



IIBIT
International Institute
of Business & Information
Technology

Student Handbook

InfoTech Profession Pty Ltd. Trading as International Institute of Business and Information Technology.

Provider CRICOS Code 01917B RTO Code 6538

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Section 1: Welcome

Welcome to IIBIT

This Handbook provides academic and administrative information to support and help you enjoy your studies and your time in Australia.

IIBIT administrative staff are your first point of contact for enquiries ranging from enrolment procedures to English language and academic assistance, visa conditions and other help and advice.

Your trainers and assessors are well qualified in their fields. If you have any difficulties from understanding course content, meeting academic deadlines, to problems settling into life in Australia or other personal problems -- all staff are here to help overcome them.

IIBIT prides itself on providing a quality student experience. Our students enjoy the benefits of smaller class sizes and individual contact with their teachers. I trust you too, enjoy what we have to offer and I look forward to helping ensure you have every chance at success in your studies.

KISHORE VALLAM
Director Operations

About IIBIT

The International Institute of Business and Information Technology (IIBIT) is a state-of-the-art premier educational institute. IIBIT is located in Sydney and Adelaide, is a premier educational institute providing quality education. IIBIT provides a range of high quality career oriented programs from Diploma to Advanced Diploma levels in Leadership Management, Marketing, Accounting and Information Technology. ELICOS programs are provided through IIBIT's Academy of English, courses available are General English, English for Academic Purposes and IELTS preparation. IIBIT also provides higher education courses in association with Federation University. IIBIT will provide you with high quality educational experience relevant to nationally accredited qualifications and personalised learning support in Sydney and Adelaide. IIBIT provides an excellent learning environment and all staff are well qualified and offer high quality teaching and a supportive learning environment.

About Sydney

Sydney is the largest city in Australia and is the capital of the eastern state of New South Wales. It is the business, administrative, cultural and recreational hub of the state and is a city of beauty and elegance with a population of approximately 5 million. Sydney's population is made up of many groups of people of all ages and from many different cultures. Sydney is not only famous for its Opera House and Harbor Bridge but also about its lifestyle, entertainment, festivals, shopping and sightseeing. For more information about the City of Sydney please visit the below mentioned websites:

1. <http://www.cityofsydney.nsw.gov.au/>
2. <http://www.sydney.com/> or
3. <https://www.industry.nsw.gov.au/live-and-work-in-nsw/about-new-south-wales/sydney>

Sydney's weather ranges from hot and humid in summer to fairly cold in winter. Recent average monthly temperatures were as follows:

January	35.4	21.3	27.4
February	41.5	21.7	28.4
March	33.6	20.5	26.0
April	27.0	18.1	22.7
May	23.3	14.2	19.5
June	21.0	14.1	18.0
July	21.4	12.3	17.4
August	25.7	16.5	19.8
September	32.5	14.8	21.7
October	34.3	17.1	22.2
November	37.2	18.3	25.2
December	26.8	19.0	23.1

For up to date weather information and forecasts for Australia and Sydney in particular, please refer to <http://www.bom.gov.au/websites> or

<http://www.cityofsydney.nsw.gov.au/AboutSydney/VisitorGuidesInformation/Weather.asp>

About Adelaide

South Australia is a sophisticated, modern and affordable place to live, work and study. The capital city of Adelaide has all the hallmarks of a major urban center with modern and classical architecture, a bustling retail hub and a multi-cultural population.

Adelaide's classical architecture spans along North Terrace

New Yorker magazine once called Adelaide "the last well planned metropolis on earth" – and newcomers will soon realise this.

The city has wide streets and central squares ringed by 900 hectares of lush parklands.

In every sense this layout sets the scene for modern-day life in Adelaide. Traffic is rarely congested, people are relaxed and friendly, the air is clean and the <https://www.adelaidemetro.com.au/> can take you to the city's white, sandy beaches or the Adelaide Hills within half an hour.

Adelaide's weather ranges from hot dry summers and wet cold in winters. Recent average monthly temperatures were as follows:

Adelaide's Climate			
SEASON	MONTHS	CONDITIONS	TEMPERATURE
Summer	December-February	Mainly hot & dry	25° C – 35° C
Autumn	March-May	Mainly dry	20° C – 25° C
Winter	June-August	Cool & wet	10° C -15° C
Spring	September-November	Little rain	20° C – 25° C

[Check out Adelaide's current temperature](#)

About Australia

Australia is a unique and diverse country in every way - in culture, population, climate, geography, and history. For articles on specific topics about Australian history and culture visit our <https://www.australia.gov.au/about-australia>

Culture

Australian culture is as broad and varied as the country's landscape. Australia is multicultural and multiracial and this is reflected in the country's food, lifestyle and cultural practices and experience.

Australia has an important heritage from its indigenous people, which plays a defining role in the cultural landscape.

This diversity of influences creates a cultural environment in Australia that is lively, energised, innovative and outward looking.

Population

As of 2017, Australia's population is roughly 24,530,282 people. The most populous states are New South Wales and Victoria, with their respective capitals, Sydney and Melbourne, the largest cities in Australia.

Australia's population is concentrated along the coastal region of Australia from Adelaide to Cairns, with a small concentration around Perth, Western Australia. The center of Australia is sparsely populated.

Climate

The majority of Australia experiences temperate weather for most of the year. The northern states of Australia are typically warm all the time, with the southern states experiencing cool winters but rarely sub-zero temperatures.

Snow falls on the higher mountains during the winter months, enabling skiing in southern New South Wales and Victorian ski resorts, as well as the smaller resorts in Australia's island state, Tasmania.

Geography

Australia is an island continent and the world's sixth largest country (7,682,300 sq. km).

Lying between the Indian and Pacific oceans, the country is approximately 4,000 km from east to west and 3,200 km from north to south, with a coastline 36,735 km long.

Canberra is Australia's capital city. With a population of approximately 320,000 people and situated in the Australian Capital Territory, Canberra is roughly half way between the two largest cities Melbourne and Sydney.

Australia has 19 listed World Heritage properties. Australia is also famous for its landmark buildings including the Sydney Harbor Bridge; its ancient geology, as well as for its high country.

History

Australia's first inhabitants, the Aboriginal people, are believed to have migrated from some unknown point in Asia to Australia between 50,000 and 60,000 years ago.

While Captain James Cook is credited with Australia's European discovery in 1770, a Portuguese possibly first sighted the country, while the Dutch are known to have explored the coastal regions in the 1640s.

The first European settlement of Australia was in January 1788, when the First Fleet sailed into Botany Bay under the command of Captain Arthur Phillip. Originally established as a penal colony, by the 1830s the number of free settlers was increasing. Transportation of convicts to the eastern colonies was abolished in 1852 and to the western colonies in 1868.

Legal system

Australia follows a Westminster system of government and law inherited from the British who originally colonised the country.

There are two main political parties and a number of minor parties, which make up the Commonwealth Parliament. Each state and territory also has its own government.

Important Numbers

Education Provider Main Contact Details

Sydney	Adelaide
Ground Floor, 841 George Street SYDNEY NSW 2000 AUSTRALIA	Level 6, 127 Rundle Mall Adelaide SA 500 Australia
Phone: 61-2-9269 0077 Fax: 61-2-9269 0097 http://www.iibit.edu.au/	Phone: 61-8-8203 9011 Fax: 61-2-8203 9099

IIBIT Campus Locations

Sydney	Adelaide
841 George Street, Ground Level SYDNEY NSW 2000, AUSTRALIA	127 Rundle Mall, Level 2 & Level 6 Adelaide SA 5000, Australia
136 Chalmers Street, Level 4 Surry Hills, NSW 2010, Australia	

International Student Emergency Contact

Sydney	Adelaide
Ms. Shaily Bondali Ground Floor, 841 George Street SYDNEY NSW 2000 AUSTRALIA Phone: 61-2-9269 0077 Direct: 61-2-9269 6929 Fax: 61-2-9269 0097	Mr. Sharan Thrishul Level 6, 127 Rundle Mall Adelaide SA 500 Australia Phone: 61-8-8203 9011 Fax: 61-2-8203 9099

Department of Education and Training

<https://internationaleducation.gov.au/Pages/default.aspx>

ESOS Helpline 1300 615 262

Australian Skills Quality Authority (ASQA)

<http://www.asqa.gov.au/>

ASQA info line: 1300 701 801

Outside Australia: +61 3 8613 3910

Email: enquiries@asqa.gov.au

Department of Home Affairs

All overseas students are required to have an International Student Visa issued by the Australian Government. Student Visas are issued for full-time study on the understanding that the student studies on campus and has sufficient funds to cover tuition fees and living expenses while in Australia.

For further information regarding student visa applications, please visit:

<https://www.homeaffairs.gov.au>

The Student Visa is a multiple entry visa which allows a student to enter and leave the country for holidays during your course of study. It is valid for the entire length of your course. You will only need to renew it if you have changed your course, or are taking more or less time to complete your course. If you are required to renew your Student Visa, it is important to renew it **prior to the expiry** of your current visa.

Students must comply with their visa conditions in order to retain their visa.

You may be reported to Immigration and your visa may be cancelled for:

- Failure to provide the provider with your address or change of address details within seven days of arrival or change of address;
- Taking leave of absence without provider approval;
- Not meeting course requirements, including irregular class attendance;
- Unsatisfactory academic performance, including not attending class (performance would be considered unsatisfactory if a student fails 50% or more of enrolled units in two consecutive terms – a student may then be excluded from study which may lead to visa cancellation.);
- If you do not complete the course within the duration specified on the Confirmation of Enrolment (CoE);
- Undertake employment above the maximum number of hours permitted on a student visa; and/or
- Not maintain Overseas Student Health Cover (OSHC).

If you need to extend your visa in order to complete your course or to study other courses in Australia, you must submit your application before your current visa expires. A fee is charged for this process.

- Your application will need to include the results of a health check if you have not had one done in the previous 12 months (a fee is charged for this process), a financial statement and academic transcripts.

Contact Phone 131 881 in Australia

Emergency Numbers

Emergency: 000 (Free Call to Police, Ambulance and Fire Brigade)

FOR HELP	CONTACT	TELEPHONE
International Student hotline	http://www.studyinaustralia.gov.au	1300 362 072
Crime Stoppers	https://crimestoppers.com.au/	1800 333 000
Translating & Interpreting Services (TIS)		131 450
Sydney Buses/City Rail Information		131 500
Adelaide Metro		1300 311 108
Department of Home Affairs	https://www.homeaffairs.gov.au	131 881
Police	192 Day Street, Sydney NSW 2000 26 Hindley St, Adelaide SA 5000	02 9265 6499 08-8303 0525
Road and Traffic Authority	19 York Street, Sydney NSW 2000 108 North Tce, Adelaide SA 5000	13 22 13 13 10 84
Australian Taxation Office	http://www.ato.gov.au/	13 28 61

IIBIT Staff Sydney

Position	Name
CEO/PEO	Ashok Reddy Pallae
General Manager (Academic Services & Quality Assurance)	Swati R. Shahapurkar
VET Academic Coordinator	Sirazum Munira SYEDA
ELICOS Academic Manager and Principal Administrator (NEAS)	Monica Jan
Assistant Manager Student Support Services	Shaily Bondali
Student Support Services Staff	Nila Mansoor
	Selengesuren Battulga
Admissions Officer	Rajanikanth Kancharla
	Hanrong Lu (Lily)
Regional Marketing Officer	Sam Liu
Events and Marketing Officer	Selfiana Engelina
Librarian	Ramila Mishra
	Boon Kai Chug
Accounts Manager	Jolly Joseph Bullan
Accounts Officers	Pravin Jethwa
	Lucy Xi Wang
IT Manager	Rahul Konda
Service Desk Team	Con Hasapis
	Rajesh Datrika

IIBIT Staff Adelaide

Position	Name
Operations Manager	Sharan Thrishul
VET Academic Coordinator	Sirazum Munira SYEDA
Assistant VET Academic Coordinator	Umer Imtiaz
ELICOS Academic Manager and Principal Administrator (NEAS)	Monica Jan
ELICOS Program Coordinator	Ray Harold Adams

Student Services Support Staff	Arushi Malhotra (VET) Lisa Place (ELICOS)
Admissions Officer	Semon
Regional Marketing Officer	Sam Liu
Librarian	Cintia Aparecida PINTO ROCHA
Service Desk Team	Dinh Nguyen

The above information correct as on 17th May 2019

Subject details:

To discuss unit details, assessment guidelines and due dates please contact your individual Course coordinators.

SOME USEFUL WEBSITES

Institute	Name	Website
IIBIT -	International Institute of Business & Information Technology (IIBIT)	http://www.iibit.edu.au/
OSHC	Overseas Students Health Cover	http://www.bupa.com.au/ (BUPA) http://www.medibank.com.au/ (Medibank) http://www.ahm.com.au/ (AHM) https://www.oshcworldcare.com.au/ (OSHC)
Banks	Bank Accounts & Other Services	http://www.nab.com.au/ (National) http://www.commbank.com.au/ (Commonwealth) http://www.anz.com/personal/ (ANZ) http://www.westpac.com.au/ (Westpac)
Real Estate	Accommodation Renting & Sharing	http://www.realestate.com.au/rent (Real Estate) http://www.domain.com.au/?mode=rent (Domain)
Transport	For getting in and around Sydney and Adelaide	http://www.transportsw.info/ (Public Transport) https://www.adelaidemetro.com.au/
DIBP	Immigration	http://www.border.gov.au/
Job Seeker	Looking for a job?	http://www.seek.com.au/ (Seek) http://mycareer.com.au/ (My Career)

MISC	Information for International Students	http://www.study.sydney/ http://studyadelaide.com/ http://insiderguides.com.au/
MISC	Street Maps & Journey planning	http://maps.google.com.au/maps?hl=en&tab=wl (Google Maps Sydney) http://tp.transportnsw.info/nsw/XSLT_TRIP_REQUEST2?language=en (Plan my trip Sydney) https://www.google.com/maps/place/6%2F127+Rundle+Mall,+Adelaide+SA+5000/@-34.923046,138.604204,15z/data=!4m5!3m4!1s0x6ab0ced4009f9029:0x6c05adc9a2f671df!8m2!3d-34.9230465!4d138.6042042?hl=en-US (Google Maps Adelaide) https://www.adelaidemetro.com.au/jp/plan (plan my trip Adelaide)
Emergency/ Safety	Police, Ambulance etc.	Call 000 and ask for police and/or ambulance. https://www1.police.nsw.gov.au/ (NSW police force) https://www.police.sa.gov.au/ (Adelaide police force) http://www.police.nsw.gov.au/contact_us (All general numbers) https://www.police.sa.gov.au/contact-us/key-contacts (All general numbers) http://www.ambulance.nsw.gov.au/ (NSW Ambulance) http://www.saambulance.com.au/ (Adelaide Ambulance)
Community Relations Commission for Multicultural NSW		http://multicultural.nsw.gov.au/ Call: 02-8255-6767 http://www.respondsa.org.au/ (Respond SA) Call:08-8419-2042
Redfern Legal Centre		http://rlc.org.au/ Call: 02- 9698- 7277
Legal Services commission of South Australia		http://www.lsc.sa.gov.au/cb_pages/legal_advice.php Call: 1300 -366-424

Section 2:

Pre-Departure Information

BEFORE LEAVING

Read the Pre Departure Kit	
Arrange an accommodation (if needed)	<input type="checkbox"/>
Arrange an airport pickup (if needed)	<input type="checkbox"/>
Packed in my hand luggage:	
Valid passport with Student Visa *	<input type="checkbox"/>
A confirmed airline ticket * (These details sent to IIBIT if airport pickup arranged)	<input type="checkbox"/>
Two passport size photo of yourself *	<input type="checkbox"/>
Letter of Offer from IIBIT and a copy of the Refund Policy *	<input type="checkbox"/>
Confirmation of Enrolment (Coe) issued by IIBIT *	<input type="checkbox"/>
Receipts of payments (course, accommodation and health cover fees) *	<input type="checkbox"/>
Original or certified copies of your academic records *	<input type="checkbox"/>
Personal identification documents e.g. Driver's license, I.D. card*	<input type="checkbox"/>
Any medical prescriptions, relevant medical reports	<input type="checkbox"/>
Spare spectacles or contact lenses and a current optical prescription	<input type="checkbox"/>
Telephone number of IIBIT (Student services - +61 2 9269 0077)	<input type="checkbox"/>
Some cash in Australian dollars – at least \$500	<input type="checkbox"/>
The Pre Departure Kit	<input type="checkbox"/>
A warm pullover or jacket	<input type="checkbox"/>
Packed suitable clothing	<input type="checkbox"/>

ARRANGING VISAS

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider. You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Students who have been granted student visa on or after 26 April 2008 will receive permission to work condition entered onto their visa. This will apply to both the primary student and any family member/s travelling with them as dependents. As a result, most student visa holders will no longer need to apply separately in Australia for permission to work. This arrangement will save student visa holders time and money.

For more information, please visit:

<https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

For detailed information on student visa categories and applying online go to <https://www.homeaffairs.gov.au/trav/visa-1/500->

PREPARING TO TRAVEL TO AUSTRALIA

Pre-booking temporary accommodation and airport pick-up

Accommodation Request

It is important to research some temporary accommodation options before you leave home. You can do this by visiting www.realestate.com.au or <http://www.domain.com.au/>. You might want to book a couple of nights of cheap accommodation with a backpackers or youth hostel. Use this as a temporary base, while you find permanent accommodation.

International students who have received an offer from IIBIT can request* assistance in finding temporary accommodation before they arrive in Australia. This request can be sent by completing the form included in your Application Package and have it returned to IIBIT at least **2 - 4 weeks** before you arrive in Australia.

A request can also be sent to admissions@iibit.edu.au. Our Fax No: **+61 2 9269 0077**

Flight and Arrival Details

If you require airport pick-up upon your arrival from the Airport to your accommodation please complete and return the completed form included in your Application Package to IIBIT at least **1 week** prior to your arrival.

A request can also be sent to admissions@iibit.edu.au . Our Fax No: **+61 2 9269 0097**

*A fee of \$150.00 (including GST) will be charged for this service.

Note: If for some reason the Accommodation and Airport Pickup forms have not been included in your Application Package, please advise us by either calling us on +61 2 9269 0077 and select option 2 or by email on admissions@iibit.edu.au requesting the staff to send you a copy.

Bringing your Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances with the Department of Immigration and Citizenship when applying for a visa).

Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centers; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

Childcare

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centers are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm- 6:00pm). Children who need these programs must be registered with the school. Due to the long waiting list it is recommended that you organise care before you leave home.

4-12 Buckland St, Chippendale NSW 2008

Contact No: 02 9514 2959

104 Gilbert Street, Adelaide SA 5000

Contact No: 08 8212 2377

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.

Children who have their fifth birthday before 1st April of that calendar year are eligible to start school

You will need to provisionally enroll your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue

an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:

- Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
- Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependents to be exempt from school fees.

You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact <https://www.deinternational.nsw.edu.au/> in Sydney and in Adelaide <http://www.internationalstudents.sa.edu.au/>

When to Arrive in Sydney/Adelaide

All new international students are strongly advised to arrive **at least one week before the semester commences**. This gives time to recover from your long flight journey, find and settle into your accommodation and become acquainted with the city before starting your studies.

There is so much to do before classes begin, we advise students to arrive at least one full week before the Enrolment and Orientation Week. Those who arrive early establish themselves properly and are fully rested by the time classes begin. Arriving late only causes stress and disorganisation and in some cases it is the most important cause of a student not doing well in their studies in the most important first teaching period of studies.

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from IIBIT
- Confirmation of Enrolment (eCoE) issued by IIBIT
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's
- Driver's License
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

If you are travelling with your family you will need to include their documents as well.

Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Arranging Finances

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately AU\$1500 to AU\$2000 available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveler's Cheque or on an international credit card. Traveler's Cheque can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you! Lost credit cards or traveler's Cheque can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived.

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

All major international credit cards are accepted in Australia but you must remember that repayments too many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

What to bring

Australian Customs

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

- Visit the Australian Quarantine and Inspection Service (AQIS) homepage <http://www.agriculture.gov.au/biosecurity> and read:
- Information specific to international students at: <http://www.agriculture.gov.au/travelling/to-australia/studying-in-australia>
- What can't be mailed to Australia at <http://www.agriculture.gov.au/travelling/bringing-mailing-goods/mail>

Baggage Allowance

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia.

This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

As Sydney's weather ranges from cold to hot, you are advised to bring clothing to suit both cold and warm conditions. Students generally dress casually at IIBIT. Most students wear casual slacks, jeans, T-shirts and jumpers.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities.

Bringing your Computer

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia.

In almost all cases, telecommunications equipment purchased in another country (apart from some mobile phones) will not be suitable or safe for use in Australia. Telecommunications equipment such as telephones, modems, answering machines and facsimile machines may only be connected to an Australian telecommunications network if the equipment complies with Australian regulatory requirements.

Telecommunications equipment suitable for use in Australia has the A-Tick compliance mark, showing it meets safety and technical standards set by the ACMA for connection to an Australian network.



If the equipment does not carry the A-Tick compliance mark, it may not be suitable and it is illegal to connect to an Australian telecommunications network. Penalties may be imposed for illegal connection. Apart from mobile phones, there is no provision for temporary exemptions to this requirement, even in the case of laptop and desktop computers purchased overseas that incorporate modems.

Further information is available at: <http://www.acma.gov.au/>

Other items you may want to bring (but can be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for trainers
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

NOTE ON ELECTRICAL APPLIANCES: AUSTRALIAN ELECTRICITY IS 240 VOLTS 50 CYCLES. IF YOU INTEND TO BRING AN ELECTRICAL ITEM WITH YOU, PLEASE CHECK TO SEE IF IT IS SUITABLE FOR AUSTRALIAN ELECTRICITY SUPPLY. PLUG ADAPTORS CAN BE PURCHASED PRIOR TO DEPARTURE OR IN AUSTRALIA.

Mailing and Shipping

You may use the IIBIT address as a temporary address for mail and parcels until you have a permanent residential address in Sydney or Adelaide. **Please ensure you inform us first or we may not accept any of your mail,** the postal address is:

(Your Name)
International Institute of Business and Information Technology
C/O Student Support Department
841 George Street, Ground Level
Sydney, NSW 2000
Australia

(Adelaide)
127 Rundle Mall, Level 6
Adelaide, SA 5000
Australia

Once you arrive in Sydney or Adelaide, please let us know your local telephone contact number so that we can call you when your mail/parcel has arrived.

Flying to and Entry into Australia

On your flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick **YES** if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odour. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odour left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives. Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

AIRPORT PICK UP

If you have pre-booked an airport pick-up through IIBIT you will find a staff member waiting for you at Sydney (Contact no: 02-9269 0077) and in Adelaide (contact no: 08- 8203 9011)

If you are making your own way to your accommodation you should familiarise yourself with the options available to you pre-departure.

Sydney and Adelaide Airport provides details on travel by car, taxi, car rental, buses, shuttles and train. Go to:

<https://www.sydneyairport.com.au/flights/flight-guide/transport-options-international>

and

<http://www.adelaideairport.com.au/parking-transport/transport-options/>

Section 3: Settling In

THINGS TO DO IMMEDIATELY

Call home	<input type="checkbox"/>
Settle into accommodation	<input type="checkbox"/>
Contact IIBIT (Insert phone)	<input type="checkbox"/>
Purchase household items and food	<input type="checkbox"/>
Enroll children in school (if applicable)	<input type="checkbox"/>
Attend international student orientation	<input type="checkbox"/>
Get student ID card	<input type="checkbox"/>
Advise health insurance company of address & get card	<input type="checkbox"/>
Open a bank account	<input type="checkbox"/>
Attend faculty/course specific orientation sessions	<input type="checkbox"/>
Get textbooks	<input type="checkbox"/>
Start classes	<input type="checkbox"/>
Apply for tax file number if seeking work	<input type="checkbox"/>
Get involved in student life and associations	<input type="checkbox"/>

SHORT-TERM ACCOMMODATION

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Sydney:

<https://www.furnishedproperty.com.au/accommodation-types/student-accommodation-sydney>

www.iglu.com.au

www.96glebe.com

Adelaide:

<https://studyadelaide.com/live/housing/>

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first. Otherwise most of our students live in rental accommodation.

LONG-TERM ACCOMMODATION

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

The following is a list of places where you can go to find advertisements for accommodation:

- Student noticeboards around campus
- Newspaper
- Real Estate Agent windows & websites
- Local shopping center noticeboards
- Online student accommodation services

For further information please ask IIBIT student support staff or call:

Sydney	02-9269 6912	Adelaide	08-82039011
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Things to know about renting

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than AU\$1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the property. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

For further information on your rights as a tenant go to Tenants:

NSW	http://www.tenants.org.au/
SA	http://www.sa.gov.au/topics/housing-property-and-land/housing/renting-and-letting/finding-a-place-to-rent/lease-agreement-responsibilities/tenant-roles-and-responsibilities

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit. If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

'Connect now' will help you by arranging your Phone, Electricity, Gas, Internet and Pay TV - at no cost. For more information visit: <https://connectnow.com.au/>

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect along with the address, rent, and agent.

Some details to take notes of are:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Are the walls damp or moldy?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on the things that are important to you (cleanliness, attitude to study etc....)

EMERGENCY

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only.

Emergency 000 lines should not be used for general medical assistance.

Emergency Translation

For translation service in an emergency situation dial 1300 655 010

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on:

Sydney	02- 9265 6499	Adelaide	08- 8172 5000 / 131444
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Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance call: 132500

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline centers in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information centers have a common telephone number: 131 126

HEALTH

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

There are five OSHC providers registered in Australia:

- Australian Health Management OSHC: www.ahmoshc.com
- BUPA Australia: www.overseasstudenthealth.com
- Medibank Private:
www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC World care: www.oshcworldcare.com.au
- NIB OSHC: <https://www.nab.com.au/personal/banking/migrant-banking>

IIBIT will lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer.

For more information on what your OSHC insurance covers, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

How do I use my OSHC card?

If you need to visit a doctor or medical center, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical center. If the medical center is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

How do I make a claim?

There are a number of ways you can claim with **BUPA**.

BUPA has special arrangements with some on-campus medical practices that provide a direct claiming system. Please ask your educational institution for more details.

Online

You can also submit a doctor's claim online (GP's only) through our Online Member Services at medibank.com.au. If a benefit is payable we'll process your claim and, depending on your preference, we'll either send out a cheque or transfer the money into your nominated bank account.

Note: Extras is not part of your OSHC cover, but if you have purchased an extras cover separately, you can also claim for most extras online.

By mail

Complete and sign your claim form and send it to us with your service provider's account attached, and the receipt (if the account has been paid). You can get a claim form online at <http://www.bupa.com.au/> or by calling 134 135.

In person at a BUPA store

Complete and sign a claim form and drop it off at a BUPA store with your service provider's account attached and a receipt if the account has been paid.

Paid accounts

Where you have paid your accounts, we will pay any benefit that you are entitled to, either by sending you a cheque or transferring the money into the membership nominated bank account. Cheque for paid accounts will be sent to the policy holder and a statement will be sent to the claimant where the claimant is aged 16 or over.

Unpaid accounts

Where you haven't paid your accounts, we'll pay the benefit directly to the service provider. You will receive a statement from us detailing the payment made to the provider on your behalf and any associated out-of-pocket costs you will need to pay.

We will send cheque for unpaid out-of-hospital medical accounts to the policy holder and made payable to the service provider. You should then forward the cheque on to the service provider with any outstanding balance.

If you want to **renew your cover** please visit: <http://www.bupa.com.au/health-insurance/cover/oshc>

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical center to make an appointment.

If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication.

If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist Doctor

It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see you have the right to obtain an opinion from another Doctor.

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first

arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

The closest medical centers for both locations:

IIBIT Sydney Campus	My Health Medical Centre Shop RB08 Lower Ground Level Central Park Shopping Centre 1 Central Park Ave Chippendale NSW 2008 Phone: 02 8197 1888 http://myhealth.net.au/central-park/
IIBIT Adelaide	Adelaide City General Practice 2, 29 King William Street, Adelaide SA 5000 Phone: 08 8410 1322 http://www.acgp.com.au/

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address.

You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. You may be able to claim the cost of some medicine back from your OSHC provider.

Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company, which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like, which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover.

If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit <http://www.border.gov.au/> or phone 131 450.

Mental Health: Counselling Service

Trainers are available to assist students with learning difficulties. If student's own trainers are unavailable they can approach the Campus Manager or their Course Coordinator who will organise assistance.

If a student is experiencing personal difficulties (such as: lack of motivation, time management, oral presentation, working in groups, language difficulties, home sickness), appointments can be made with Student Services staff to meet a counsellor. IIBIT counselling service is free, confidential and voluntary.

Ground Floor, 841 George Street, Sydney NSW 2000

Level 6, 127 Rundle Mall, Adelaide SA 5000

Counselling services are provided every Friday: 9.30 am to 12.30 pm and 1.30 pm to 5.00 pm.

Alcohol, Smoking, & Drugs

Alcohol

Alcohol use is legal for those aged 18 years or over.

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink. Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) =

A nip (30ml) of spirits =

A small glass (100ml) of wine =

A small glass (60ml) of fortified wine such as sherry.

Please keep in mind:

Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!

Drinks served at home often contain more alcohol than a standard drink.

Cocktails can contain as many as five or six standard drinks, depending on the recipe

Pre mixed bottled drinks often contain more alcohol than a standard drink.

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products.

There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centers, hotels, restaurants and dining areas, and in some workplaces.

Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

For detailed information go to: <http://www.druginfo.adf.org.au/topics/drug-law-in-australia>

(Source: Australian Drug Foundation)

PUBLIC TRANSPORT

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](#) or call 136725 (13 OPAL).

For Opal term sand travel benefits, visit the [Opal website](#).

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](#).

For more information:

- <http://www.transportnsw.info/en/tickets/index.page?>
- <https://transportnsw.info/tickets-opal/ticket-eligibility-concessions/child-student-concessions/tertiary-students>

Adelaide

Discounted tickets are available through IIBIT during enrolment. Student can contact student services officer:

Adelaide	Ms. Arushi Malhotra	Level 6, 127 Rundle mall, Adelaide
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The costs of an all-inclusive 28-Day Pass for metro CARD will help you save hundreds of dollars each year (unlimited travel on train, bus and trams).

Ticket*	2018 prices
Regular	\$148.00
Concession (concession holders and Tertiary students)	\$73.20
Student (primary & secondary school students)	\$49.60

<https://adelaidemetro.com.au/28-Day-Pass/Fare-Comparisons>

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.

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"
- 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

(Source: Queensland Police Service)

OWNING AND DRIVING A CAR

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' license or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or center dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Registration

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's license details and your residential address in Australia.

Insurance

By law you are required to purchase basic 'Green Slip' insurance cover if you own a motor vehicle. However, it is strongly recommended that you buy additional car insurance if you own a car. This will protect you if you have an accident that is your fault, as it will help pay for any damage you may have caused to your car or another car.

Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

Mobile Phones and Driving

The use of mobile phones when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you nine times more likely to be killed in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit point's penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW/ SA)

License Requirements

In most States/Territories of Australia if you hold a current driver license from another country, you are allowed to drive on your overseas license as long as:

- You remain a temporary overseas visitor
- Your overseas license remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your license suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian license if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

When driving in NSW/SA you must carry your overseas driver license. Your license must be written in English or, if the license is not in English, you must either carry an English translation or an International Driving Permit.

If you are a temporary overseas visitor and you wish to obtain an Australian license seek advice from your local Police Station.

(Source: Roads and Traffic Authority, NSW/SA)

Drinking Alcohol and Driving

If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply. If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

The limit that applies to you is dependent on the category of your license and the type of vehicle you are driving.

Zero applies to:

- ALL learner drivers.
- ALL Provisional 1 drivers.
- ALL Provisional 2 drivers.
- ALL visiting drivers holding an overseas or interstate learner, provisional or equivalent license.

Under 0.02 applies to:

- Drivers of vehicles of "gross vehicle mass" greater than 13.9 tones.
- Drivers of vehicles carrying dangerous goods.
- Drivers of public vehicles such as taxi or bus drivers.

A BAC of 0.02 can be reached after the consumption of only one standard drink (a middy of beer, a nip of spirits or a small glass of wine). This means that drivers subject to a 0.02 limit must not consume any alcohol before driving.

Under 0.05 applies to:

- ALL other licenses (including overseas and interstate license holders) not subject to a 0.02 or zero limit.

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including body size, how much food you have eaten, level of body fat, and your sex (women tend to reach a higher BAC quicker than men). Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC.

(Source NSW Roads and Traffic Authority)

The more alcohol you have in your body, the more risk you have of being involved in an accident. IT IS SAFER NOT TO DRINK ANYTHING IF YOU ARE GOING TO DRIVE!

At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.

At 0.1% BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.

At 0.15% your risk increases to 25 times that of driving at 0.00%.

(Source: Australian Federal Police)

BANKING

Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal. To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia. After this time you will be required to produce additional documentation.

As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.

For a comparison of accounts in banks throughout Australia see:

<https://www.infochoice.com.au/banking/bank-account/comparison>

Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). ATMs remain open 24 hours a day. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

Bank fees are the price you pay for the products and services that banks offer. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. Some banks waive some fees if you are a full-time student and nominate a student account. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee which has been charged, contact your bank.

Accessing Money from my Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

- **ATMs (Automatic Telling Machines):**
ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheque into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.
- **EFTPOS:** Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount which is spent in the store. When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.
- **Telephone Banking:** You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.
- **Internet Banking:** Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.
- **Over-the-Counter Service:** You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

Security

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank and asks you to provide personal information, refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonored payment – both can cost you money.

Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).

(Source: Australian Bankers' Association Inc.)

Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN. These general rules should be followed for ATM safety:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24- hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.

(Source: Australian Bankers' Association Inc.)

WORKING IN AUSTRALIA

Permission to Work

Applicants granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Working While Studying

You are not permitted to start work until you have commenced your course of study. You can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session. The Department of Immigration and Border Protection considers your course to be 'in session':

- Or the duration of the advertised semesters.
- If you have completed your studies and your Confirmation of Enrolment is still in effect
- If you are undertaking another course, during a break from your main course and the
- Points will be credited to your main course.

The table below outlines the work entitlements for you and your dependent family members if you have permission to work.

Type of Applicant	Work Entitlement
Students granted Permission to Work	<p>You cannot undertake work until you have commenced your course in Australia. When your course has commenced you can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight. • If you are doing voluntary, unpaid work, it is not included in the limit of 40 hours per fortnight if it: <ul style="list-style-type: none"> • is of benefit to the community • is for a non-profit organisation • would not otherwise be undertaken in return for wages by an Australian resident (that is, it is a designated volunteer position), and • Is genuinely voluntary (that is, no remuneration, either in cash or kind is received—board and lodging acceptable). • If you are a subclass 500 (Postgraduate research sector) student visa holder and you have commenced your masters by research or doctorate course in Australia, you have unlimited work rights. • You can work a maximum of 40 hours per fortnight during any preliminary courses you undertake on a subclass 500 (Postgraduate research sector) student visa. Example: ELICOS
Dependent family members granted	<p>Dependent family members.</p> <ul style="list-style-type: none"> • can work up to 40 hours per fortnight at all times

Permission to Work	<ul style="list-style-type: none"> • must not start work until the primary visa holder has commenced the course in Australia • Have unlimited work rights if the primary visa holder has commenced a course towards a masters or doctorate degree and hold a subclass 500 (Higher education sector), 500 (Postgraduate research sector)
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(Source: Department of Immigration and Border Protection)

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

For detailed information on sources of employment go to

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work/Finding-work>

Paying Tax

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

If you pay too much tax you are entitled to a refund. Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June). To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days. Lodge online using e-tax at www.ato.gov.au

For a registered tax agent visit <https://www.tpb.gov.au/finding-and-using-tax-practitioner>

Superannuation

If your monthly wage is more than AU\$450 (before tax), your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you.

In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit:

www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)

POSTAL SERVICES

Most suburbs in Sydney/Adelaide have a local Post Office. It is important to note that the majority of Post Offices only open Monday to Friday (the same applies to banks). The working hours for Post Offices are normally 9:30am to 5:00pm, but check this first as your local Post Office may have different hours.

Sydney Contact address: Sydney Central, Shop 13/477 Pitt St, Sydney NSW 2000

Adelaide Contact address: 59 City Cross Arc, Adelaide SA 5000

Telephone Calls

Local calls

A local call from a pay phone will cost you 50 cents and these are not timed. You can talk for as long as you like. A local call means a call within the town you are in and the immediate surrounding area.

Long distance (STD) calls within Australia

02 is the STD prefix for the Sydney area. If the number you are calling has another STD prefix, it is a **long distance call** (e.g. Melbourne is 03) and is metered at a certain rate per minute. Pay phones take coins of any size from 10 cents to \$2 and some phones accept Telstra phone cards which can be purchased from newsagents. Phone cards are available with values ranging from \$5 to \$50.

When calling long distance (STD) within Australia from a home phone, off-peak rates apply between 7.00pm and 7.00am Monday to Friday and all over the weekend. Telstra and Optus offer special STD rates during the evenings and weekends. For example between 7.00pm and midnight Monday to Friday the maximum charge is \$3 for unlimited time until midnight. This facility is not available from public or mobile phones. Please check by calling Telstra or Optus to find out the best deal that suits your needs.

Long distance calls inside and outside Australia

Students in rented accommodation may be asked to pay a deposit of \$500 to have ISD access. ISD/STD calls can also be made by using mobile phones. However, the initial costs may be high as service providers charge a monthly rental plus "on air" charges which are charged per 30 seconds. Shop around for the best deal available and whatever you choose use it wisely as phone bills mount up very quickly. E-mail is by far the cheapest method of communication. Faxes can be cheaper and more effective. So do consider your options before making a lengthy ISD/STD call.

We also recommend that students shop around for a "phone card" which can be purchased at a local newsagent. There are many companies offering "phone cards" and many of these offer very cheap phone calls to your home country.

E-mail Access

You will be given a computer access to use at IIBIT where you can use your personal email account such as Hotmail, Yahoo!, Gmail etc. Please check your personal email often as IIBIT may also correspond with you on official matters relating to your studies. It is your responsibility to regularly check this account as clearly to have not received information because you did not check it is not an excuse.

CULTURE AND CUSTOMS

Culture Shock

A majority of students who travel abroad to live and study will experience some emotional disturbance in response to their new circumstances. This reaction is often referred to as "culture shock". Everything that you see and experience - the countryside, the weather, people, food and buildings - will be new and may seem alien in the beginning. It will take you a little while to adapt to your new surroundings. It is normal to experience a degree of homesickness and loneliness.

Most new students will be living away from their families and friends for the first time. The upside of this will be that you will soon make new friends by being involved in the Orientation/Enrolment

activities and begin to feel more settled. If you are experiencing prolonged culture shock and/or feel unhappy, it is important to talk with the Student Counsellor.

While culture shock is uncomfortable for some, you will eventually come to value the experience of a new culture. You will learn new things about others and yourself which will cause you to reflect on the nature of your own values and perceptions and the culture of your home country. This experience will deepen and broaden you as a person.

Social Customs in Australia

Use of Names

Most Australians have three names. The first two names are referred to as 'given' or 'Christian' names, and most people are known by the first of these. The last name is called the 'family name', or 'surname'.

Your naming system may differ from this, however for the sake of clarity it is important that on official documents you always use the same names in the same order. It is a good idea to underline your family name. E.g. Fei Wan Wong.

Here are some guidelines for using names:

- Australians commonly refer to each other by first names. Generally you may use a person's first name if they are of the same age as you or younger. However, if they are older than you are, or you meet them in their official role, you should use their surname e.g. "Good afternoon, Mr. Smith". Mr. Smith may say to you, "Please call me John" and you may do so from then onwards.
- Many Australian women, whether single or married, prefer to be called Ms. (pronounced Mizz) which can be used in place of either Miss or Mrs. When addressing a letter to a woman whose preferred title you don't know, it is best to use Ms.
- If you are wondering what to call someone, just simply ask: "What would you like me to call you?" When you first meet someone it is also appropriate to tell him or her name that you prefer to be called.
- Australians often use shortened versions of names e.g. Ronald may be shortened to Ron or Ronnie, Elizabeth to Liz, Lizzy, Beth, or Betty.
- Nicknames are also common and may derive from a physical characteristic, or a word play on the person's name, such as "Chalky" White. Being given a nickname is often a sign of group acceptance or friendship.

Aussie Slang

When you hear some say 'g'day', 'how ya going' or 'no worries mate' don't be alarmed they are just being friendly. Here a list of our favorite top 10 Aussie slang words or phrases:

Aussie Slang	Meaning
G'Day – Short for Good Day	The universal Australian friendly greeting, as in hello
Mate (pronounced Moyt)	buddy, friend
No worries	expression of forgiveness or reassurance
Barbie	barbeque
Arvo	afternoon
Beaut, beauty	great, fantastic
Bloke	man, guy

Corker	something excellent
Fair dinkum	True ,genuine
Reckon	You bet. Absolutely!

Conversation

You are studying in an English-speaking country so take the opportunity to improve your English. Don't be embarrassed or worried if you are not fluent, you will soon improve. Generally people won't mind if you ask them to speak slowly. Socialising with Australians is the best way to practice your English.

When you are talking to Australians there are some questions it is best not to ask unless you know someone very well. It is considered impolite to ask someone how much money they earn or the cost of their house, car, etc. It's fine to ask these things indirectly, e.g. "How much is a first year Commerce graduate likely to earn?" or "What would the average price of a 3-bedroom house in Sydney be?"

Going out for a Meal

If you are invited for a meal with an Australian family, ask what time you are supposed to arrive. Words like dinner, supper, tea and lunch seem to mean different things to different people, so it's best to clarify the time to arrive. It is also important to be punctual.

If an Australian is invited to a meal, he or she may take something along for the hosts (e.g. some fruit or chocolates or a bottle of juice or wine). However you should not feel expected to do this. Everyone knows that a student's financial position does not allow for this.

If you are unable to eat certain foods, tell your host beforehand. While it is important to respect other people's beliefs, you do not have to surrender your own traditional values. Your hosts will want to serve food which you enjoy.

On most western culture dining tables, knives, forks and spoons are used to eat with. If the meal is formal there may be several courses and there will be a number of knives, forks and spoons laid out. If you are unsure about which piece of cutlery to use, ask the person next to you, or watch what everyone else does and copy them. At barbecues or picnics Australians often don't bother with cutlery but just use their fingers and paper serviettes.

If you are eating in someone's home, it is considered polite to offer to help with the dishes afterwards. They may well thank you and decline your offer (especially if they have a dishwasher), but it is polite to offer anyway.

Most students have tight budgets, so an invitation to join friends for a meal in a restaurant may mean that they would like you to join them but you will be expected to pay for your own meal. If in doubt, just ask. Similarly, if you are invited to a barbecue you may be asked to bring your own meat and drinks. This may be expressed to you on an invitation as BYO (bring your own) meat and drinks. Again, if in doubt, just ask "What would you like me to bring?"

At a typical Australian student barbecue people will bring chops, sausages or hamburger patties. If you don't like/can't eat these foods it's quite OK to bring fish wrapped in foil or vegetable patties or kebabs, which can be cooked successfully on a barbecue.

You may also be invited to a function and asked to "bring a plate". This is an Australian expression which means you are being asked to bring a contribution of food for the meal. Many newcomers to Australia have been caught out by bringing an empty plate, assuming that it was needed to eat from. If you are good at making a favorite dish from your own country, ask your host/hostess if it would be appropriate for you to bring this. Usually such a dish will be greatly appreciated.

Saying “Thank You”

Saying thank you with a smile on your face is a common practice in Australia to thank people for the smallest deeds. When you buy something and receive some change, thank the shop assistant. Thank the bus driver when you disembark/get down from a bus. Thank someone who holds the door open for you or who answers a query. Australians say thank you more often than other western countries.

You may find that most people serving you in shops, banks, at IIBIT and other Institutions are very friendly and polite, please do not take this friendliness as anything more than the requirements of that person’s job. It is not an invitation for you to take any liberties or to make a statement that may be seen as offensive.

Body Language and Personal Space

People belonging to different cultures have different ways of using their hands, eyes, arms and even standing that has different meaning within that culture. A gesture may mean one thing within one culture but something entirely different within another e.g. when an Australian is talking to someone, he/she will usually look that person in the eye which shows that we are sincere and are giving the other person our full attention. In some cultures this would be considered impolite. Handing someone something with the left hand is an insult in some countries. In Australia, we use either hand to pass things.

When talking, Australians don't stand very close to each other nor do they touch each other as much as people from some other cultures do. If you are staying with an Australian family, do not enter the bedrooms of family members unless invited to do so. These are regarded as personal spaces.

Bribery

Bribery is NOT tolerated in Australia and you should never attempt to gain preferential treatment by bribery. There are laws against bribery and they are enforced both against the person offering AND the person receiving the bribe.

Relationships

Young people in Australia are sometimes portrayed as being sexually promiscuous. Do not assume that this is the case. It is quite normal in Western cultures for relationships to develop slowly and for any intimate body contact to take place only when it is desired by both of the people involved. Any person has the right to say “NO” at any stage.

Sometimes people misunderstand each other in social relationships. Someone that you go out with may think that you are willing to have sex because you let them kiss you or are willing to have them visit you alone in your room. In Australia, if you do not want to have sexual intercourse with someone, you always have the right to say NO. Although this can sometimes be difficult and people can sometimes persist when they should not, your rights remain constant. To protect people from rape or sexual activity without consent, there are severe legal penalties for those who commit such crimes.

SECTION 4: STUDYING AT IIBIT

COURSES ON OFFER

Course Code	Courses	Duration in weeks	Fees AUD
-	General English	10 to 40 Weeks	\$320 per week
-	English for Academic Purpose	4 to 20 weeks	\$320 per week
BSB51915	Diploma of Leadership and Management	52	\$8,400
BSB61015	Advanced Diploma of Leadership and Management	78	12,600
BSB61315	Advanced Diploma of Marketing & Communication	104	14,700
FNS40217	Certificate IV in Accounting and Bookkeeping	52	8,400
FNS50217	Diploma of Accounting	52	8,400
FNS60217	Advanced Diploma of Accounting	46	8,400
ICT50715	Diploma of Software Development	78	12,600
ICT60515	Advanced Diploma of Computer Systems Technology	104	16,800

ACADEMIC CULTURE AT IIBIT

The main objective of IIBIT is that each student graduating from IIBIT is:

- proficient in the skills required for their entry into their chosen career
- mindful of best business practices;
- aware of their part in the functioning of their employer's business;
- experienced in the social skills; and
- Aware of work habits essential for personal and professional success.

IIBIT aims to provide an excellent start to a career by bridging the gap between traditional institutionalised learning practices and the performance-oriented expectations of business.

Even though your English language skills may be sufficient to get you into a VET sector course in Australia, it can become difficult to cope with the academic tasks for international students for whom English is a second language. The reasons for this are that the types of assessment tasks and the academic culture of IIBIT are usually different from those experienced in your home country.

The style of teaching and studying at IIBIT may be quite different from that in your home country and it may take you a little while to adapt. In Australian VET sector institutes and Universities, the lecturer/trainer only gives direction to the students and at least 90% of the effort required to pass a course must come from the student's personal efforts. So do not expect to be spoon-fed. It is important to note at this stage that students should expect to spend on average 40 hours a week doing their own study and research in order to have the best chance of passing their course. It is our experience that students who do well at their studies often spend much more time than this.

Different cultures have varying approaches towards education and it is possible that you may find some common Australian practices quite surprising or different e.g. the custom of addressing teachers by

their first names. As Australian students are generally encouraged to participate in class discussions and to question their teachers, you may experience some quite lively debates in tutorials.

If the Australian way of education seems difficult to you at first, try not to worry too much. It is natural to take some time to settle into your studies. If you are having difficulties please don't keep it to yourself. Make an appointment to meet with your trainer if you are having problems with your studies particularly if you are not sure what is required of you. You can contact them by email as well.

The IIBIT has elected to implement the Department of Education (DE) – Department of Immigration and Border Protection (DIBP) course progress monitoring policy and procedure for all of its CRICOS registered VET courses. Please be aware that all IIBIT students are required to maintain fulltime enrolment in their chosen course. For more information visit:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period, the student will be contacted by IIBIT to notify the student of our intention to report to the relevant government department for unsatisfactory progress.

CAMPUS FACILITIES

Sydney:

IIBIT occupies 4 levels of multistoried building located at 841 George Street, Sydney 2000. Access to Ground floor and level 2, 3 and 4 is through lifts from the street level Ground Floor.

Adelaide:

IIBIT occupies 2 levels of multistoried building located at 127 Rundle Mall, Adelaide SA 5000. Access to level 2 and 6 is through lifts from K-Mart building ground floor.

Opening Hours

During the term, IIBIT operates over an extended period each day, from 8.30 am to 9.00 pm (Monday to Friday). During the term break IIBIT will operate for general administration and enquiries from 9.00 am to 5.00 pm (Monday to Friday).

Class Rooms

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

Students are required to remove all litter including work papers etc. at the end of each class or upon leaving an area. All litter is to be discarded appropriately.

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 Campus Manager and are to be returned after use.

Library

The IIBIT Library is located in Room 308, Level 3, 841 George Street, Sydney NSW 2000 and Room 624, Level 6, 127 Rundle Mall, Adelaide SA 5000 and is open from 9:00am to 9:00pm from Monday to Friday. It is equipped with resource and reference books, journals, newspapers, computer workstations with internet access and free Wi-Fi books that are relevant to your course. Students need to present a valid IIBIT student ID card in order to access Library facilities and the students have access to photocopying, printing and email services.

Computer Laboratory

IIBIT is equipped with the latest technology including high performance personal computers (PCs) with Internet. Computing laboratories ('labs') contain workstations running the wide range of software packages used in the teaching programs available for students. Workstations are equipped with a high-

speed internet connection which is monitored and filtered to provide a secure study environment. All computer labs are networked for printing and use the Monitor system for secure document release and to debit the cost of printing. Students use their ID card and user account to print and photocopy. Color printers and autoloaders to recharge print cards are available on all floors of the campus and the Library.

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. Students may use the computer labs outside these hours. However, if a student is asked to leave the labs by a trainer they must do so immediately.

No food or drink is permitted in the lab at any time and students who breach this rule will have their privileges to use the lab may be suspended. Any student gaining access to a computer system or part of a computer system without lawful authority to do so will also have their privileges to use the lab suspended. The Campus Manager will determine the length of the suspension.

Students are provided with a computer account and a home directory that is regularly backed up. Lecture halls are equipped with a projector and workstation configured with the standard computer lab software.

Wireless access is available to all current students and can be accessed via any Wi-Fi-enabled laptop or mobile device that supports WPA2 wireless security.

Learning Support for Students with Learning Difficulties

The IIBIT undertakes to offer learning support to students who are experiencing difficulties with their course of study.

The Campus Manager/Course Coordinator at the IIBIT is responsible for ensuring that qualified staff members are available to offer learning support and dissemination of appropriate information to students concerning the availability of learning support.

Information concerning learning support should be disseminated as follows:

- All students are to be provided with a copy of the Student Handbook which advises the students that learning support is available
- The Course Coordinator of the IIBIT monitors the need for learning support and recruit qualified staff or provide staff with appropriate training if and as required.
- IIBIT has its own department of English for students who need any kind of learning support.

Student Welfare Service

The student welfare service offers a range of services that help to support you during your time here in order to ensure successful completion of your studies. These services include but not limited to temporary accommodation arrangement and airport pickup, student counselling, enrolment and transcript issue, visa extension support, graduation application etc.

Appointments can be made with Student Services staff 841 Ground floor, Sydney NSW 2000 and Level 2, 127 Rundle Mall, Adelaide SA 5000 to meet a counsellor. IIBIT counselling service is free, confidential and voluntary.

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).

Level 9, 55 Currie Street, Adelaide SA 5000

Business hours:

Monday to Friday 9am -5pm (Contact number: 08-82268699).

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.

Purchase of Books

The Library at IIBIT only stocks a limited number of the prescribed books for each unit that you will be taking. Under normal circumstances every student studies four units per term. If your unit has a prescribed book or even several prescribed books, you are required to buy these books as soon as possible. It will definitely help you get ahead quicker.

Telephones

Students may use the public telephones located outside the IIBIT building on George Street. No student is permitted to use IIBIT telephones for either incoming or outgoing calls. Institute staff may accept only urgent messages for students.

Mobile phones for students are permitted on the campus but their operation must not adversely impact other students. In particular students must turn off all mobile phones and pagers when in class.

Student Common Room

IIBIT has a student common room on Level 3, 841 George Street, Sydney NSW 2000 and Level 6, 127 Rundle Mall, Adelaide SA 5000 for student use.

IIBIT provides a student common room with basic amenities, such as a microwave, vending machine, fridge, boiling water, pure drinking water, Foxtel satellite television and table tennis.

The common room is the only place at IIBIT where food and drink/s are permitted. Under no circumstances food or drink/s are permitted outside the common room. Smoking is prohibited throughout the building including all foyers, toilets and lifts.

Remember it is your common room. Keep it clean!

First Aid

First Aid Kits and supplies are kept on the premises. The First Aid Officer responds immediately to requests for first aid assistance.

First Aid Officers can be contacted at:

Names of First Aid Officers	Level	Contact No	Location
Jyotsna	Ground Floor	02-9269 6918	Sydney
Rajanikanth	Ground Floor	02-9269 6914	Sydney
Ofelia Onglao	Level 6	08-8203 9011	Adelaide
Sharan Thrishul	Level 6	08-8203 9011	Adelaide

Prayer Room

A specially designated prayer room is available for students on Level 3, Room 309, 841 George Street, Sydney NSW 2000 and Level 6, Room 623, 127 Rundle Mall, Adelaide SA 5000.

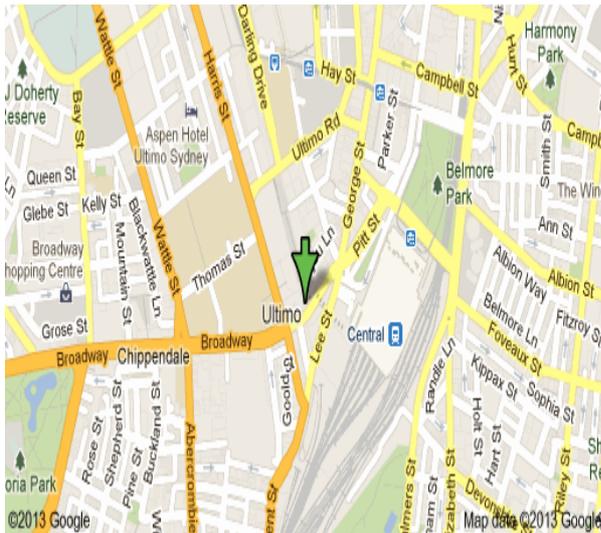
Holidays

All students who enroll at IIBIT are advised and encouraged to arrange their holidays during the college term or semester breaks, which are listed in the academic calendar.

IIBIT will not grant any holiday and/or leave during the compulsory academic terms. Leave from studies based on compassionate and compelling circumstances may be considered subject to approval by the Course Coordinator or Campus Manager.

Campus Map Sydney

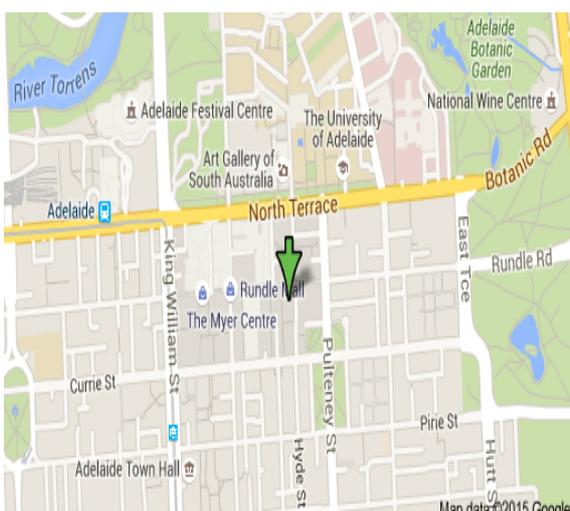
841 George Street, Sydney



136 Level 4, Chalmers Street, Surry Hills



127 Rundle Mall, Adelaide



STUDENT SERVICES

IIBIT student support aims to help international students to develop successful strategies for coping with the challenges of living and studying in an unfamiliar culture and to make the experience of being an international student at IIBIT.

Airport Reception and Airport Pick Up

New students arriving from overseas are met at Sydney International Airport by IIBIT staff or senior students and are transferred by car or bus to their prearranged accommodation. Students are then assisted with basic needs such as changing money, telephoning home, buying food and any other items. Students are required to make a request for airport pick-up at least four weeks in advance (conditions and charges apply). In order to do this, contact our friendly admissions staff via email for details at: admissions@iibit.edu.au

Accommodation and Settling In Support

Our dedicated student support staff can help organise accommodation for students in advance of their arrival. Every effort is made to enable students to acquire the accommodation best suited to their needs. IIBIT staff will assist students to settle quickly and successfully into their accommodation and to familiarise themselves with local shopping, opening bank account, getting to know the city, its services, its surrounds and the local transportation system. Students are required to make a request for accommodation at least 6 weeks in advance for home stay. If the advice is required on other types of accommodation, contact our admissions staff via email for details at: admissions@iibit.edu.au

Course Advice and Enrolment Assistance

All IIBIT students in Australia must formally enroll by submitting a completed enrolment form. Enrolment for IIBIT courses is conducted in the week prior to the commencement of classes each semester. Each student is sent details of IIBIT enrolment advising of the date, time and venue for enrolment. During enrolment students are given course advice to ensure they are enrolled in both the correct course and units of study. Assistance is given throughout the process to ensure each student is successfully enrolled. For new students enrolment is an opportunity to meet academic and administrative staff and managers at IIBIT and to have any queries or concerns resolved.

IIBIT Student Services will also provide advice and support via website, telephone or email. For further information and contact details for IIBIT Students Services staff please email them at: admissions@iibit.edu.au

Orientation Program

An Orientation program is conducted before classes begin and is compulsory for all newly arriving overseas students. At IIBIT orientation is conducted by experienced staff from IIBIT. The program includes information about IIBIT student support services, facilities, healthcare, obtaining legal advice; what to do in an emergency and contact details of the IIBIT staff that can assist. In addition information is provided about the rights and responsibilities of IIBIT students, including information about complaints, appeals and the legal requirements regarding study and residence in Australia.

Orientation also includes guidelines about how to study successfully at IIBIT and an introduction to Australian culture, society and life. In addition to the formal processes described above, students at orientation have their first opportunity to meet their fellow students and staff over some typically Australian refreshments.

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

THE FIRST FEW DAYS....

Enrolment

During the Enrolment and Orientation Week you will be formally enrolled as a student. The Enrolment and Orientation always occur in the week prior to the first week of teaching. The first day of enrolment (always Monday) is for new students ONLY and it is important for you to endeavor to arrive on the first day (before 1.00 PM). Students who enroll on day 2 to day 5 of Enrolment Week will be doing so with the senior students who are returning for the second and subsequent terms. Please remember that all students are required to enroll every term.

All students at IIBIT will meet administration staff and trainers during enrolments. They will help you choose the subjects you will be studying for that particular term and will also assist in obtaining/renewing student ID card and OSHC.

Please remember to always quote your Student Identification Number in all correspondence with IIBIT. It makes identification easier and reduces the risk of confusion between you and a student with a similar name.

Orientation

The Orientation normally takes place on Friday of the enrolment week. The orientation schedule will be provided to you during your enrolment and attendance is compulsory. This orientation program is designed to assist new students to become familiar with IIBIT and is an essential part of your introduction to IIBIT.

During the Orientation you will meet staff and other students. Please be sure to take full advantage of this program and there will be plenty of opportunities for you to ask questions and to meet other students and the staff at IIBIT.

Informing IIBIT of your contact details

You **MUST** notify IIBIT of any change to their contact details within 7 days. This is a DIBP requirement. When either Immigration or IIBIT issue you a letter that must be addressed within a certain number of days, if you have not provided the correct address you would not be able to reply and your visa may be cancelled by Immigration.

New students are required to provide their Australian address on the day of enrolment. If you do not know your address yet, ensure that you inform the administration department as soon as you can.

Note: The information that you provide may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund pursuant to obligations under the ESOS Act 2000 and the National Code 2018.

IIBIT is obliged to provide personal information provided by students to commonwealth and state agencies and the fund manager of the ESOS assurance fund under ESOS Act 2000 and the National Code 2018. IIBIT is obliged under Section 19 of the ESOS Act 2000 to inform these departments of:

- any changes in the student enrolment within 14 days
- any breach by the student of his student visa condition relating to attendance or satisfactory academic performance
- all contact details received from the student
- The name, course start date, course end date and expected duration of the course for each person who becomes an accepted student.
- prescribed information about a student who does not begin the course as scheduled
- any termination of studies by a student
- any change in course or the duration of any course
- when a student is in an emergency situation
- if and when state and commonwealth agencies request

STUDENT CODE OF CONDUCT

Gambling

Gambling with money is not permitted within IIBIT premises. Any student found gambling on the premises would be expelled immediately.

Chewing Gum

Chewing gum is prohibited.

Food and Drinks

Under no circumstances food or drinks are allowed in any area of IIBIT other than the designated students' common room. Students found with food or drink in the computer labs, lecture rooms or tutorial rooms may have their access to IIBIT facilities suspended.

Smoking

Smoking is prohibited throughout the building including all foyers, toilets and lifts.

Personal Behavior

Health laws prohibit spitting in buildings and public places. Spitting is absolutely forbidden on the campus. Students found spitting in IIBIT premises will be expelled.

Personal Hygiene

Students must ensure to maintain personal hygiene at all times to ensure a healthy and safe environment. Students must also make an effort to keep hand basins and toilets clean and to turn taps off after use. Consideration must be shown to others when using the toilets, kitchen and common room.

Workplace Health and Safety

The IIBIT has an active policy on workplace health and safety management, which is available from the Campus Manager on request.

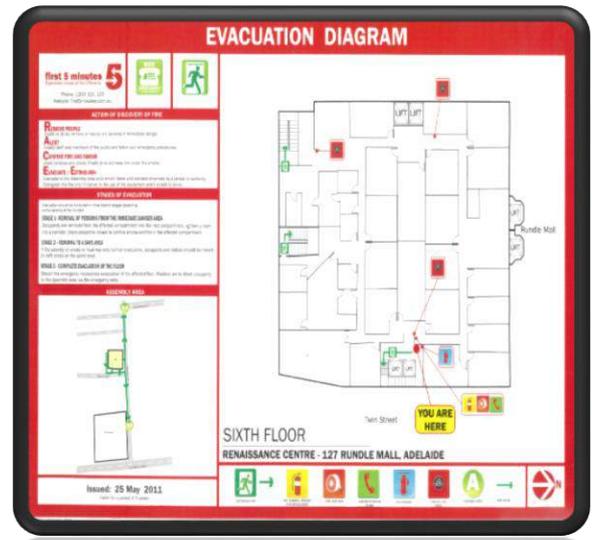
Evacuation in Case of Fire

From time to time occasions may arise when the IIBIT needs to be evacuated. On such an occasion the following steps must be followed:

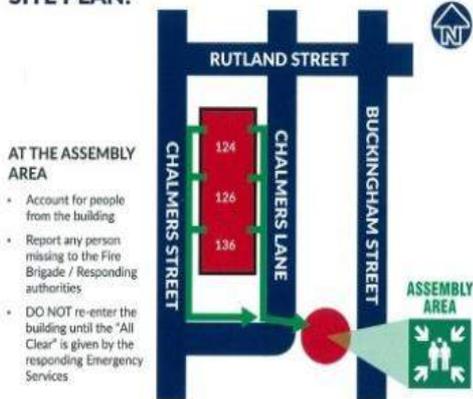
1. IIBIT designated wardens will take charge of each floor in the event of emergency.
2. Floor wardens will be wearing a yellow hat to direct staff and students in each floor.
3. Students and staff must use designated fire/emergency exit stairs only – do not use the lift or main circulation stairwell.
4. Proceed to the designated assembly area as shown in the diagram (Lees Street (A2) and Bijou Lane (A1) opposite to Quay Street). ***
5. Follow evacuation instructions, keep clear of building entrances.
6. Follow the direction of floor wardens and do not re-enter until directed.

The designated assembly areas will be displayed at IIBIT.
Sydney Assembly Areas***

Adelaide Assembly Area***



SITE PLAN:



Safety Staff Members List:

Position:	Staff Member	Telephone	Location
Chief Warden	Rahul Konda	02 9269 6969	Sydney
Deputy Chief Warden 1	Jolly Joseph Bulan	02 9269 6931	Sydney
Ground Floor Warden	Rajanikanth	02 9269 6914	Sydney
Ground Floor Warden	Shaily Bondali	02 9269 6929	Sydney
Level 2 – Floor Warden	Con Hasapis	02 9269 6925	Sydney
Level 3 - Floor Warden	Ramila Mishra	02 9269 6941	Sydney
Level 4 – Floor Warden	Cinthia Godly	02 9269 6943	Sydney

Level 6 Chief Warden	Ofelia	08 8203 9011	Adelaide
Level 6 – Floor Warden	Sharan Thrishul	08 8203 9011	Adelaide

Copyright Issues for Photocopying

There are restrictions on photocopying of articles or textbooks for academic purposes. These restrictions are detailed in Appendix A. It is the responsibility of the students to follow these rules and regulations.

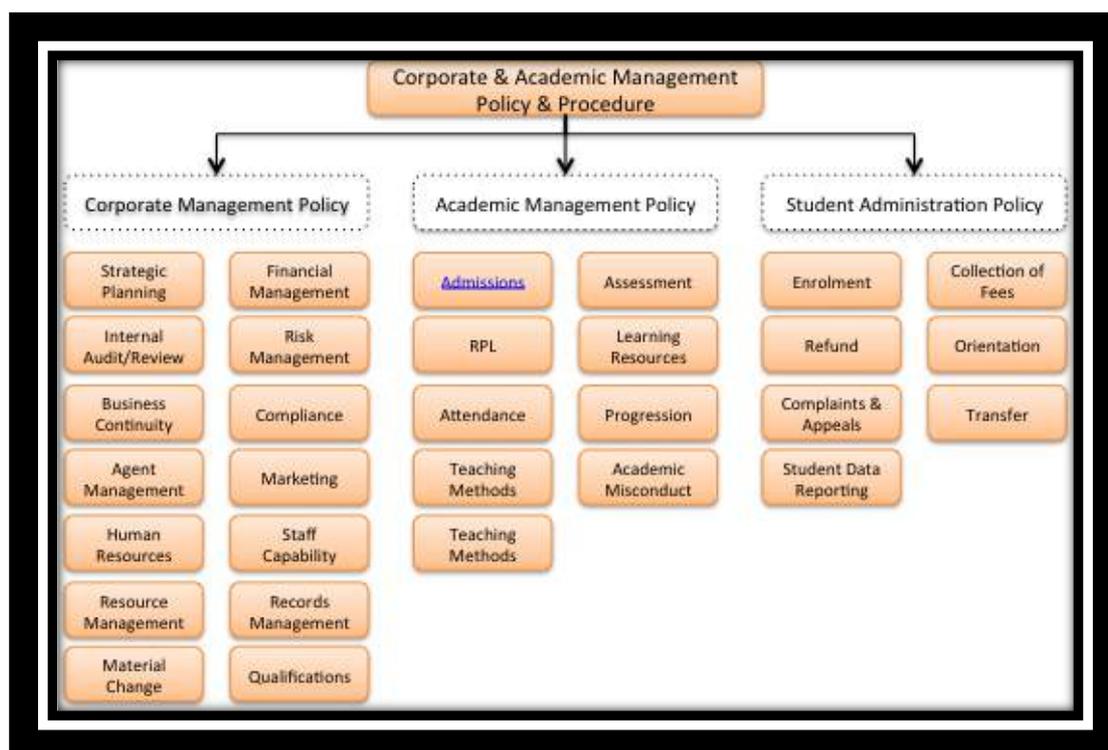
IIBIT POLICY AND PROCEDURES

IIBIT operates in accordance with the corporate and academic governance arrangements mandated by the Australian Government via the *National Vocational Education and Training Regulator Act 2011*, the *Education Services for Overseas Students Act 2000* and associated standards.

Both Acts are designed to ensure that you receive a high quality education in a support academic environment whilst studying in Australia.

At IIBIT we break down all of the rules and regulation which govern our operation into three areas:

- Corporate Management;
- Academic Management; and
- Student Administration.



Below we have provided an overview of some of the most important policies which may impact on your study at IIBIT. If you would like further details on any of the above policies they can be located on our website <https://www.iibit.edu.au/policies-guidelines/>. If you need help understanding any aspect of these documents, your responsibilities or the responsibilities of IIBIT please talk to you Course Coordinator or student support staff.

Assessment

A range of assessment methods and strategies are used to enable you to demonstrate competence against the unit within the relevant training package. You will be measured against set criteria and not against other students. Assessment may also take place in group activities e.g., in pairs.

IIBIT will ensure that assessment is

Flexible - appropriate to a range of delivery modes, sites and learner needs,

Valid - assesses what they claim to assess,

Reliable - consistent from learner to learner and context to context and

Fair – does not disadvantage any individuals or groups of learners. The assessment method used by the lecturer is appropriate to the learner's style and needs, the topic or field of study and the performance criteria.

Your trainer will provide you with information on the assessment particular to your study by the end of week one of term. Student assessment is usually determined from a combination of methods which usually involve but are not restricted to:

- Observation
- Practical demonstration
- Class participation;
- Practical exercise;
- Project work
- Oral presentations
- Written tasks
- Group discussions
- Computer based assessment
- Debates/Discussions
- Case studies
- Quizzes/short answers
- Role – play
- Student portfolio (including hand-outs, research notes and readings).

For further information please contact Course Coordinator Ms. Sirazum Munira Syeda.

Hints on preparing for Assessment

Time Management

Time management is often the biggest problem for students in their first year. You need to learn how to plan your time so that you can meet all of your commitments, especially academic and social. Academic staffs are usually impressed with the amount of time overseas students spend studying. The important thing however is the content of what you learn rather than the number of hours you spend learning it. Spending extra time memorising training notes is not nearly as important as ensuring that you understand them. Some students find it difficult to manage their time especially the multiple and variable demands made by the conflicting unit requirements of their chosen course. The most difficult achievement for first year students is to manage these multiple conflicting demands on your study time with little or no guidance from trainers, who have usually had clear directions from secondary school teachers on when and how to do what.

Written Assignments

It is important for you to quickly master the basic format for writing essays and the style of presentation including footnoting and referencing. If you are not used to this type of essay writing or the special terminology used in written assessments and essay questions (e.g., compare/contrast, discuss, critically analyse), refer to learning and study resources in the library or online.

Oral presentation

You may be required to give a talk on a subject you are studying. The trainer will inform you of what is required. It is a good idea to prepare your talk in draft form and check with the trainer that what you

have prepared is appropriate sometime beforehand that way you'll have time to make changes if you need to.

Some subjects will require you to be part of a group oral presentation. In this case it's critical that you start preparing early and that each person knows exactly what he/she is presenting. Allow time for several planning sessions and a final run through together before the final presentation. If the ideas of giving a class talk sounds terrifying then console yourself that everyone else probably feels the same way you do.

Reasonable adjustment

Assisting students to achieve quality educational outcomes relies on IIBIT considering and supporting individual student's needs. Within assessment, this may include making reasonable adjustment to assessments or assessment conditions for a student with specific needs. Reasonable adjustment may include administrative, environmental or procedural alterations.

Applying reasonable adjustment provides a student with specific needs the opportunity to study effectively and on the same basis as everyone else.

To be reasonable, adjustments must be appropriate for the student, must be allowable within the training package or accredited course guidelines, and must maintain the integrity of the assessment outcome.

Reasonable adjustment may be allowed in cases such as, but not limited to:

- a temporary or permanent illness, injury or medical condition;
- an acquired or congenital condition or disability;
- a specific learning disability (such as dyslexia);
- religious, cultural, literacy or linguistic needs;
- compassionate grounds; and
- Community service (such as emergency or jury service).

Reasonable adjustment in an assessment may include, but is not limited to:

- an extension of time to complete an out of class assessment;
- additional time to complete an in-class assessment;
- rest or time breaks during the assessment;
- substitute assessment activities;
- a scribe (writer);
- an interpreter for a student who is deaf or has a hearing impairment;
- support of a personal assistant;
- an alternative venue for a student with physical disability or mobility restriction;
- access to an annotated bi-lingual dictionary;
- adaptive technology equipment; or
- Enlarged text, or a change from written to verbal assessment for a student with literacy needs, including questions on audio CD or digital file.

Students seeking reasonable adjustment must discuss their requirements with their assessor at least one week before the scheduled assessment event. The assessor must consult with their Course Coordinator before making any adjustments. The Course Coordinator may request documentary evidence of the grounds for reasonable adjustment if this has not been provided previously.

Plagiarism

Plagiarism is when material from textbooks, journals, or the essays of previous students is presented in an assignment or essay without proper acknowledgment being made of the original author so that it looks like as though the ideas or words are yours. It is regarded as a form of cheating. It is a serious academic offence and will incur a penalty such as failure of the unit in which it occurred. Repeat offenders may be expelled from IIBIT.

As most knowledge is based on the work of past researchers much of the information you present in an assignment or essay will have come from research done by others. You will be shown the approved method of referencing which enables you to show who the original author was.

For detailed information on avoiding plagiarism see your teacher. Another very good reference source is plagiarism.org (<https://www.plagiarism.org/understanding-plagiarism>)

For further information please go to contact Course Coordinator Ms. Sirazum Munira Syeda.

Requirements for achieving satisfactory academic progress and attendance

Academic course progress for Vocational courses (VET)

The IIBIT has elected to implement the Department of Education (DE) – Department of Immigration and Border Protection (DIBP) course progress monitoring policy and procedure for all of its CRICOS registered VET courses.

Students are required to maintain a satisfactory academic course progress. To maintain your progress you are required to pass at least 50% of your scheduled course in any study period.

If a student fails to maintain satisfactory academic progress in a study period, IIBIT's Intervention strategy will be initiated (refer to academic progress policy and procedure). The student will be notified of the risk of not maintaining satisfactory academic progress and if the student's risk continues IIBIT will issue an intention to notify the relevant government department for unsatisfactory academic progress if there is no improvement.

If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period, the student will be contacted by IIBIT to notify the student of our intention to report to the relevant government department for unsatisfactory progress.

Additionally all students must pass all unit pertaining to their qualification in order to be awarded that qualification.

Students may be eligible to be reassessed and a re-assessment fee will apply in such cases. Please speak to your student services or the course coordinator for more information.

Attendance

- Attendance for each scheduled lecture and tutorial is recorded and monitored for academic progress purpose.
- IIBIT expects all students to attend 100% of the scheduled lectures in any study period.
- Attendance will not be monitored for the purposes of your visa as IIBIT has elected to implement the Department of Education-DIPB approved course progress policy and procedures at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Note: you must refer to the complete policy for more information at the IIBIT website: <https://www.iibit.edu.au/policies-guidelines/>

Intervention strategy policy

IIBIT is committed to deliver high quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support.

Standard 8 of the National Code of Practice of Registration Authorities and Providers of Education Training to Overseas Students (National Code 2018) requires providers to "systematically monitor student's course progress" and be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.

In order to ensure you make good progress with your course, IIBIT will monitor your attendance in each unit of competency in which you are enrolled. Progress will be assessed at the end of every study period.

If you are at risk of not making satisfactory course progress the Course coordinator will establish a support program which may include one or more of the following:

- Attending academic skills programs
- Attending tutorial or study groups
- Receiving individual case management

- Attending English language support classes
- Attending counselling
- Receiving assistance with personal issues which are influencing progress
- Receiving mentoring
- Being placed in a suitable alternative subject within a course or a suitable alternative course
- A combination of the above.
- A record of the intervention measures implemented will be kept in the student's file and a copy will be supplied to the student.

For further information please contact Course Coordinator Ms. Sirazum Munira Syeda, room number 401E.

Stages of intervention for course progress:

Stage	Description	Action required	
		IIBIT Action	Student Action
Identifying at risk students		Results recorded after each assessment.	
At risk {pre-intervention stage}	Informal discussion	Students are given an information verbal warning that they are at risk	Students should see trainer or coordinator
Intervention	Student does not meet at least 50% of the course requirements.	Letter to activate Intervention Strategy sent by IIBIT The letter requests student to attend an Intervention Meeting. Students will be provided with an intervention process that will detail a support program. A copy of signed form will be given to students.	See student services to arrange an intervention meeting
Intention to Report stage	Student who do not meet at least 50% of the course requirements in two consecutive study period, are issued with an intention to report letter and given 20 working days to appeal	Intention to report letter issued by IIBIT. 20 working days for students to lodge an appeal.	See student services to lodge an appeal. If appeal is not lodged appeals process continues to reporting stage

Appeals stage	Internal and external appeals process	Internal and external appeals process	See- complaints and appeals policy
Reporting stage	Students who fail to lodge an appeal or whose appeal is unsuccessful are report to the relevant government department via PRISMS	IIBIT cancels students COE for poor academic course progress	
Post reporting	Student is sent a copy of the prisms non-compliance letter and a copy is kept on the students file	IIBIT sends students a copy of the non-compliance notice (NCN)	Student will be contacted by the Department of Immigration and Border Protection (DIBP).

Completion of course within the expected duration of COE

The ESOS Act and National Code 2018 require students to complete studies within the duration specified in the student's Confirmation of Enrolment (CoE) unless certain circumstances apply.

If you do not complete your studies within the expected duration of the course, IIBIT can only issue you another CoE if:

- the Course Coordinator agrees that there are compassionate or compelling circumstances
- the Course Coordinator has previously agreed to a reduced study load as part of IIBIT's Academic Intervention Strategy or
- you did not complete as the result of an approved deferment or suspension of study.

For further information please go to contact Course Coordinator Ms. Sirazum Munira Syeda.

Sick Leave

If you are sick you **MUST** provide medical certificates from a registered medical practitioner. If you are sick for an extended period of time you must notify IIBIT immediately. You must keep the original certificate to provide to DIBP when required. IIBIT maintains copies of the certificates.

Leave Application Procedure

You must see Student Services on Ground Floor before applying for leave from studies. To apply you will need to complete an application form and attach copies of all supporting documentation and lodge it with Student Services. Leave is approved only on compassionate and compelling circumstances. IIBIT will notify DIBP via PRISMS. IIBIT will include reasons for the leave and duration of the approved leave to DIBP.

Please allow two to three working days for processing of the leave application and obtaining approval from the Campus Manager.

You should always check with student services to find out if the application was successful before taking leave. Please remember that regardless if leave is approved/not approved, you will be marked absent for any leave taken.

Application to transfer between Registered Providers (Release Letter)

If you wish to transfer to another registered provider within 6 months of your respective course, you need apply for a release letter by completing a Document Request Form. This must be approved by the Campus Manager or authorised person of IIBIT.

For further information please contact Student Services

Ms. Shaily Bondali	Ground floor, 841 George Street, Sydney NSW 2000
Mr. Sharan Thrishul	Level 6, 127 Rundle Mall, Adelaide SA 5000

Policy

1. Principles

- 1.1 Students are restricted from transferring to another education provider if they have not yet completed 6 calendar months of study in their principal program at IIBIT unless:
- IIBIT has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - IIBIT has provided a written letter of release;
 - IIBIT has had a sanction imposed on its registration by the Australian or New South Wales Governments or that prevents the student from continuing his or her principal course of study.
- 1.2 Students who wish to transfer before they have completed 6 calendar months of study in their principal program for reasons other than listed under 6.1.1 must apply to Student Services for a Release Letter.
- 1.2.1 A request for a Letter of Release may be granted if a student:
- Provides a letter from another registered provider confirming that a valid enrolment offer has been made; and presents a compassionate or compelling case.
- 1.2.2 A request for a Letter of Release may be refused if:
- IIBIT Student Services believes that granting a transfer will jeopardies a student's progress through a packaged course; or
 - The request is made within the first four weeks of the principal course commencing; or
 - IIBIT believes that the student is trying to avoid being reported to DIBP for failure to meet the IIBIT's attendance or academic progress requirements.
- 1.3 Should a request for release be refused the student is able to appeal the decision through IIBIT's appeal processes outlined in the Complaint and Appeal Policy and Procedure on IIBIT website: <http://www.iibit.edu.au/index.php/vocational-courses/iibit-pp>.
- 1.4 Students who wish to transfer after have completed 6 calendar months of study in their principal program can do so freely.
- 1.5 IIBIT does not enroll students who have not yet completed 6 calendar months of study in their principal program at another registered provider except where;
- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - The original registered provider has provided a written letter of release;
 - The original registered provider has had sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or

2. Procedure

2.1 Background information

- 2.1.1 Standard 7 of the National Code 2018 stipulates that, registered providers must not knowingly enrol a student wishing to transfer from another registered provider's program prior to the student completing six calendar months of his or her principal program of study, except in limited circumstances as outlined in this procedure.
- 2.1.2 IIBIT is entitled to determine the circumstances in which it will provide or refuse to provide a release letter. Where a student requests a transfer within six months of commencement of their principal program IIBIT or will assess the request for transfer against this procedure.
- 2.1.3 Students must co-operate with IIBIT staff or its nominated officers and attend any interviews or other appointments scheduled for them including in respect of support services provided by IIBIT.
- 2.1.4 Applying to Transfer between Registered Providers does not preclude students from the requirement to enroll on time. Non-enrolment will not automatically result in a Transfer between Registered Providers being approved or deemed actioned as de facto event;
- 2.1.5 No release letter is required where:

- a. the student has completed at least 6 calendar months study in his or her principal program of study.
- b. the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests.
- c. IIBIT has ceased to be registered or the program in which the student is enrolled has ceased to be registered.
- d. IIBIT has a sanction imposed on it that prevents the student from continuing his or her principal program.

2.1.6 To apply to transfer to another registered provider within the first 6 months of the principal program, the student must demonstrate that the transfer would be in their best interest. This would include compassionate or compelling circumstances that cannot be resolved by IIBIT Support Services.

2.1.7 No transfer will be granted where:

- a. The student has not completed the first six months of the principal program in which he or she is enrolled and has not accessed the full range of support services available at IIBIT; or
- b. the new program would be detrimental to the student's future study (including unsuited to student's academic abilities), wellbeing and / or career objectives; or
- c. the transfer may jeopardies the student's progression through a package of programs; or
- d. IIBIT forms the view that the student is trying to avoid being reported to the Department of Immigration and Border Protection (DIBP) for failure to meet the attendance or academic progress requirements of their enrolled program; or
- f. the student is applying to transfer to a program with a lower level qualification (e.g. Diploma to Certificate) without consultation with his or her course coordinator and Student Services staff; or
- g. the student has outstanding debts for IIBIT current semester or any previous semesters; or
- h. the documents provided by the student do not, in IIBIT's view, provide adequate grounds to justify the transfer.

2.1.8 IIBIT reserves the right to take into consideration other circumstances which may not have been specified in paragraph

2.2 Transfer between Registered Providers within the First 6 Months for IIBIT Students

2.2.1 Students wishing to obtain a Transfer between Registered Providers must complete, sign, date and lodge the Application for Transfer between Registered Providers Form at the IIBIT Student Services Counter.

2.2.2 The following documents (where applicable) must be attached to the Application for Transfer between Registered Providers Form as part of the application:

- a. a letter detailing the reasons for the request to transfer to another provider and how the student will benefit from the transfer; and
- b. a copy of the offer letter from the proposed new provider, confirming that a valid enrolment offer has been made unconditionally at that Institution; and
- c. a copy of the documentary evidence referred to in the letter of application. Where a student's request is based on medical grounds, documentary evidence from an appropriately qualified medical practitioner, psychologist or counsellor must be provided. Failure to present evidence may adversely affect the outcome of the Transfer between Registered Providers Application; and
- d. written approval for the change from the scholarship body if a sponsor is paying the tuition fees.

2.2.3 Upon receipt of the Application for Transfer between Registered Providers

- Form, IIBIT or the nominated officer will:
- a. consider the application and documentation attached and forward a copy of the Application for Transfer between Registered Providers to the relevant Student Counsellor for assessment; and
 - b. respond to the applicant within an official response within 10 working days of the Application for Transfer between Registered Providers being received.

2.2.4 If deemed appropriate, the Student Counsellor will / should:

- a. interview the student to determine:
 - i. the circumstances surrounding the release application; and
 - ii. how the student may benefit from a transfer to another education provider; and
 - iii. Whether the transfer would be detrimental to the student in his or her future studies, wellbeing and / or career objectives.
- b. consider the options available to the student to achieve his or her learning goals, including any support services offered by IIBIT that can assist the student to adjust to study and life in Australia.
- c. consider any supporting documentation provided by the student.
- d. where it is in the student's interests, refer the student to appropriate IIBIT support services for;
 - i. academic skill support;
 - ii. additional English support;
 - iii. additional tutoring & study group support;
 - iv. personal counselling; and
 - v. consideration of reduction in course load;
- e. Consider the need to implement an intervention strategy for the student in compliance with IIBIT's Intervention Strategy and Monitoring Course Progression Guidelines; and
- f. make a recommendation as to whether a transfer would be detrimental to the Student or his or her future studies, wellbeing and / or career objectives and formally notify the Campus Manager for responding to the request.

2.2.5 IIBIT or the Campus Manger must then consider the Application for Transfer between Registered Providers Application

and supporting documents in the light of:

- i. the student's educational goals and individual circumstances; and
 - ii. the recommendation made by the Student Counsellor; and
 - iii. whether the transfer would be detrimental to the student or his / her future studies, wellbeing and / or career objectives
- b. make and record a decision as to whether to grant a Transfer between Registered Providers and issue a formal written reply to the student within 10 working days of official receipt of the application.

2.2.6 If the Campus Manager decides to approve a Transfer between Registered Providers, the letter sent to the student is to be issued at no cost to the student and must include:

- a. withdrawal form;
- b. advice that the student's eCoE will be cancelled and he or she must contact the Department of Immigration and Border Protection to seek advice on whether a new student visa is required; and
- c. advice that if applicable the student may apply for a refund in accordance with IIBIT's Refund for International Students Policy and Refund for International Students Procedure.

2.2.7 If the Nominated Officer decides not to grant a Transfer between Registered Providers, the letter sent to the student must include:

- a. the reasons for the decision not to grant a Transfer between Registered

- Providers,
- b. advice that he or she may freely transfer after completion of six calendar months of his or her Principal Program; and
 - c. information on the student's right to appeal the decision in accordance with IIBIT's appeals processes.
(see below)

2.3 Appeal Provisions.

2.3.1 If the student is not satisfied with the decision as to whether or not to grant a Transfer between Registered Providers or believes the decision was not made in accordance with this Procedure, the student has the right to appeal within 10 working days to the General Manager Operations of IIBIT. In this event IIBIT is to maintain the student's enrolment until the appeals process is completed. Note that should additional tuition fees become due during this period, the student is still liable for payment. Should the appeal subsequently rule in the student's favor, an application for refund of the relevant (portion of) the tuition fees may be submitted by the student.

2.3.2 The Student must complete the *Appeal – Transfer between Registered Providers* form and submit it to Student Services. The Campus Manager is to complete the *Appeal – Transfer between Registered Providers* form and forward the Appeal to the General Manager Operations within five working days of receipt of the appeal.

2.3.3 The General Manager Operations will facilitate the appeal process and the student will be formally notified of the outcome of the appeal within 10 working days of the appeal being submitted.

2.3.4 If the Student is not satisfied with the result of the Appeal Process, he/she has the right to access the external appeals process through the relevant Ombudsman on IIBIT complaints and appeal policy and procedure https://www.iibit.edu.au/wp-content/uploads/standard_8.pdf

2.4 Transfer between Registered Providers Within the First 6 Months for Prospective Students

2.4.1 No Release Letter is required where evidence is provided that:

- a. the student has completed at least six months study in his or her Principal Program: or
- b. the student is government sponsored and the government sponsor provides written support for the change as it considers the change to be in the Student's best interests; or
- c. the original Registered Provider has ceased to be registered or the program in which the student is enrolled ceased to be registered; or
- d. the original Registered Provider has a sanction imposed on it that prevents the student from continuing his or her Principal Program.

2.4.2 Prospective students applying to study an IIBIT program who are not subject to item 2.4.1 a and d, must provide an original release letter from their original provider at the time of accepting their offer (i.e. at time of returning signed International Student Offer and Acceptance Agreement and payment of fees). If a student cannot provide a release letter the student agreement and fee payment will not be accepted by IIBIT Admissions staff.

Change of Address or Contact Details

You must notify IIBIT of any change to your contact details within 7 days of the change as is required by DIBP and stated in your visa conditions. IIBIT will send all official correspondence to the address you provide. Hence it is imperative for you to keep your contact details up to date to avoid missing any important information. If you do not update your contact details in time your student visa may be cancelled.

Withdrawal from Studies

If you are withdrawing from your course before the course completion date, you must see Student Services who will provide you with a form to complete. You must submit the completed form to Student Services citing reasons why you want to withdraw 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.

Changing or Extending a Program

If you have finished one course and would like to extend your current program or if you have not finished your current program but wish to change to another program, you need to complete a Course Change Form, contact Student Services Team.

Nila Mansoor	Ground floor, 841 George Street, Sydney NSW 2000
Arushi Malhotra	Level 6, 127 Rundle Mall, Adelaide SA 5000

Class Sizes

IIBIT reserves the right to defer a subject if the student numbers in any particular class drops below 10 at any point of time. While IIBIT will try to ensure that all timetabled classes run as per schedule this is subject to change. Where a unit is deferred it will be offered in the next possible Term.

Payment of Fees

It is the responsibility of students to ensure that their fees are paid on time. As there are different legal requirements for overseas students, it is the responsibility of each student to ensure that the correct payment of fees is paid on time. Student results, awards and other services can be withheld if fees have not been paid in full.

Additional Administrative Fees

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

ITEM	FEES
Change of course	\$100
Late Enrolment or Deferment	\$100
Re-sit an Assessment due to plagiarism	\$400
Re-sit or re-submit a Theory Assessment	\$400
Re-sit ELICOS Assessment	\$400
Document Request: Awards/Statement of Attainment/Academic Transcripts/Completion Letter/Attendance Letter	\$ 25 per document. One copy only of these documents is free of charge when you complete or withdraw from a course.

Withdrawing later than the fee due date	Any outstanding Term fee
Re-enrol with a new COE after being reported/withdrawn	\$200
Application of RPL (Recognition of prior learning)	\$100 processing fee.
Re-issue Student ID card	\$20
Late tuition fee	\$100 per each Month

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.

Refunds for International Student Policy and Procedure

IIBIT has an ESOS Act 2000 and the National Code 2018 compliant refunds policy in place to protect your right to a refund of funds in particular circumstances.

In summary a full or partial refund of the course tuition fee paid may apply if:

- the course does not start on the agreed starting date;
- the course ceases to be provided at any time after it starts but before it is completed;
- the course is not provided in full to the student because a sanction has been imposed on the institution under part 6
- of the Australian Education Services for Overseas Students Act 2000' (ESOS Act); and the student has not withdrawn before the default day.
- 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 the institution 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 day
- IIBIT withdraws an offer on the grounds that the offer was made on the basis of incorrect or incomplete information being supplied by the international student or the intending international student.
- The international student fails to meet course progression rules and is not permitted to re-enroll.
- the international student or intending international student submits a notice of withdrawal due to exceptional circumstances

For further information please go to contact Student Services:

Pravin Jethwa	Ground floor, 841 George Street, Sydney NSW 2000
Arushi Malhotra	Level 6, 127 Rundle Mall, Adelaide SA 5000

IIBIT's Refunds for Overseas Students policy and procedure is accessible to students and staff at:

https://www.iibit.edu.au/wp-content/uploads/standard_3.pdf

Deferring a Course

In general you are not permitted to defer or alter the start date or end date of your course. You can defer or postpone your studies only on the following grounds of compassionate or compelling circumstances. (Evidence must be provided to support the claim).

IIBIT can defer your start date on the grounds of misbehavior. The duration of the deferral or suspension cannot exceed more than six (6) months. All requests for deferment or leave must be made in writing to the Campus Manager and is subject to their approval.

For further information please go to contact Student Services:

Nila Mansoor	Ground floor, 841 George Street, Sydney NSW 2000
Arushi Malhotra	Level 6, 127 Rundle Mall, Adelaide SA 5000

IIBIT's Deferment, Suspension or Cancellation of Study During Enrolment policy and procedure is accessible to students and staff at:

https://www.iibit.edu.au/wp-content/uploads/Standard_13.pdf

Complaints

We understand that from time to time, you may not be satisfied with your experience with IIBIT. We aim to deal with any complaint in an effective and timely manner. If you have a complaint:

- we will take your complaint seriously, and we will record the details of your complaint, actions taken and the outcome in writing;
- we will provide a staff member who has not been involved in the complaint to review the circumstances;
- you may have an independent person attend any meetings with you to act as a support person, or as your advocate;
- you will have the opportunity to formally present your case; and
- You will receive a letter from us detailing the outcome of your grievance and any reasons for the decisions we have made about it.

There are several steps you can take to try to resolve your complaint:

1. speak to the person with whom you have the complaint and try to resolve the issue or problem;
2. ask your trainer for assistance;
3. speak to our General Manager (Operations)

If you have attempted to resolve matters informally but are not satisfied with the outcome, you may wish to make a formal complaint. To commence this process, please write to the Campus Manager providing details of the complaint along with any supporting information that you wish to be considered.

If you are still not satisfied with the outcome of your complaint, you can seek advice and further help from:

Anti-Discrimination Board	Equal Opportunity
Ph: (02) 9268 5544	Ph: (08) 8207 1977
Level 7/10 Valentine Ave	GPO Box 464
Parramatta NSW 2150	Adelaide SA 5001

Office of Fair Trading

Phone No: 13 32 20

60 Station St, Parramatta NSW 2150

<http://www.fairtrading.nsw.gov.au/>

EDS Centre

108 North Tce, Adelaide SA 5000

<https://www.sa.gov.au/topics/business-industry-and-trade/licensing-and-regulation/fair-trading-laws>
(Adelaide)

Australian Skills Quality Authority

Phone No: 1300 701 801

595 Collins St,
Melbourne VIC 3000

General Appeals and Assessment Appeals

If you feel that you have been unfairly treated during your assessment, or you are not happy with your assessment and/or you are unhappy about the outcome as a result of that treatment, you have the right to lodge an appeal. You can either appeal against the assessment process or against the assessment result.

You have the right to make an appeal against the academic decisions made by assessors in the event that you were not provided with sufficient information explaining the assessment, the assessment was different to the assessment process specified, the assessment did not meet the unit of competency requirements, the assessor did not use safe equipment during the assessment, your needs were not met or you believe that the assessor was treating you unfairly during the assessment.

If you would like to proceed with an appeal you must do so in writing to the Campus Manager, in writing, outlining the reason(s) for the appeal. You must lodge the appeal within 20 working days from the date of issuance the decision in which you wish to appeal.

You may find more information on assessment appeals under IIBIT's Complaints and Appeals policies and procedures which is accessible to students and staff at: https://www.iibit.edu.au/wp-content/uploads/standard_8.pdf

Remember that if you remain unhappy with the result of an internal complaint handling and appeals process you have the right to request mediation externally by contacting the Overseas Students Ombudsman (OSO). This external appeals process can be accessed at no cost to you.

The contact details for OSO in NSW and nationally is as follows:

Body	Overseas Students Ombudsman (OSO)
Address	Level 24, 580 George Street (HSBC Centre), Sydney NSW 2000 Level 9, 55 Currie Street, Adelaide SA 5000
Business Hours	Monday to Friday 9am - 5pm
Phone Number (NSW)	02 9286 1000 Complaint enquiries 9am - 4pm Monday to Friday
Phone Number (SA)	08 8226 8699 Complaint enquiries 9am - 4pm Monday to Friday
Toll free (Outside Sydney and Adelaide)	1800 451 524/1800 182 150
Phone (Within Australia)	1300 362 072 (Enquiries 9am - 5pm Monday to Friday (AEDT))
Phone (Outside Australia)	+61 2 6276 0111

Fax Number (NSW/SA)	02 9283 2911/ 08 8226 8602
Fax Number (National)	02 6276 0123
Email (NSW/SA)	nswombo@ombo.nsw.gov.au ombudsman@ombudsman.sa.gov.au
Email (National)	overseas.students@ombudsman.gov.au
Website (NSW/SA)	www.ombo.nsw.gov.au http://www.ombudsman.sa.gov.au/
Website (National)	www.oso.gov.au
What they do	The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training in Australia including but not limited to providing information about best practice complaints handling to help private education providers manage internal complaints effectively. The Ombudsman's services are free, independent and impartial – the Ombudsman does not take sides. This service is at no cost to the student.

Consultation, Counselling and Complaints Hearings

IIBIT is committed to providing a learning and working environment in which disagreements/disputes are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, IIBIT is committed to ethical and responsible management, transparency in its decision-making processes, and a visible, accessible and fair dispute resolution process.

For further information please go to contact Student Services:

Ms. Shaily	Ground Floor, 841 George Street, Sydney NSW 2000
Ms. Sharan Thrishul	Level 6, 127 Rundle Mall, Adelaide SA 5000

Cancellation of enrolment

IIBIT reserves the right to cancel enrolment on the following grounds

- Student misbehavior resulting in breach of IIBIT rules.
- Non-payment of fees

For further information please go to contact Student Services:

Shaily Bondali	Ground floor, 841 George Street, Sydney NSW 2000
Sharan Thrishul	Level 6, 127 Rundle Mall, Adelaide SA 5000

Compassionate and Compelling Circumstances

Should you wish to seek a review of any IIBIT policy on personal grounds you must submit evidence to show that the issue is generally beyond your and that it has had a negative impact on your capacity and ability to progress through course. This may include:

- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Serious illness or injury where a medical certificate states that the student was unable to attend classes

- Natural disaster or political upheaval in the home country requiring their emergency travel and this has impacted their studies
- A traumatic experience which could include but is not limited to:
 - a) Involvement in or witnessing of an accident or
 - b) A crime committed against the student or
 - c) The student has been a witness to a crime (need to have supported documents from police or psychologists)

Access to Personal Records

All records are kept in a secure and confidential environment. Access to these records is limited to authorised personnel.

Access to Results

As you complete each unit of competency you will be advised of both your assessment outcome and provided with feedback on your performance from your assessor through provision of a Record of Assessment Outcome form. You will be required to sign the Record of Assessment Outcome to verify that you have been provided with your result and feedback from your assessor.

At the completion of the course, if you have successfully completed all units of competency you will be issued with your qualification. The qualification will be issued within 28 days of the date of completion of the program. In the event that you are unable to complete the program you will be issued with the relevant Statement/s of Attainment for the unit/s completed. The Statement of Attainment will be issued within 28 days of your final assessment result or date of withdrawal from the program (the latter of the two dates).

If at any stage you would like to receive a Record of Results, you must complete a Document Request form and submit the completed form to the Student Services staff. The Document Request form can be located in the administration office on Ground Floor, Room 107 of the George Street Office in Sydney and Level 6, 127 Rundle Mall, Adelaide SA . The fee for issuing Record of Results is \$20. For further information please contact Student Services.

Munira	Level 4, Room 401, 841 George Street, Sydney NSW 2000
Arushi Malhotra	Level 6, 127 Rundle Mall, Adelaide SA 5000

If you require a reissue of your Qualification and/or Statements of Attainment you must complete a Document Request form and submit the completed form to the Student Services staff. The Document Request form can be located in the administration office on Ground Floor, Room 107 of the George Street Sydney Campus and Level 6, 127 Rundle Mall Adelaide Campus. The fee for reissuing your Qualification or Statement of Attainment is \$20 per document. For further information please contact Student Services.

Munira	Level 4, Room 401, 841 George Street, Sydney NSW 2000
Arushi Malhotra	Level 6, 127 Rundle Mall, Adelaide SA 5000

IIBIT will retain records of student educational records for a minimum period for 30 years. We will retain copies of the following documents:

- Qualifications
- Statement of Attainments
- Student competency results

Adherence to Laws

Students are expected, as visitors, residents and/or citizens, to be aware of their rights and responsibilities under the law. Any student convicted of a crime under Australian law may be expelled from IIBIT. To avoid embarrassment or possible legal penalties, it is essential to know what is legal in Australia and what is not. If in doubt, consult the IIBIT Campus Manager.

A list of the main laws you should be familiar with in respect of your time with IIBIT are listed below.

Equal Opportunity

IIBIT integrates equal opportunity and affirmative action principles into all decisions and operations. IIBIT is committed to the examination of all its 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 and/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.

Anti-Discrimination

IIBIT is committed to ensuring that all students and staff are treated fairly and equitably and that everyone at IIBIT premises complies with the government's anti-discrimination act.

Prevention of Sex-Based Harassment

Sex-based harassment can be loosely defined as verbal or physical behavior which is sexual, gender or sex-based and unwanted, unacceptable or offensive. IIBIT recognizes that staff and students have the right to study and work in an environment free of sex-based 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 sex-based harassment.

IIBIT does not allow or condone sex-based 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 sex-based harassment seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially. Wherever possible, appropriate attempts will be made to reach reconciliation. Disciplinary action may be taken against anyone found to have committed sex-based harassment. Enquiries and complaints about sex-based harassment can be raised with the Campus.

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 study obligations and work rights.

The Australian Privacy Principles (APP)

IIBIT abides by the Australian Privacy Principles (APPs) and will not pass on students or other staff information to third party in any way that may be considered as breach of the Australian Privacy Principles. For more information visit: <http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>

Copyright Act

IIBIT complies with the relevant copyright legislation. Students 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.

Racial Vilification

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

National Vocational Education and Training Regulator Act 2011

IIBIT is committed to providing authorised training under this act and to provide the accredited course to train overseas students.

Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. For more information visit: <http://www.aqf.edu.au/>

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.

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

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.

http://www.immi.gov.au/business-services/education-providers/student_program.htm

Disability Act

The Disability Act 2006 and the Disability Regulations 2007 (the Act) commenced on 1 July 2007. The Act replaced the Intellectually Disabled Persons' Services Act 1986 and Disability Services Act 1991. 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

<http://www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006>

Appendices

APPENDIX A: - Copyright issues for photocopying

Copyright: Educational Purposes

Restrictions on multiple copies are as follows:

1. **Periodicals:** one or more articles in each issue of a periodical publication (such as a newspaper or magazine) relating to same specific subject matter.
2. **Books:** up to 10% or one chapter of a book
3. **Anthologies:** any work in a collection of works provided: (a) the work being copied has not been separately published; (b) whether a work is separately published or not, it does not exceed 15 pages in length.
4. **Out Of Print Works:** up to the whole of any work if the educational institution has checked with its supplier that the work is not available for purchase within fourteen [14] days or six [6] months for the textbooks] at the price the educational institution would normally pay.

A copyright owner is entitled to take legal action against a person who infringes copyright. Unless permitted either under the statutory licenses contained in the copyright act 1968 or under the license any unauthorised copying of a work in which copyright exists may infringe the copyright in that work.

APPENDIX B - 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.education.gov.au/default.aspx>.

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.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at <https://internationaleducation.gov.au/Pages/default.aspx>.

The ESOS National Code is available at <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

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.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at <http://www.border.gov.au/>.

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.

More comprehensive information about specific visa requirements for student's under 18 years of age is available on the Department of Immigration and Border Protection's website at <http://www.border.gov.au/> (under eligibility).

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.border.gov.au/>.

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

You can find out more about Australia's education system through Austrade and their website at <http://www.austrade.gov.au/Education/Services>.

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.education.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 Department of Immigration and Border Protection's website at <http://www.border.gov.au/Trav/Stud/More/Changing-courses>

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

- visit: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>
- Read Standard 7 in the National Code at <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf>.

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>.

Make a complaint at <http://www.ombudsman.gov.au/making-a-complaint>

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

Version No	Date of Implementation	Summary of Change	Circulation
Version 1	30/07/2011	Overall review	30/07/2011
Version 2	20/08/2012	Overall review	20/08/2012
Version 3	27/02/2013	Overall review	27/02/2013
Version 4	18/04/2013	Overall review	18/04/2013
Version 5	5/08/2013	Updated teaching and assessment	6/08/2013
Version 6	4/10/2013	Updated complaints and assessment appeals	4/10/2013
Version 7	5/11/2013	Review of complaints and assessment appeals	5/11/2013
Version 8	26/05/2014	Overall review	26/05/2014
Version 9	09/09/2014	Updated academic course progression, student services contact details, staff contact details, course details	10/09/2014
Version 10	25/02/2015	Updated providing quality education and training and protecting the rights of international students, Department of education, ESOS legislative framework, ombudsman contact details	25/03/2015
Version 11	05/10/2015	Updated information relating to Adelaide, staff, Additional administrative fee	20/10/2015
Version 12	28/01/2016	Updated emergency staff contact details, administration contacts details	28/01/2016
Version 13	23/12/2016	Updated new Adelaide premises ,student transport and staff contact details	23/12/2016
Version 14	09/08/2018	Updated course information, student transport prices, staff contact details	09/08/2018
Version 14	11/04/2019	Overall review	11/04/2019
Version 14	17/05/2019	Updated staff contact details	20/05/2019