Ground Floor, 841 George Street Sydney NSW 2000
Telephone: + 61 2 9269 0077
Facsimile: + 61 2 9269 0097

Level 6, Rundle Mall, Adelaide, SA 5000
Telephone: + 61 08 8203 9000
Facsimile: + 61 08 8203 9099
http://www.iibit.edu.au

Provider CRICOS Code: 01917B
RTO Legal Name: Infotech Professionals Pty Ltd
Trading Name: International Institute of Business and information Technology
RTO Code: 6538

This handbook is based largely on the template provided by ISANA.
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WELCOME

This Student handbook is designed to inform you about IIBIT’s academic and administrative policies and procedures.

IIBIT Academy of English provides an excellent learning environment. The staff are well qualified and they will do all they can to assist you to succeed and provide you with the study support you need including on an individual basis. Our Staff are not only concerned about your success in your studies, but about your personal well-being as well.

We hope that you will find your time as student of IIBIT Academy of English both challenging and enjoyable. Good luck and enjoy your studies.
## COLLEGE CONTACT DETAILS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone number</td>
<td>(02) 9269 0077</td>
</tr>
<tr>
<td>Fax number</td>
<td>(02) 9269 0097</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:info@iibit.edu.au">info@iibit.edu.au</a></td>
</tr>
<tr>
<td>Postal Address</td>
<td>Ground Floor, 841 George Street</td>
</tr>
<tr>
<td></td>
<td>Sydney, NSW. 2000</td>
</tr>
<tr>
<td>Street Address</td>
<td>Ground Floor, 841 George Street, Sydney.</td>
</tr>
<tr>
<td></td>
<td>Sydney, NSW. 2000</td>
</tr>
</tbody>
</table>
GENERAL INFORMATION

1. ABOUT SYDNEY
Sydney is one of the largest coastal cities in Australia. It is a city of beauty, elegance and history. The population is approximately four million and it is famous for the Opera House and Harbor Bridge. Apart from the major landmarks, Sydney is also known for its vibrant and cosmopolitan nature in offering entertainment, festivals, shopping and sightseeing. For more information about the City and Sydney please visit the below mentioned websites:

2. http://www.sydney.com/ or

Sydney’s weather is changeable, although it has a temperate climate there are a few extremes in the weather patterns, especially for a few days in the summers and winters. However, it is mostly pleasant throughout the year. The warmest months of December to February have an average maximum temperature of 26º Celsius. Being close to the ocean, hot days are often tempered by cooling sea breezes and evening temperatures are perfect for relaxed outdoor dining. June to August are the coolest months, with daytime temperatures rarely falling below 7º Celsius. Even on mid-winter days, with their bright blue, wide-open skies, an overcoat is usually not necessary in Sydney.

Recent average monthly temperatures were as follows:

<table>
<thead>
<tr>
<th>Month</th>
<th>Highest Daily</th>
<th>Lowest Daily</th>
<th>Monthly Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>35.4</td>
<td>21.3</td>
<td>27.4</td>
</tr>
<tr>
<td>February</td>
<td>41.5</td>
<td>21.7</td>
<td>28.4</td>
</tr>
<tr>
<td>March</td>
<td>33.6</td>
<td>20.5</td>
<td>26.0</td>
</tr>
<tr>
<td>April</td>
<td>27.0</td>
<td>18.1</td>
<td>22.7</td>
</tr>
<tr>
<td>May</td>
<td>23.3</td>
<td>14.2</td>
<td>19.5</td>
</tr>
<tr>
<td>June</td>
<td>21.0</td>
<td>14.1</td>
<td>18.0</td>
</tr>
<tr>
<td>July</td>
<td>21.4</td>
<td>12.3</td>
<td>17.4</td>
</tr>
<tr>
<td>August</td>
<td>25.7</td>
<td>16.5</td>
<td>19.8</td>
</tr>
<tr>
<td>September</td>
<td>32.5</td>
<td>14.8</td>
<td>21.7</td>
</tr>
<tr>
<td>October</td>
<td>34.3</td>
<td>17.1</td>
<td>22.2</td>
</tr>
<tr>
<td>November</td>
<td>37.2</td>
<td>18.3</td>
<td>25.2</td>
</tr>
</tbody>
</table>
December | 26.8 | 19.0 | 23.1


2. PUBLIC TRANSPORT

Sydney has a very well established public transport system. Students can get to the college, city centre and other suburban areas by using public transport. Buses and trains are the most preferred means of transport to travel to the college and in and around Sydney. However, taxis are available everywhere, but they are comparatively more expensive than Trains, Buses and Ferries. Students may contact the student services unit for further assistance in this matter.

The New South Wales Government does NOT allow student concession tickets on trains, ferries and State Transit Authority (STA) buses for overseas students. Please do not travel on a student ticket. The fine for traveling without the correct ticket on public transport is $100 or more. For more information visit: [http://www.transportnsw.info/](http://www.transportnsw.info/)

Tickets

Sydney

**How to get your Adult Opal Card**

You can get an Adult Opal card over the counter from over 2,100 retailers.

You can also order your card on the [Opal website](http://www.transportnsw.info/) or call 136725 (13 OPAL).

For Opal term sand travel benefits, visit the [Opal website](http://www.transportnsw.info/).

**OPAL Single Trip and Single bus tickets**

If you don’t have an Opal card, you can buy an Opal single trip ticket for trains, ferries or light rail from Opal top up and single trip ticket machines located at selected stations and wharves.

For buses, you can purchase an Opal single bus ticket on board from the driver.

**Travelling to and from Sydney Airport**

When you catch a train to or from Sydney Domestic Airport Station or International Airport Station, you will need to pay the [Sydney Airport station access fee](http://www.transportnsw.info/en/tickets/index.page?).

For more information:

Safety on Public Transport
Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travelers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance. To ensure you are safe when travelling in public transport in Australia, please follow the tips listed below.

Buses
- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don’t open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits.
- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

Trains
Many of the same safety tips when travelling by bus apply for trains. In addition:
- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

Taxis
Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:
- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required.
- If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"

For more information:
- Stay alert to your surroundings and limit your conversation to general topics
- If you don’t want your home address known, stop a few houses away from your destination

If the driver harasses you when travelling in a taxi your options include:
- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

3. BANKING

Banks are generally open at 9.30am and close at 4.30pm. On Fridays they close at 5.00pm. Most banks are closed on the weekends, although some branches do open on Saturday mornings. Most banks provide Automatic Teller Machines (ATMs). These are also located in shopping arcades.

To open a bank account, you will need to provide your Passport and some money for the first deposit. If you need assistance opening a bank account, please see one of our friendly Student Services Staff.

**Location of Nearest Banks**

<table>
<thead>
<tr>
<th>Bank</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commonwealth Bank of Australia</td>
<td>Cnr. George &amp; Market Streets</td>
</tr>
<tr>
<td>National Australia Bank</td>
<td>Cnr. of Pitt &amp; Bathurst Streets</td>
</tr>
<tr>
<td>ANZ Bank</td>
<td>Cnr. of Castlereagh &amp; Bathurst Streets</td>
</tr>
<tr>
<td>St George Bank</td>
<td>Cnr. of Pitt &amp; Market Streets</td>
</tr>
<tr>
<td>Westpac Bank</td>
<td>Cnr. of George &amp; King Streets</td>
</tr>
</tbody>
</table>

4. OVESEAS STUDENT HEALTH COVER/HOSPITALS

4.1. OSHC

As an international student in Australia, you will be required to take health insurance cover for any medical expense whilst living in Australia. You must take out health insurance cover before arriving in Australia. You will pay for the first yearly OSHC fee with your first IIBIT fee. If you are a returning student, you are required to renew your health insurance each year prior to the expiry of your current health insurance. For information visit: [http://www.bupa.com.au/health-insurance/cover/oshc](http://www.bupa.com.au/health-insurance/cover/oshc)

4.2. To get your OSHC card:

Two weeks after starting at IIBIT you need to ask the front desk for your medical OHSC card. The front office will provide you with guidance and information to be able to apply for your Health card.

4.3. Cover

Please Note: the overseas student’s Health cover does not cover such things as dental treatment and spectacles.

When you visit a doctor, take your OSHC card with you. Some medical practices will require you to pay for your consultation fee; this fee can be claimed back by taking the receipt to the BUPA office.

4.4. To claim money from medical services:
Take your OSHC card and your receipt to the Medicare office. The address is:

- 319-321 George Street,
- Sydney NSW 2000
- 104 King Street,
- Sydney NSW 2000

4.5. Hospitals
Under BUPA you are covered for accommodation and/or treatment in Public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital’s outpatient clinic or casualty department. Public hospitals throughout Australia have emergency clinics where you can go at any time of the day or night in an emergency. Doctors at the hospital will attend to you.

5. EMERGENCIES
For all emergencies, that is life threatening, dial 000 from your telephone to be attended by the emergency service departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Please follow the instructions below for addressing your problem easily to the authorities.

- Ask the operator for the service you need
- Wait to be connected
- Describe the problem

Dialing 000 is a free call. For general police enquiries, please ring the police station on 9281 0000.

6. AMBULANCE SERVICE
Your Overseas Student Health Cover (OSHC) will cover costs for ambulance only when it is used in a state of emergency where medical attention is needed immediately. The costs for an ambulance used for non-emergency medical transport is not covered by OSHC.

7. FIRST AID/MEDICAL
If you require first aid assistance whilst on IIBIT’s premises, please contact a staff member. First Aid kits are located on the premises. The college is not permitted to provide or administer medication to any students.

If you suffer from a serious illness or allergies or are required to take medication daily, you should advise Student Services for any assistance or special arrangements.

8. DENTIST
Dental treatment in Australia is expensive. A basic check-up with no treatment will cost around $50 but you can expect to pay around $95 onwards for standard treatments such as fillings, etc.

Special insurance is available for dental cover and it is highly recommended for those who need frequent dental treatments. For more information, please contact BUPA on the telephone number below.

Dental Emergency Information Service: 9906-1660
9. OPTOMETRIST
Optometrists can test your eyesight to check for any sight disorders and they may prescribe some visual aids or spectacles. Fee for eye tests are covered by your medical insurance (BUPA), however, glasses or the lenses are not covered.

10. SOME USEFUL WEBSITES

<table>
<thead>
<tr>
<th>Institute</th>
<th>Name</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIBIT -</td>
<td>International Institute of Business &amp; Information Technology (IIBIT)</td>
<td><a href="http://www.iibit.edu.au/">http://www.iibit.edu.au/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.anz.com/personal/">http://www.anz.com/personal/</a> (ANZ)</td>
</tr>
<tr>
<td>Real Estate</td>
<td>Accommodation Renting &amp; Sharing</td>
<td><a href="http://www.realestate.com.au/rent">http://www.realestate.com.au/rent</a> (Real Estate)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.domain.com.au/?mode=rent">http://www.domain.com.au/?mode=rent</a> (Domain)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://sydneytrains.info/">http://sydneytrains.info/</a> (Sydney Trains)</td>
</tr>
<tr>
<td>Emergency/</td>
<td>Police, ambulance etc.</td>
<td>Call 000 and ask for police, ambulance and fire brigade.</td>
</tr>
</tbody>
</table>
11. GENERAL RULES AT IIBIT ACADEMY OF ENGLISH

- IIBIT Academy of English promotes a smoke, alcohol and drug free environment at all times.
- Students are only permitted to use computer disks issued by the College in the College computers.
- Students must not congregate and block the entrance to the building.
- The College will release students from their current course if the student does not follow the college regulations and compliances, such as, poor attendance, not submitting academic work on time, failure to attend the exams (without valid reasons), and defaulting on the tuition fee.
- Students are not permitted to use or receive incoming calls on College telephones. Public telephones are located outside the building.
- At no time will the College be responsible for the loss of personal items. Please DO NOT leave personal belongings unattended. Lost Property is located at Reception.
- Appearance has to be neat and tidy at all times and personal hygiene is to be considered.
- The College has the right to change regulations, fees and curriculum, without notice. Every effort will be made to provide appropriate advice regarding changes.
- Any appointments not related to your course of study must be made outside of College times.
- At all times act with courtesy, respect all students and staff, and conduct yourself in a professional manner. This request also includes that of other tenants of the building. Please show respect for others and do not crowd lifts or disturb other people.
- Please do not shout, run or make any other noise in the College, which might disturb other people on the floor.
- Please leave the toilets/restrooms clean and tidy for other students.
- All food, drink and refreshments must be consumed only in the student lounge or outside the building.
- Mobile phones must be switched off during class times.
- All students must follow the teacher’s/staff directions and co-operate fully in class activities. Students must remain in their classrooms during class time unless the teacher gives permission to leave.
• Wandering around the corridors, using mobile phones or the Internet are not permitted during class times.
• All student movement around the College must not disrupt other classes or services. Students must not congregate outside rooms while classes are in progress.
• Students who smoke outside the College building must place butts in the bins provided by the local council (or face fines for littering.)

**ADMINISTRATIVE INFORMATION**

**12. ACCOMMODATION**

On request IIBIT Academy of English can arrange accommodation for students from overseas. You may choose from:

12.1 **Homestay** - IIBIT has an agreement with Global International’ a homestay provider to assist with any students who requires homestay accommodation. Enquiries for homestay accommodation can be directed to the accommodations officer by contacting student services. Homestay usually includes: lodgings in a family home a bedroom (single or share), breakfast and the evening meal on Monday to Friday; breakfast, lunch and the evening meal Saturday and Sunday.

12.2 **Student Lodge** – a large residence where a number of students live in a single, twin share or dormitory style rooms. This type of accommodation includes daily breakfasts and evening meals and offers study and TV rooms with coffee and tea making facilities, a coin laundry and ironing room.

12.3 **Self-contained Flats or Studio Apartments** - furnished or unfurnished. These are usually advertised in newspapers or on the Internet.

12.4 **Share Accommodation** - this is normally advertised on the College notice boards.

The student accommodation officer is Mr. Raman. He is available to assist you with your accommodation needs. A fee for arranging accommodation is charged. Students are to see reception for booking a time to see the student accommodation officer Mr. Raman.

**13. CHANGE OF NAME/ADDRESS**

Under legislation by the immigration department (DIBP) students are required to notify the College (Student Services) within 7 days in writing, of any change in their personal details.

If you change your address, phone numbers, etc., you must notify the College immediately.

Mail from the immigration department (DIBP) will regularly be sent to your current address. If this address is incorrect and if the college has not been informed, your visa may be cancelled.

**14. EMERGENCY PROCEDURES**

In the event of a fire you must leave the building. The Fire Wardens become responsible for the safety of all staff and students. In the case of a fire, you will be instructed to:

• Exit the building by using the fire exits near Reception or the Student Lounge.
• Teachers are to take their class rolls with them and remain with their class at all times.
• Students are to go to designated place as informed by the teacher
• Teachers will be required to check class names from their rolls.
• The fire warden will advise when it is safe to return to the College premises.
• Under no circumstances is staff or students to return to the College without asking the Fire Warden.
Details are available in a number of College areas on Emergency Procedures, which require students and staff to leave the building. Should you have any questions in this matter, please ask any staff member.

15. EQUAL OPPORTUNITY AND SEXUAL HARASSMENT

15.1. IIBIT Academy of English will not tolerate discrimination based on the grounds of sex, race, marital status, disability, sexual preference, age and religious beliefs.

15.2 This intolerance extends to sexual harassment (verbal or physical) including offensive language and unwanted or unacceptable advances.

15.3. IIBIT Academy of English encourages a positive learning environment in which every individual is offered equal opportunities to succeed. Please show tolerance and understanding towards others and acceptance of an individual’s worth and difference.

Should you have any concerns or questions relating to equal opportunity or harassment issues, please see reception to arrange to speak to a senior officer.

15.1.0 Understanding the Law

IIBIT adheres to local, state and federal laws. You will be expected as visitors, residents and/or citizens to be aware of your rights and responsibilities under the law. Particular laws everyone should be familiar with are:

- Equal opportunity
- Anti-discrimination
- Prevention of sexual harassment
- Immigration laws for international visitors and students
- Privacy act
- Copyright act
- Racial vilification
- The National Code
- Disability Act

If you are convicted of a crime under Australian law you may be expelled from IIBIT. To avoid embarrassment it is a good idea to know what is legal and what is not. If in doubt, consult the Campus Manager of IIBIT, Mr. Surender Etikala on Ground Floor, 841 George Street, Sydney.

15.1.1 Equal Opportunity

IIBIT integrates equal opportunity and affirmative action principles into all decisions and operations. IIBIT is committed to the examination of all their practices, as they affect both staff and students, to ensure the elimination of discrimination on the grounds of sex, race, marital status, physical ability, sexual preference, age, political conviction or religious belief. IIBIT is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any member of IIBIT who feels that they have been discriminated against should approach the Campus Manager first. The campus manager is Mr. Surender Etikala on Ground Floor, 841 George Street, Sydney.
15.1.2 Anti-Discrimination
IIBIT is committed to ensuring that all students and staff are treated fairly and equitably and that everyone in IIBIT premises complies with the government’s anti-discrimination act.

15.1.3 Prevention of Sexual Harassment
IIBIT recognizes that staff and students have the right to study and work in an environment free of sexual harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices which lead to, support or condone sexual harassment.

Sexual harassment can be verbal or physical behavior, which is sexual, gender or sex-based and unwanted, unacceptable or offensive.

IIBIT does not allow or condone sexual harassment of staff by other staff, students or other work place participants. This stance is supported by the commonwealth sex discrimination act, 1984, under which such actions are unlawful.

IIBIT will ensure that this policy is implemented, and they will treat any complaint of sexual harassment seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially. Where appropriate, attempts will be made to conciliate complaints.

Disciplinary action may be taken against anyone found to have committed sexual harassment. Enquiries and complaints about sexual harassment can be raised with the Campus Manager of IIBIT. The campus manager is Mr. Surender Etikala on Ground Floor, 841 George Street, Sydney.

15.1.4 Immigration Laws
It is the responsibility of all individuals who hold visas and are allowed to stay in Australia, to understand and comply with the conditions of their visa. In particular, students should understand their work rights and study obligations.

15.1.5 The Australian Privacy Principles (APP)
IIBIT will only collect personal information by fair a lawful means which is necessary for the functions of IIBIT and is committed to ensuring the confidentiality and security of their information provided to IIBIT.

Personal information about you may be shared with the external Government agencies. This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach of a student visa conditions.

Any person or organisation to whom personal information is disclosed as described above will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them. For more information visit:

15.1.6 Copyright Act
IIBIT complies with the relevant copyright legislation. You are reminded that the use or copying of printed material, software or other intellectual property must be undertaken in compliance with the copyright act. IIBIT prohibits the use of any software, where ownership cannot be proven, since such software may violate copyright legislation.
Furthermore IIBIT prohibits photocopying of material which may infringe copyright.


15.1.7 Racial Vilification
IIBIT is committed to ensuring that all students and staff are treated fairly and equitably and that everyone in IIBIT premises complies with the government's anti-discrimination act and racial vilification act

15.1.8 The National Code
National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa.

*Department of Education has responsibility for:*
- Monitoring education providers that offer courses to overseas students.
- Maintaining the Commonwealth Register of Institutions providing Courses for Overseas Students (CRICOS).
- Administering scholarships and certain bilateral awards.


15.1.8 Disability Act
The Disability Act provides for:
- a stronger whole-of-government, whole-of-community response to the rights and needs of people with a disability, and
- a framework for the provision of high quality services and supports for people with a disability

The Act sets out principles for people with a disability and for disability service providers. Disability service providers are the Department of Human Services and organisations that are registered under the Act to provide disability services.
The Disability Amendment Act 2012 came into operation on 1 July 2012. It makes minor changes to the Disability Act 2006

16. Opening Times
During the term, IIBIT operates over an extended period each day, from 9.00 am to 9.00 pm Monday to Friday.
There will be 4 terms in a year each of duration of 10 weeks, there is a 1-week break between terms, also there is a 2 weeks of break at the end of the year. During the break, the normal working period applies (that is, 9.00 am to 9.00 pm Monday to Friday, except public holidays).
17. EVACUATION IN CASE OF FIRE
From time to time occasions may arise when the IIBIT needs to be evacuated. On such an occasion the following steps must be followed:

1. Lecturers will take charge of the room they are in at that time.
2. Students accompanied by their lecturer, will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in the IIBIT.
3. Only the personal effects are to be taken as bags can impede evacuation.
4. As each room is evacuated the lecturer will report to the Campus Manager for further instructions.
5. Students and lecturers will assemble in the designated areas until advised that they may return to the building. The designated assembly areas will be displayed at IIBIT.

Sydney Assembly Area***

18. REFUND POLICY

Purpose

This policy and procedures is to make IIBIT students (both commencing and continuing) and staff aware of IIBIT’s refund policy for overseas students and its associated procedures. The policy and procedure is determined in accordance with Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007), Standards for NVR Registered Training Organisation 2012, English Language Intensive Courses for Overseas (ELICOS) students and Tuition Protection Service Act 2012.
Definitions

IIBIT
International Institute of Business and Information Technology.

Student
A Student who is enrolled at IIBIT and includes both prospective Students and enrolled Students who are ‘overseas students’ as defined in the National Code and hold student visas as defined by the ESOS Act, and to students of IIBIT who do not hold student visas and are studying off shore but does not include Domestic Students.

ELICOS
English Language Intensive Courses for Overseas Students (ELICOS).

Course
IIBIT accredited course of study listed on the Commonwealth Register for Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au for which tuition fees are payable.

Full-time
The normal amount of study for a particular Course which is approved by the accrediting authority for the course.

Term
The duration of a term is equal to 10 weeks study.

Semester
A semester consists of Two terms of 10 weeks study.

Course commencement date
An agreed starting day of a course as specified in the offer of admission.

Administration Fee
A fee that is charged in the event that a student visa application is refused, to cover the administrative costs involved.

Application Fee
The fee payable, if any, as set out in the Offer of Admissions and Acceptance Agreement. Paid cover Application cost.

A Non-refundable Fee
A non-refundable fee which is not claimed in a refund application.
E.g.: cost of registration, airport pickup and accommodation booking fee (where applicable) etc.

Tuition Fees
The fees for enrolment in a Course determined by IIBIT and advised in both the Offer Admission attached to the Acceptance Agreement, as being the tuition fees for the course (per Term/Semester).

Unspent Tuition Fees
Tuition fees paid in advance that have not yet been earned as they are for training and or assessment in the future.

Pre-paid fees
Tuition fees received by IIBIT from a student in relation to a course to be provided by IIBIT, before the student begins that course.

DIBP
Department of Immigration and Citizenship.

Domestic Student
Refers to all students who are not overseas fee-paying students.

TPS ACT 2012
Tuition Protection Service Act 2012

ESOS Act 2000
The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.

National Code 2007
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.

5.3 Grounds for Refund of the Tuition Fee:
Refund of the Tuition fee paid may apply if:

5.3.1 IIBIT defaults, whereby:
- The offered course does not commence (full refund applicable).
- The course ceases to be provided at any time after it starts but before it is completed (refund of
The course is not provided in full to the student because a sanction has been imposed on IIBIT under Part 6 of the ESOS Act 2000 (refund of unspent tuition fee).

5.3.2 The overseas student (commencing or current) defaults, whereby:
- The course starts on the agreed date (i.e. on the day on which the course was scheduled to start, or a later date agreed between IIBIT and the student) but the student does not start the course on that day and has not previously withdrawn from that course.
- The student withdraws from the course either before or after the agreed starting date.
- IIBIT withdraws an offer on the basis that the offer was made on the basis of incorrect or incomplete information being supplied by the student or the intending student.
- The student fails to meet course progression rules and is not permitted to re-enrol; and/or
- The student or intending international student submits a notice of withdrawal due to exceptional circumstances.
- Student Initiated Deferral: All pre-paid tuition fees will be held for a period of no greater than 6 months, once the 6 month period of deferment lapses; any payment of tuition fees will be forfeited and non-refundable; the student will need to re-apply for re-admission.

5.3.3 Levels of Refund (full or partial) of the Tuition Fee:

5.3.3.1 Refund of Tuition Fee where IIBIT defaults (full refund)
- If a student is unable to complete a course due to default by IIBIT, the student will be notified by IIBIT in writing, provided the student has not formally withdrawn before the default date.
- In the case of International students on Student Visas being affected, IIBIT will notify the Secretary and TPS Director in writing of its default within 3 business days of the default occurring.
- In the event that IIBIT defaults as mentioned above, all Tuition fees paid by or for the international student to date are fully refundable. The refund will be paid to the student within 14 days of the day on which the course being provided ceased. Alternatively, the student may be offered enrolment in a suitable course by IIBIT at no extra cost to the student. The student then has the right to choose to receive a full refund of course fees, or to accept a place in another course at IIBIT. If the student chooses placement in another course, IIBIT will ask him/her to sign a document (Acceptance Agreement) to indicate that the student has accepted the new placement.

5.3.3.2 Refund of Tuition Fee where the student defaults
- Where a student, after accepting an offer of a place, gives a minimum of four weeks written notice before the commencement of the course of an inability to undertake the course, all pre-paid tuition fee paid for the course is refundable less 30%.
- Where a student gives less than four weeks written notice before the commencement of the course of an inability to undertake the course, all prepaid tuition fees are refundable less 50%.
- No refund of fees is given after course commencement.

5.3.3.3 Refund of Tuition Fee where a student fails to meet course progression rules
- Unspent Tuition fees are fully refundable where a student fails to meet course progression rules and is not permitted to re-enrol, if the fees were paid in advance of the notification of exclusion.

5.3.3.4 Refund of Tuition Fee where a student withdraws under exceptional circumstances
- All Tuition fees paid for the semester may be fully refundable (less administration fee) where a student has been required to withdraw under exceptional circumstances, including:
  - Inability to obtain a student visa; however, NO refund is given if visa refusal is based on breach of student visa conditions;
  - Illness or Disability, subject to appropriate medical certification;
  - Death of the student or a close family member (parent, sibling, spouse or child); or political, civil, or
natural event which prevents full payment of fees

5.3.3.4 Refund of Tuition Fee where the student provides incorrect or incomplete information
- Where IIBIT withdraws an offer based on incorrect or incomplete information supplied by the applicant, all Tuition fees paid will be refundable less 30%.

5.3.4 Non-Refundable Fees
- Application fees are non-refundable
- Accommodation booking fees and airport pickup are due on enrolment and are non-refundable

5.4 Procedure for Refund
Refund applications for full or partial refunds must:
be made in writing on the Application for Refund; and set out the reasons for the application; and be accompanied by supporting documents as may be appropriate; and be forwarded to:

Student Services
Ground Floor, 841 George Street
Sydney NSW 2000

- Student Services staff forward the request to Manager, Finance Department for action.
- The student will receive a notification letter from Student Services approving or rejecting his/her Application for Refund. If rejected, the reason for rejecting the application must be set out in this letter.
- No refunds will be paid to a third party unless it is indicated on the refund application that any refunds due are payable to a third party
- Students may elect to have any unspent pre-paid tuition fees transferred to an alternative IIBIT course if he or she has an approved application for the alternative course.
- All eligible refunds are to be paid within 28 working days from receiving the completed student Application for Refund request form that is required to be submitted with the Deferral or Cancellation form.
- Students are not permitted at any time to transfer course fees to another student.
- Student refunds are to be paid by the Accounts Department via:
  - Electronic Transfer; or
  - Telegraphic Transfer; or
  - Cheque;

Where a visa application has been refused:

Upon receipt of proof of refusal and evidence of payment to the institution, fees paid in advance in respect of Tuition and Overseas Student Health Cover (‘OSHC’) will be refunded via electronic transfer or telegraphic transfer or cheque.

Note:
1. All refunds are made payable in the name of the student as recorded in his/her passport or the institution or individual authorized by the student.
2. Applications to defer admission to a later date will be considered on the basis of cogent reasons.
3. This policy, and the availability of IIBIT complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws
4. IIBIT dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.
19. COLLEGE FACILITIES/SOCIAL ACTIVITIES
The list of college facilities are below:

- Kitchen and restroom facilities
- Student lounge including tables and chairs
- Class rooms equipped with televisions, videos, whiteboards and overhead projectors
- Fully equipped computer labs with latest software packages and Internet access
- Separate computer access for students for internet and email
- Regular social activities for staff and students
- Easy access to the Sydney City Library - Refer the student Notice boards and student services staff for full details.

The College encourages and promotes interaction between students, teaching and non-teaching staff. Activities are organized on a regular basis. Different trips are planned frequently as part of the Academy of English college programs.

20. STUDENT CARDS
20.1. Upon receipt of a passport photo, students will receive a student card (from Reception).
20.2. This card should be carried at all times to identify you as an IIBIT Academy of English student.
20.3. Teachers and staff will carry out checks on these cards and you may be refused from some College services if you do not provide card, when asked.

21. STUDENT SERVICES UNIT
The Student Services Unit can provide assistance with:

- Attendance Letters
- Courses Information
- Leave Letters
- Issue awards
- Accommodation

All information relating to visas, Department of Immigration and Citizenship (DIBP), legislation (for example, the ESOS Act 2000 and the National Code and other relevant Acts and information)

The student services office is at Ground Floor, 841 George Street, Sydney.

22. STUDENT WELFARE
While you are studying at IIBIT Academy of English you may experience problems to do with your welfare and/or academic studies. If you have a concern with your welfare, such as accommodation difficulties, visa problems, or, a problem concerning academic study, such as, problems with study, pressure of completing assignments, you may need assistance to deal with your problem. If such a problem arises, we recommend that you take the following steps:

- If your concern relates to your Class or Study, you should speak to your class teacher or Student Services staff. If appropriate, you may be referred to the Academic Manager.
- If your concern relates to College Administration, your Teacher or your Student Record, you should make an appointment to see the Academic Manager.
- If your concern relates to Visas, Attendance, Holidays, Fees or Student Records, you should make an appointment to see the Manager, Student Services Ground Floor, 841 George Street, Sydney.
- If your concern relates to your Personal Welfare/Family Issues, you should make a booking at Ground Floor, 841 George Street campus to speak to the College Counselor Ms. Sushama Sathe. Appointments are made through Student Services staff.
- Any other concerns can be directed to the Student Services staff who will advise you of the appropriate steps for any other concerns you may have.

Counselling services are provided every Thursday: 9.30 am to 12.30 pm and 1.30 pm to 5.00 pm. Emergency counseling is available outside these hours via Overseas Students Ombudsman (OSO) (Level 24, 580 George Street, Sydney NSW 2000), Business hours: Monday to Friday 9am – 5pm (Contact number: 1800 451 524).
Email: ombudsman@ombudsman.gov.au
Call within Australia: 1300 362 072
Call outside Australia: +61 2 6276 0111
Fax: within Australia: 02 6276 0123
Fax: outside Australia: +61 2 6276 0123
Postal: GPO BOX 442 Canberra ACT 2601

Students with legal problems should see Student Services staff, who will be able to assist or refer them to the appropriate agency.

23. TUITION FEE/LIVING EXPENSES

23A. Tuition Fee/Payment
23A.1. IIBIT Academy of English will collect up to 50% of total Tuition fees at any time or 100% of fees for short courses of 24 weeks or less. No payment will be accepted and processed until an acceptance agreement is received by IIBIT.
23A.2. You will be issued with a receipt for payments made.
23A.3. Please keep all receipts for your records. Should you require an account balance please see the Student Services at Ground Floor, Room 107.
23A.4. Tuition fees MUST be paid in full prior to a certificate/transcript being issued.
23A.5. Payments can be made by way of cash, Visa, Bankcard, MasterCard, cheque (made payable to IIBIT Academy of English) as well as special arrangements to directly deposit money into the College bank account.

23B. LIVING EXPENSES

Indicative Living Expenses (Annually)  

<table>
<thead>
<tr>
<th>Miscellaneous</th>
<th>AUD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>$7600.00</td>
</tr>
<tr>
<td>Food</td>
<td>$5100.00</td>
</tr>
<tr>
<td>Books</td>
<td>$1400.00</td>
</tr>
<tr>
<td>Incidentals</td>
<td>$4500.00</td>
</tr>
</tbody>
</table>
Compulsory Overseas Student Health cover 2017

<table>
<thead>
<tr>
<th>OSHC Fees</th>
<th>Single</th>
<th>couple</th>
<th>Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Months</td>
<td>$152</td>
<td>$430</td>
<td>$627</td>
</tr>
<tr>
<td>6 Months</td>
<td>$303</td>
<td>$860</td>
<td>$1254</td>
</tr>
<tr>
<td>9 Months</td>
<td>$454</td>
<td>$1290</td>
<td>$1881</td>
</tr>
<tr>
<td>12 Months</td>
<td>$605</td>
<td>$1720</td>
<td>$2508</td>
</tr>
</tbody>
</table>

23C. Tuition Fees

<table>
<thead>
<tr>
<th>Course</th>
<th>Course description</th>
<th>Duration (Weeks)</th>
<th>Fees ($A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English</td>
<td>Elementary / Pre-Intermediate / Intermediate / Upper-Intermediate</td>
<td>10</td>
<td>$3200</td>
</tr>
<tr>
<td>English for Academic Purposes</td>
<td>Upper-Intermediate / Advanced</td>
<td>10</td>
<td>$3200</td>
</tr>
<tr>
<td>iELTS Preparation</td>
<td>Upper-Intermediate</td>
<td>10</td>
<td>$3200</td>
</tr>
</tbody>
</table>

Textbook Fee (per 10 week course) $100

Enrolment Fee (non-refundable) $100

23D. Additional Administrative Fees

The following administrative fees and charges will apply from 01st October 2015:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change of course</td>
<td>$100</td>
</tr>
<tr>
<td>Late Enrolment or Deferment</td>
<td>$100</td>
</tr>
<tr>
<td>Re-sit an Assessment due to plagiarism</td>
<td>$400</td>
</tr>
<tr>
<td>Re-sit or re-submit a Theory Assessment</td>
<td>$400</td>
</tr>
<tr>
<td>Document Request:</td>
<td></td>
</tr>
<tr>
<td>Awards/Statement of Attainment/Academic Transcripts/Completion Letter/Attendance Letter</td>
<td>$25 per document. One copy only of these documents is free of charge when you complete or withdraw from a course.</td>
</tr>
<tr>
<td>Withdrawing later than the fee due date</td>
<td>Any outstanding Term fee</td>
</tr>
<tr>
<td>Re-enrol with a new COE after being reported/withdrawn</td>
<td>$200</td>
</tr>
<tr>
<td>Re-issue Student ID card</td>
<td>$20</td>
</tr>
<tr>
<td>Late tuition fee</td>
<td>$100 per each Month</td>
</tr>
</tbody>
</table>
23E. Financial Hardship
Students who are unable to pay their tuition fees on time for any reasons should discuss their problems with Accounts Department to make special pay arrangements.

24. VISA AND IMMIGRATION MATTERS
If you require any information regarding your visa, you will need to go to Department of Immigration and Border Protection (DIBP). If you need to extend your visa you will need the following items:

- Your Passport
- Attendance Certificate showing attendance at least 80% or higher
- Proof of Overseas Student Health Cover (OSHC), for example, BUPA Card
- Application fee - currently $290
- ECOE for the new course
- Bank Statements proving you have sufficient funds to support yourself
- Official Immigration forms - Form 157
- Any medical records
- Any pay slips, if working

DIBP: Address: Ground Floor, 26-30 Lee Street, Sydney.
Tel: 9032 4777, 9032 4773, Fax: 9032 4076
Postal Address: GPO Box 9984, Sydney, NSW 2001

ACADEMIC INFORMATION

25. ASSESSMENT AND EXAMINATION PROCESS

25.1 Assessment Procedure
24.1.1. Formal assessment of your achievement will occur in class tests and assignments conducted throughout your course program. You will be tested on Reading, Listening, Writing, Speaking and Grammar.

24.1.2. You will be given feedback on your progress with written reports, which will include information on your assignment and test results and the class teacher's assessment of your learning needs. As well as providing you with feedback on your progress, this information will assist the college to advise you on the progression to higher levels of study within the English program.

25.2. Academic Assessment Appeal

Should you request a review of your results of an assessment it is important to follow the guidelines below:

25.2.1. Discuss the matter with your teacher in the first instance and the teacher is to record brief details of the issues. The teacher will try to sort out the difficulty.
25.2.2. Should the issue be unable to be resolved between the teacher and the student, you will be required to put your complaint in writing, outlining what you see as the problem within 5 days of receiving your exam/assessment result. You can include specific tests, questions, marks, assignments, etc. which support your request and reason for review.

25.2.3. This written complaint is to either be given to the teacher for delivery or given directly to the Academic Manager for consideration. You must be provided with a copy, signed as received by the College.

The Academic Manager will examine the request and a decision made. The decision might be similar to the following:

- The appeal is approved and the assessment mark is changed, or you will be allowed to re-sit the test.
- The request is rejected and a decision made that no change is possible to the result (full reasons need to be provided to you)
- In special cases, an alternative assessment task or assignment is given.
- It is essential that the assessment appeal be carried out within two weeks of your request to avoid any possible hardship.

26. STUDENT RESPONSIBILITIES

26.1 Missed class work

26.1.1. It is your responsibility to catch up on class work if absent for any reason including medical reasons. The teacher will give you the materials that have missed out on you during your absence from class. Class work or assessment work must be completed so that the teacher can mark the task as complete on the student transcript.

26.2. If you arrive late you may not be permitted into the classroom.

26.3 Exams

26.3.1. It is your responsibility to understand the dates and time of examination and where examinations are held.

26.4. If you cannot attend an exam/assessment may do the test at another arranged time if they can give reasons and documentary evidence, such as doctor’s certificate on the next day of attendance

26.5. If you have finished the exam/assessment you may leave the room in a quiet and orderly manner, or you may remain seated quietly until it is over.

26.6. If you do not attend an exam or do not complete any assessment work you will fail to receive a pass mark. This will be recorded in your assessment file. This may prevent you from graduating and receiving a Certificate. The assessment policy is clearly stated in the student work book that will be given to you in class. The teacher will also read out the assessment task and marking criteria so that you clearly understand what is required in the assessment task.

26.7 Academic Misconduct

CHEATING BY WHATEVER MEANS RESULTS IN, AT THE VERY MINIMUM, A FAIL IN THAT SUBJECT. REPEAT OFFENDERS WILL BE EXPELLED. Academic misconduct includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task, that is undertaken as
part of the educational requirements of the course in which they are enrolled. The steps followed in cases of alleged academic misconduct are as follows:

- Action shall be taken by the staff member responsible for supervising the activity in which the alleged misconduct occurred.
- The staff member will take prompt action to prevent the continuance of the suspected misconduct. However, in all cases, the student shall be allowed to complete the examination or assessment task in question.
- If the alleged misconduct occurs during an examination, the examination supervisor shall, as soon as possible, provide a written report to the Academic Manager.
- The director shall take immediate steps to consult with the examiner and then make a decision concerning any further action to be taken.
- If the director considers it necessary to proceed with the matter, the examination supervisor shall be instructed to inform the student, at the conclusion of the examination or as soon as possible thereafter, that an allegation of academic misconduct has been made. The examination supervisor will then note on the subject-listing sheet that the student’s examination paper has been sent to the Academic Manager because of alleged academic misconduct.
- A zero mark may be awarded for any form of dishonesty or cheating by a student or any attempt by a student to submit work that is not their own at a formal examination. A zero mark in such cases will be regarded as a case of academic misconduct. Each zero mark will apply to a single period of assessment only, irrespective of the duration of that assessment.

### 26.8 Assignments

All assignments must be typed and set out in an acceptable format.

The cover sheet must include the following information as given in the following example:

**International Institute of Business & Information Technology**

- Student Number: IE0123
- Student Name: Adam Smith Assignment
- Research Report:
- Lecturer:
- Date Due:

It is your responsibility to ensure that your assignments are handed to the teacher by the due dates. If an assignment is late you must see the teacher concerned. You must keep a copy of your assignments – soft copy and/or hard copy. IIBIT retains the right to all assignments, tests, exams, projects and assessments.

### 26.9 Plagiarism

Plagiarism is defined in the Macquarie dictionary as "the taking of ideas, passages, or the manner of expression and passing them off as one's own". The IIBIT does not permit plagiarism. All references for any assignment must be identified by way of footnotes, endnotes or a bibliography. Plagiarism will result in a zero mark for that assignment.
26.10 Conducting of Examinations
Each term formal examinations are held in most English classes. The concerned teacher will intimate timetables for term examinations well in advance. Misreading or misunderstanding of examination timetable is an unacceptable reason for failing to attend an examination. Note the following rules:
1. No unauthorized electronic devices are permitted in examination rooms – only basic materials are permitted and all bags should be left outside the room. Mobile phones must be switched off.
2. You should arrive at the examination room at least 15 minutes prior to exam commencement. Late entry into an examination is not permitted.
3. You should raise your hands if you require assistance from the examiner/supervisor.
4. No talking, looking around, passing notes or any other form of communication between students is permitted during an examination.
5. No eating, drinking or smoking is permitted during an examination.

26.11 Student Progress
If you are not progressing satisfactorily you will be formally advised that your performance is not satisfactory. You will have a formal transcript and clear documentation against marking criteria as to what criteria is not adequately met. You will have the right to appeal under the ELICOS department Assessment Appeal process (24.2 above) within 10 working days. If the appeal is still deemed as failure after the appeal process - under legislation if you are not progressing satisfactorily academically must be reported to DIBP immediately. This may result in your visa being cancelled.

27. ATTENDANCE
27.1. You are responsible for your own attendance level. You are to attend classes for 20 hours each week of the term.
27.2. A minimum of 80% attendance is required.
27.3. All absences need to be supported by documentation, for example, medical certificates, airline tickets, etc.
27.4. Please submit the original Medical Certificates to the front office within 7 days where it will be copied and filed. You will be returned the original. However, absence for medical reasons is inclusive in the 80% requirement; as such non-attendance for medical reasons will be marked as absent.
27.5. Please inform the College as soon as possible, even if you are absent for medical reasons. At some time you may need to explain the absences to Department of Immigration and Border Protection (DIBP), and produce the copies of the Medical Certificates. [Note: certificates from acupuncturists and herbalists are no longer acceptable.]
27.5. If your attendance falls below 80% this will result in formal written letters of ‘warnings’ given by the teacher or other members of staff – sent to the student’s address, or if present in class the letter will be given to the student on campus. A copy of the letters will be filed in the student file. If you are unable to attend class due to illness, please call the College on (02) 92690077 before 9.00am.
27.6. The second warning letter will state that you must attend a meeting with the college counselor (contact details stated above) so that any reasons supporting the fact of absences are documented. Secondly you will have the right to an appeal process – within 20 days of receiving the second letter. The Academic Manager will decide on whether the appeal is successful or not. The appeal letter and outcomes documentation and college counselor report/s will be filed in your student file. A copy will be made available to DIBP if needed.
27.7 Attendance for students holding a visa is calculated by each term (not by overall course). If attendance in a term falls below 80%, and the appeal process outcome fails, the College, by law, must report the fact on the PRISMS system to Department of Immigration and Border Protection (DIBP).

27.8 For any student leave, you must fill in an ‘Application for Student Leave’ form from reception. The leave application will be reviewed by the Academic Manager and if granted you may take leave without losing any days from their attendance. Note: only reasons of ‘compassionate’ nature will be considered. Leave time will be added to your term of enrollment if possible, if not possible, an assessment on past performance documentation will be used to establish a mark for the missed assessment task recording transcript. Leave, if granted, is only for 1 week – 7 days, this is so that you can return and continue with your course and not miss out too much work to be granted a certificate at the completion of your course.

27.9 Late student arrivals after the first 15 minutes after the starting of class will be marked as absent for the first hour. The teacher will mark those students who have arrived late (after the 15 minute cut-off period) as being present from the second hour. Teachers will thus, firstly mark the roll at 15 minutes past the staring time, then, secondly, teachers again mark the roll at the start of the second hour. This process of marking on the two occasions at the start of the class is manageable and does not disrupt the teaching.

28. WITHDRAWAL FROM STUDIES
28.1. Student on student visas may not withdraw from their course unless they are placed in an alternative course within the college.

28.2. Students with Condition 8206 Remaining with education provider, on their Visa are advised that you must remain with the education provider with whom you originally enrolled for the first 6 months of the vocational or degree program course.

If you are undertaking a pre-requisite course, you must remain with the provider of the pre-requisite course for the length of that course, and then with the education provider providing your principal course of study for the first 6 months.

You may apply to DIBP to change education provider once you have completed the conditions under regulation 8206. Applications must be made on form 157C Application for a student visa with permission to change education provider.

If at any time after your arrival in Australia you wish to study a new principal course which is in a different education sector to your current principal course, then you must apply for a new visa using form 157A Application for a student (temporary) visa. This is because the existing visa does not cover your new course. This applies irrespective of whether you are changing your education provider.

29. GRIEVANCE PROCEDURE POLICY

If you have a grievance, that is, you are unhappy about a particular decision, or action of the college, or of a lecturer, you can do the following steps. If you so chooses you can have a nominee present as well.

Please read the steps below, or, follow the flow chart:

Step 1: Speak to YOUR TEACHER, You can also Speak to your FRIEND.

IF UNRESOLVED:

Step 2: If you are not satisfied with your teacher’s response or if the matter is more serious, obtain a Grievance/Appeal form from reception and fill it in completely. All complaints are written in a
'Grievance Register’ that is located in the College Student Services. Please ask the Student Support Officer at the reception to lodge your complaint in written form along with any supporting documents.

Three copies of the form will be made. The original will be put in the Grievance Register at Student Services. A copy will be given to the Academic Manager Mr. William Zankin. The second copy will be sent to the Principal Administrator, Mr. Surender Reddy Etikala. The third copy will be placed in the student file. The Academic Manager will consider the information and may require more information from the student or teacher. The Academic Manager shall, if appropriate for her to do so, make a decision on the matter and advise the student and teacher.

IF UNRESOLVED:

**Step 3:** Contact the Principal Administrator Mr. Surender Etikala in Room 107A. He is there every day from 9:00am to 5:00pm. He will then help try to resolve the grievance. He will contact you within 20 working days.

IF UNRESOLVED:

**Step 4:** If you feel that your issue could not be resolved within the college system you can get outside assistance from the below organization:

Outside assistance can be found from:

Overseas Students OMBUDSMAN
GPO Box 442 Canberra ACT 2601; Phone: 1300 362 072 within Australia.
Outside Australia +61 2 6276 0111; Email: ombudsman@ombudsman.gov.au

Note: Under section 45 of the National code of Practice, IIBIT- Academy of English is required to appoint an independent arbitrator outside of IIBIT-Academy of English for students who are unable to obtain a satisfactory solution to a dispute within the institute. IIBIT-Academy of English is required to advise students of who the arbitrator is; the procedures for applying and costs to students if any.

IIBIT GRIEVANCE PROCEDURE NOTICE FOR STUDENT

If you have a grievance or are unhappy about a particular decision, or action of the college or faculty/instructor, you can do the following steps. If the student so chooses he/she can have a nominee present as well.
DIFFICULTY/PROBLEM:

**Step 1:**
- Teacher / Friend
  - Resolved
  - Unresolved go to step 2

**Step 2:**
- Fill in Grievance or Appeal form at Reception which is sent to Academic Manager in Room 401A
  - Resolved
  - Unresolved go to step 3

**Step 3:**
- Contact Principal Administrator Room 107A
  - Resolved

**Step 4:**
- Unresolved go to outside

Outside assistance can be found from:
Overseas Students OMBUDSMAN
GPO Box 442 Canberra ACT 2601; Phone: 1300 362 072 within Australia. Outside Australia +61 2 6276 0111
Email: ombudsman@ombudsman.gov.au
30. BUSINESS/INFORMATION TECHNOLOGY COURSES

30.1. If you are finishing your English Language course and wishing to study a vocational course in IT or Business at IIBIT may contact our friendly staff members for detailed information.

30.2. In order to gain admission in to the Business College, the English language requirement is fulfilling IELTS score of 5.5 or more.

31. COPYRIGHT

You must obey the copyright law.

31.1. You may copy up to 10% of a chapter of work for research or study.

31.2. You may copy one or more articles in each issue of a newspaper or magazine (unless strictly prohibited) relating to the same subject matter.

31.3. You must not reproduce any software licensed to IIBIT Academy of English.

31.4. You must not install unauthorized software applications or games on College computers.

31.5. If you do not obey the copyright law may be fined and face possible suspension from the college.

32. COMPUTERS

Internet and e-mail facilities are available for students to do their research and course work.

33. COMPUTER SOFTWARE POLICY

You may only use computer software, which has been provided by IIBIT Academy of English.

You are to note that:

33.1. No person will reproduce or copy any software licensed to IIBIT Academy of English.

33.2. No installation of unauthorized software applications or games on the College computers is accepted.

33.3. No external disks are to be brought into the computer labs or used in the computers.

33.4. All entries, files or related areas must not contain extracts or material of an obscene sexist or racist nature.

33.5. No screen savers to be put on computers.

33.6. ‘Clean’ computer discs are available for purchase from Reception ($1.00 each).

34. IIBIT Critical Incident Policy

1. Overview
2. Definitions
3. Organisational Scope
4. Policy Principles
5. IIBIT Team Responsibilities

1. Overview:

The purpose of the Critical Incident Policy and Procedures is to identify the personnel, structure and procedures for managing a critical incident.
2. Definition

Critical Incident is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimize 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;
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest
- Severe Work Health and Safety (WHS) risk;

3. Organisational Scope

This policy applies to all IIBIT Students and staff who have been exposed to a critical incident - either on-campus or off-campus. Where IIBIT staff witness an event that may be considered a critical incident, the policy and procedures should be followed. Where staff is aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed. Where the incident occurs on IIBIT campus, management of the incident may be assumed, co-managed or supported by IIBIT.

4. Policy Principles

- IIBIT will endeavor to ensure that there are at least 3 members of current staff with First Aid training and at least 3 members of staff with Mental Health First Aid training at any given time.
- Students are given information on what to do and who to contact should they experience a critical incident whilst they are in IIBIT premises or at any other place.
- IIBIT will provide, at minimum, annual staff training a/or awareness sessions on critical incident response and management.
- In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated IIBIT Staff is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.
- Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a critical incident raises the issue of confidentiality, IIBIT is committed to maintaining this right to privacy in line with legal requirements, however, IIBIT may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person.

5. IIBIT Team Responsibilities.

This IIBIT team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.
35. LATENESS
If you arrive after the first 15 minutes after the starting of class will be marked as absent for the first hour. The teacher will mark those students who have arrived late (after the 15 minute cut-off period) as being present from the second hour. Teachers will thus, firstly mark the roll at 15 minutes past the starting time, then, secondly, teachers again mark the roll at the start of the second hour. This process of marking on the two occasions at the start of the class is manageable and does not disrupt the teaching.

36. MOBILE PHONES
36.1. Under no circumstances are mobile phones to be switched on during class.
36.2. If you receive a telephone call during a break, then the call must be taken in an area that is not within the proximity to a classroom.
36.3. Failure to observe these considerations will result in confiscation of the phone until after the class.

37. STUDENT NOTICEBOARDS
37.1. No notices are to be placed on the Student Notice boards unless they have been approved by Student Services who will sign, stamp and date the notice.
37.2. Any notice posted contrary to this, will be removed.

38. WORK ENVIRONMENT

38.1 Class Rooms
In keeping with accepted business practices the work environment of all students is to be respected. Classrooms and laboratory areas are to be kept clean and tidy.

You are required to remove all litter, work papers, etc. at the end of each class or upon leaving an area. All litter is to be placed in appropriate receptacles.

Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, televisions and videos can only be removed from a room with the permission of the Academic Manager and are to be returned after use.

38.2 Computer Laboratory
IIBIT is equipped with the latest technology including high performance PC’s and Internet. Timetabled classes have priority for the use of the computer labs. The time slots during which the computer labs required for classroom teaching are displayed on the door. You may use the computer labs outside these hours. However, if you are asked to leave the labs by a lecturer they must do so immediately.

No food or drink is permitted in the lab at any time and students who break this rule will have their privilege to use the lab suspended. Any student gaining access to a computer system or part of a computer system,
without lawful authority to do so, shall also have their privilege to use the lab suspended. The principal shall determine the length of the suspension.

39. TEXTBOOKS
Textbooks chosen for your course can be purchased from most major educational bookstores or you can order and buy them through IIBIT Academy of English. You will be advised when you need to purchase any textbooks and/or course materials. Failure to purchase necessary textbooks within a reasonable period of time may result in unsatisfactory academic progression.

40. Institute Documents
The following forms are available for your use.

- Attendance certificate – final: Available at the end of the course a student is enrolled in.
- Attendance certificate - provisional
- Academic awards:
  
  Certificates and academic transcripts are presented at the graduation ceremony held at the end of each term. Replacement copies are available for $20 (Twenty dollars).

- Dependent letter: will be supplied to you upon request. Allow five working days for processing.
- Confirmation letter/enrolment letter: issued at the commencement of a course.
- Release letter: provided upon authorization from the Academic Manager or Campus Manager.
- Student ID card:

  If you are a new student, you will be issued with a free student ID card showing your photograph and student number. You will be required to carry this card at all times while on institute premises and at other locations prescribed in the requirements for their courses. You are required to produce your Student ID card on demand by a representative of IIBIT. You can only collect these cards from IIBIT. Cost of a replacement card is $5.

- Student handbook:

  All students are supplied with a copy of this student information guide at the commencement of their studies with IIBIT. A replacement copy is available for $5 (five dollars).

- Withdrawal from all studies:

  If you are withdrawing from you course before your completion date, you must inform at IIBIT reception.

  Fill out the withdrawal form available from the reception desk and submit it back to reception including the reason of withdrawal from studies.

  If you do not inform us about your withdrawal from all studies and as a result you do not attend the classes, you will be reported to DIBP. Therefore, it is essential that you notify IIBIT when you withdraw from all studies.

  All these forms/information brochures are available from the reception.
40. The ESOS Framework – Providing Quality Education and Training and Protecting your Rights of International Students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia’s education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at http://cricos.deewr.gov.au.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia’s quality education and training services, ESOS supports Australia’s migration laws as they relate to international students.


What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider’s contact officer or officers for overseas students
- what your provider’s requirements are for satisfactory attendance
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.
Your responsibilities as an international student in Australia
As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.


Requirements for younger students (under 18)
If you are under 18 years of age, to ensure your safety you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare for the length of your student visa or until you turn 18. This is a requirement of the Department of Immigration and Border Protection. Under Australia’s immigration laws, student visa applicants under the age of 18 must be able to demonstrate that they will be accompanied by a parent or a legal custodian or an eligible relative, or that their education provider approves of other arrangements made for the student’s accommodation, support and general welfare while he or she is in Australia on a student visa.

Under the ESOS National Code, education providers must advise the Department of Immigration and Border Protection as soon as possible where a student under 18 years old changes their living arrangements or where the education provider no longer approves of the arrangements for the student’s accommodation, support and general welfare.

If your living arrangements have been approved by your education provider, but you wish to change them, you should seek approval for any change from your provider beforehand. If the provider agrees to you changing your living arrangements, the provider must then inform the Department of Immigration and Border Protection of the change. If your provider has approved the change, the Department of Immigration and Border Protection will not take any action. However, if your provider does not approve the change or the arrangements, then you will be in breach of your student visa condition 8532 and your visa may be cancelled.


Using an education agent
Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia’s international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection’s website for more information at [http://www.immi.gov.au/Study/Pages/Study.aspx](http://www.immi.gov.au/Study/Pages/Study.aspx).
International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

**Finding the right education provider for you**


CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at [http://cricos.deewr.gov.au/](http://cricos.deewr.gov.au/).

**Written agreements or contracts between the student and provider**

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider’s agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- Get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- Request to transfer to another provider and have that request assessed.

**Transferring between education providers**

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider’s permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer. All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the

For more details about transferring and the requirements under the ESOS National Code, you can:


Support for international students
Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- Any student visa condition that relates to the course you are studying.

Tuition protection
The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at https://tps.gov.au/Home/NotLoggedIn.

Making complaints and getting help
All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at http://www.oso.gov.au/. If you are studying with a public provider you should contact your relevant state/territory or the Commonwealth ombudsman. You can find the contact details of all Australian ombudsmen’s offices at http://www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php.

Email: ombudsman@ombudsman.gov.au
Contact: 1300 362 072 (with in Australia)
+61 2 6276 0111 (outside Australia)

Fax: 02 6276 0123 (with in Australia)
+61 2 6276 0123

Postal: GPO Box 442 Canberra ACT 2601

### Change History

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<thead>
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<th>Version No</th>
<th>Date of Implementation</th>
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<td>Version 1</td>
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<td>Overall review</td>
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| Version 4  | 25/09/2013             | Updated about Sydney
Updated public transport
Updated College contact details
Updated some useful websites
Updated Grievance procedure
Updated late attendance | 27/09/2013 |
| Version 5  | 10/03/2014             | Updated travel discount for international students
Update emergency contacts
Updated Ombudsmen contact details | 11/03/2014 |
| Version 6  | 25/02/2015             | Updated: The ESOS Framework, links, updated living expenses and Bupa health cover | 30/03/2015 |
| Version 7  | 28/01/2016             | Updated: Bupa     | 28/01/2016  |
| Version 8  | 23/12/2016             | Updated: Bupa, contact details, travel information | 27/01/2016  |