All applications are subject to processing fee of \$200. This fee is charged to process the application regardless of rejection or approval the request.
- Change of your courses may affect your student visa. Speak with your agent for details.
- Read the Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy and Procedures or Transfer Between Registered Providers Policy and Procedure on IIB website for further information.



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Address: Levels 1, 2 & 3, 436-450 Kent Street Sydney NSW 2000
Tel: 02 8072 7651
RTO: 41282 CRICOS: 03526A
ABN: 59 606 923 764
Web: www.iib.edu.au Email: admin@iib.edu.au

Amendment of Enrolment Form

Please ensure to fill this form correctly. Incorrect or incomplete forms will result in delays or rejections.

STUDENT DETAILS	
Title: Mr / Ms / Miss / Mrs	Student Name:
Student Number:	Phone:
Course Title:	Email:
Address:	Date:
REQUEST DETAILS	
Type of the request (See conditions for details). Please tick ✓.	
<input type="checkbox"/> I wish to CANCEL my enrolment due to: (For students that have not yet commenced) <input type="checkbox"/> Planned Start Date (before cancellation): ____/____/____	<input type="checkbox"/> Visa not granted (must attach: visa refusal letter issued by DHA, copies of passport data and signature pages and Refund Application form) <input type="checkbox"/> Medical reasons (attach documentation, Medical certificate/s and Refund Application form) <input type="checkbox"/> Compassionate and/or compelling reasons (attach documentation) <input type="checkbox"/> Other _____ (attach documentation)
<input type="checkbox"/> I wish to DEFER/BRING FORWARD my enrolment due to: (For students that have not yet commenced and wish to change their start date.) <input type="checkbox"/> Original Start Date: Mon ____/____/____ <input type="checkbox"/> New Start Date: Must be Mon ____/____/____	<input type="checkbox"/> Medical reasons (attach documentation and Medical Certificate/s) <input type="checkbox"/> Compassionate and/or compelling reasons (attach documentation) <input type="checkbox"/> Other _____ (attach documentation)
<input type="checkbox"/> I wish to WITHDRAW my enrolment due to: (For students that have commenced and wish to stop their studies) <input type="checkbox"/> Withdrawal Date (last day of study): Fri ____/____/____ (Subject to processing fee of \$200)	<input type="checkbox"/> Medical reasons (attach documentation and Medical Certificate/s) <input type="checkbox"/> Compassionate and/or compelling reasons (attach documentation) <input type="checkbox"/> Visa not granted (must attach: visa refusal letter issued by DHA, copies of passport data and signature pages and Refund Application form)



Deferment, Suspension or Cancellation (cont.)

Compassionate or compelling circumstances

- o serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- o bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- o major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies;
- o a traumatic experience which could include but is not limited to:
 - o involvement in or witnessing of an accident or
 - o a crime committed against the student or
 - o the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

When determining whether compassionate or compelling circumstances exist, IIB will consider documentary evidence provided to support the claim.

What should you do if you are sick?

Go to the doctor and get a medical certificate, then give it to a Student Engagement Officer

This is to certify that on (date)

/ /

I examined (name of patient)

- ☐ Attended this medical clinic
- ☐ Who in my opinion is suffering from a medical condition
- ☐ Who states that they were suffering from a medical condition
- ☐ Other

And will be/was (please circle) unfit for work/school.

From / / To / / inclusive.

Other comments (if necessary)

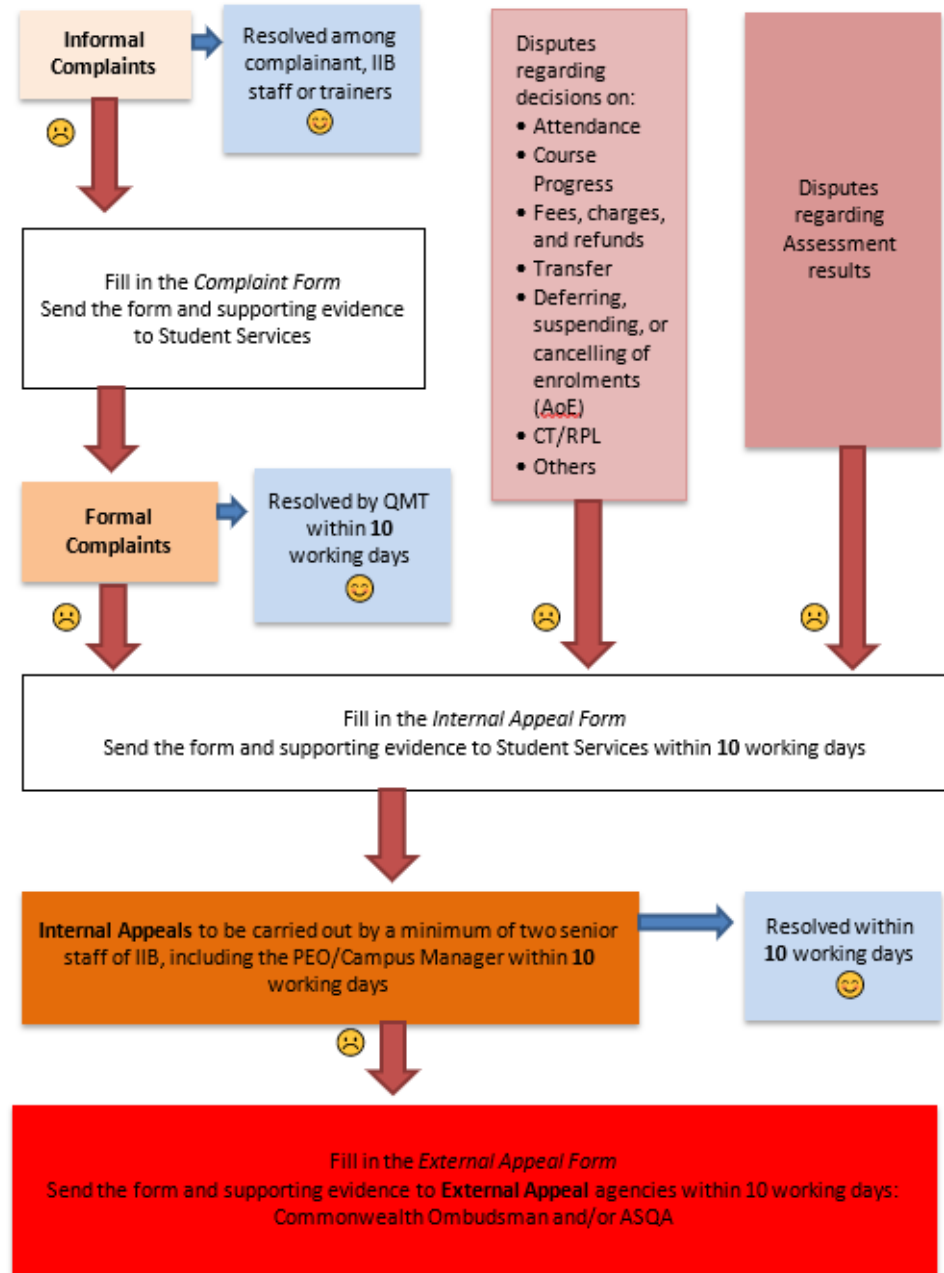
Doctor's name

Practice address (please print or stamp)

Signed

Date

/ /



If You Are Unhappy

Contact Student Engagement in person or by telephone, and the school will respond within 7 days.

If you are not happy with the answer, Student Engagement will organize an informal meeting with a manager.

If you are unhappy with the result of this meeting, you can fill in a form and a final response will be given to you within 10 days.

If you are still not happy, we can refer the matter to the Ombudsman (special government representative)

The Complaints and Appeals Policy and Procedure is available on IIB website and the Student Handbook

Seek assistance from Commonwealth Ombudsman at
<https://www.ombudsman.gov.au/>

Notification Of Non-payment Of Fees

Refer to the Fees, Charges and Refund Policy and Procedure of on IIB website details

Reminder Letter – will be sent 7 days before the due date



Second Warning Letter – will be sent 7 working days after receiving the first warning letter



First Warning letter – will be sent 7 working days after the due date

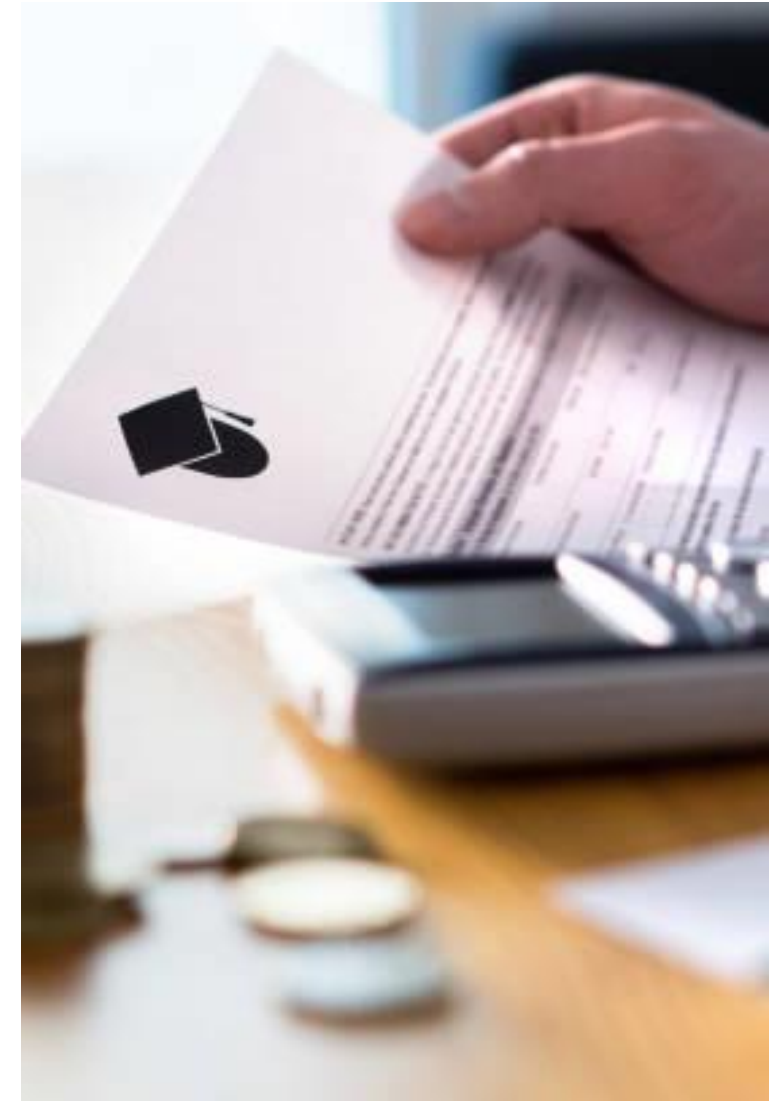


Written Notice of Intention to Report (WNOITR) – will be sent 72 Hours after receiving the second warning letter.



College Fees and Due Dates

- Please ensure that you are aware of your **college (tuition) fee due dates**.
- If you think you will not be able to make the payment on time, please see our **Accounting Department** and ask **for assistance prior to your payment due date**.
- It is a student visa **obligation that you pay your fees on time**.
- Late payment charges:
 - \$100.00 if overdue within 7 days
 - \$200.00 if overdue over 7 days
- **Late payment may lead to cancellation of your enrolment if not paid within 14 days** (*Note: Your student visa might also be terminated upon notification to the Department of Home Affairs*).
- Application fee will apply for a re-enrolment.
- Refer to the Fees, Charges and Refund Policy and Procedure of on IIB website details.



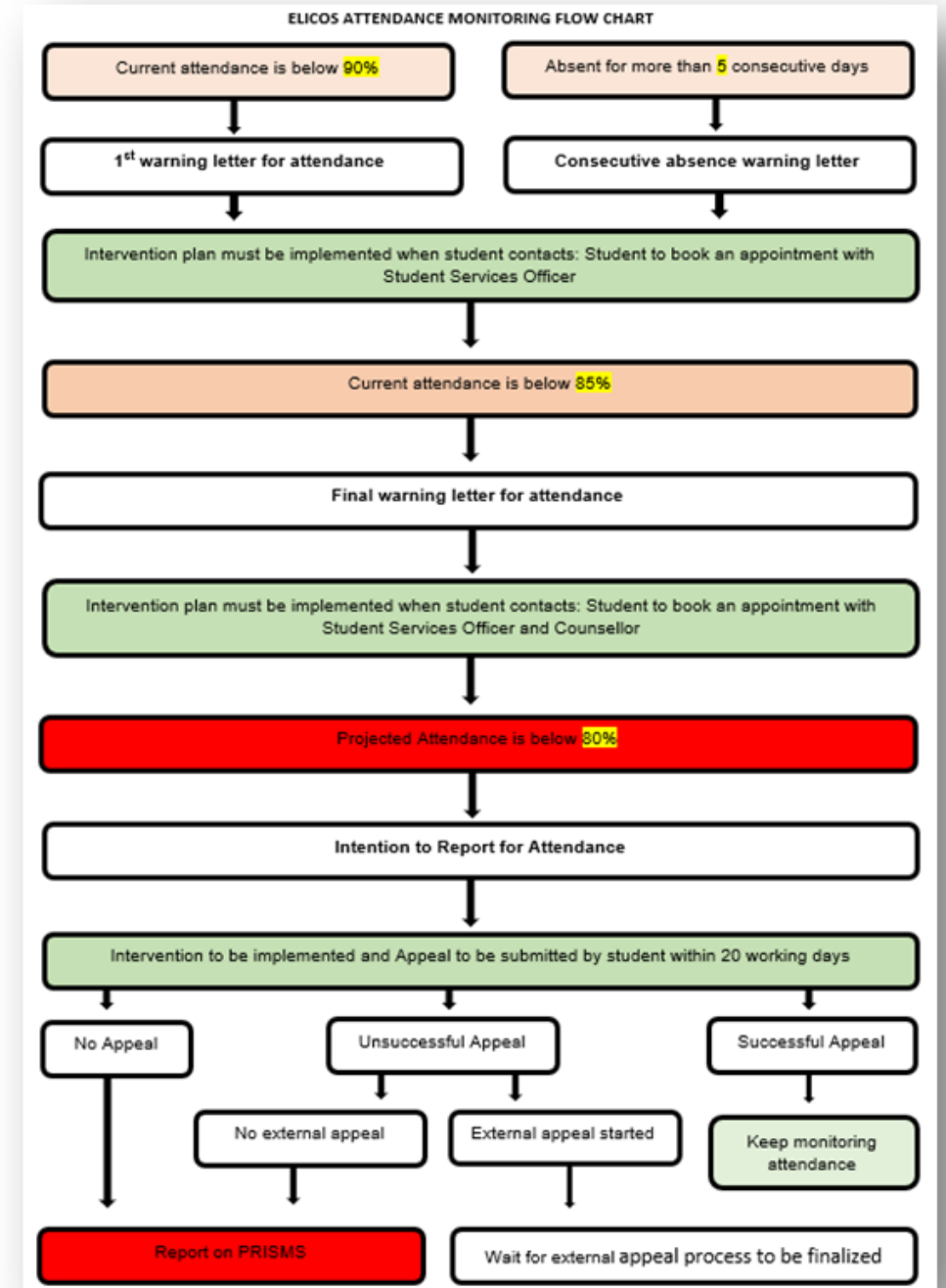
ELICOS Timetable

Morning class: 9:00 am to 2:30 pm, Mondays to Thursdays (with 30 minutes break)

Evening class: 4:00 pm to 9:30 pm, Mondays to Thursdays (with 30 minutes break)

You would need to attend a minimum 80% to meet your student visa requirements

(Refer to Monitoring and Reporting Attendance Policy on IIB website for details)






Attendance

- Consecutive Absent Warning Letter – if you are absent for 5 consecutive days;
- First Warning Letter – Unsatisfactory Attendance – if your current attendance is below 90%;
- Final Warning letter – Unsatisfactory Attendance – if your current attendance is below 85% and have received the First Warning letter;
- Notification of Intention to Report – if you have already received the First & Final Warning Letters, and your projected attendance is below 80%;
- You must attend the Intervention or make an appointment with the Student Services.
- Not attending the intervention will result in reporting the student to DHA for Unsatisfactory Attendance Progress.
- You will have 20 working days to appeal the decision to be reported.


ELICOS Tests



A standard course runs for
12 weeks



To pass the test, you
should receive an overall
grade of 60%, or a grade of
no less than 50% in
each component in the
summative test.



Your teacher will give you a
test in Week 4, Week 8 and
Week 12 of your study.



Refer to Monitoring and
Reporting Course Progress
Policy and Procedure on IIB
website for details.



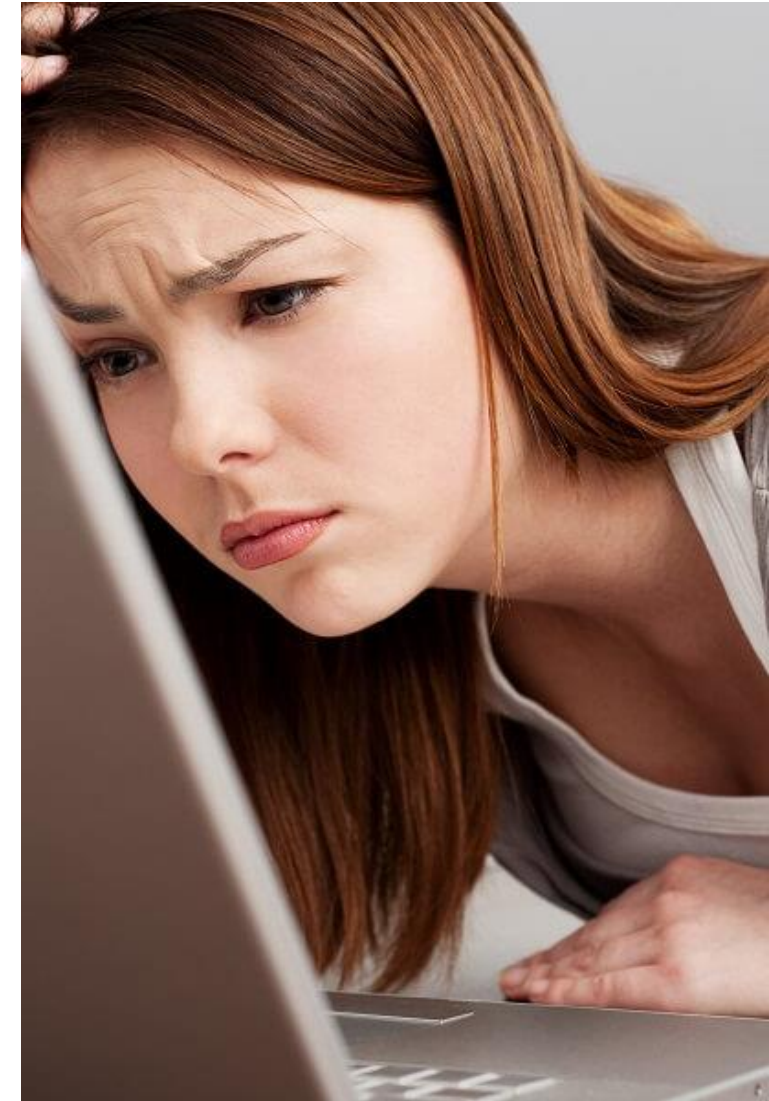
ELICOS Course Progress

- If you want to move up a level, you should receive:
- 80% from the Summative Test 1 in Week 4;
- 70% from the Summative Test 2 in Week 8;
- 60% from the Summative Test 3 in Week 12 (with no less than 50% in each component in the summative test)



When you receive a WNOITR

- There could be WNOITR for unsatisfactory attendance, unsatisfactory academic progress, and/or overdue payment;
- Book an appointment IMMEDIATELY with the Student Engagement Manager or Academic Manager;
- Appointments need to be booked with an SSO at the Reception on Level 2, or by email (studentservice@iib.edu.au);
- Provide evidence of why you have completed less than 50% of your required course progress in two consecutive terms;
- Provide evidence of why you have below 80% attendance;
- Provide evidence of why you have not completed your payment.



Student



engagement



team



Phone:

02 8072 7651 or 0451
604 021

Email:

studentservice@iib.edu.au