

International Institute of  
**Business & Technology**  
Australia

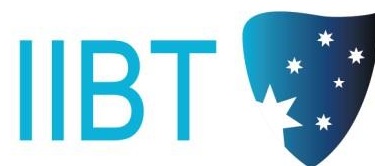


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• Brisbane • Perth • Sydney

# STUDENT HANDBOOK

[www.iibt.edu.au](http://www.iibt.edu.au)

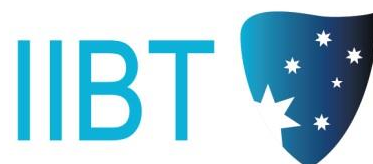


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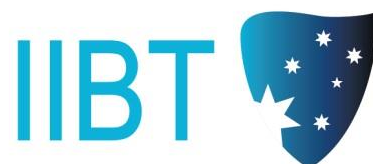
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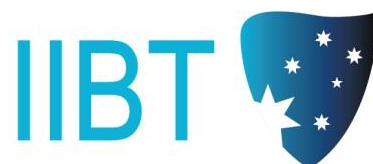
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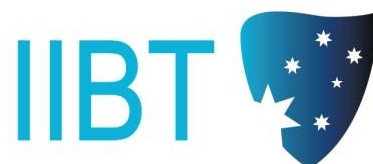
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## WELCOME TO IIBT

A very warm welcome to the International Institute of Business and Technology (IIBT).

IIBT is a multi-sector education and training provider which distinguishes itself through a strong focus on international education combined with university pathways and partnerships and provides a gateway to Australian universities. IIBT is located in three Australian cities: Brisbane, Perth and Sydney, and offers Higher Education, VET and English Language Programs.

IIBT's academic programs are delivered by academically and industry qualified Lecturers and Trainers who provide real-life applications for studies, accompanied by contemporary theoretical and workplace knowledge. Our goal is to equip our graduates with the skills needed to succeed in dealing with the challenges of a complex, interconnected and changing world.

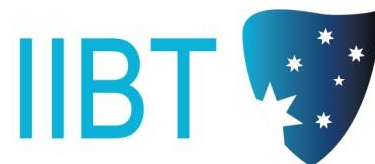
Our administration and academic staff are here to assist you with any enquiries and help you familiarise yourself with our campuses and programs. This handbook will provide you key information to help you get settled into your studies. More detailed information, especially in relation to Policies and Procedures, is available on the IIBT website and I encourage you to read this information to fully understand your rights and responsibilities as a member of our community.

May your educational journey at IIBT be enjoyable and rewarding.

Welcome to IIBT!

Charles Shiao  
Principal Executive Officer





## STAFF CONTACTS

There are many staff members who are available to assist you during your studies at IIBT.

*Please see Addendum 1 for staff contact details.*

## Articulation Agreements

IIBT has agreements with several leading Australian Universities. For further information visit [www.iibt.edu.au](http://www.iibt.edu.au)

## ENROLMENT AND COURSE INFORMATION

### IIBT Courses

IIBT delivers a range of English, VET and Higher Education courses. For further details visit [www.iibt.edu.au](http://www.iibt.edu.au)

## CANCELLATION/ REFUSAL AND DEFERRAL OF ENROLMENT

### Cancellation/refusal

Students are expected to follow the Student Code of Conduct (see Addendum 3) and comply with the rules and policies of IIBT. Failure to do so may compromise your enrolment.

*Refer to Addendum 2 for Deferment, Suspension and Cancellation Policy details.*

### Deferral

Deferral means to delay commencement or continuation of course studies normally for a period of one study period only. Students who have partially completed their course may apply for deferral in circumstances where there are medical grounds, special compassionate grounds, or other special unforeseen circumstances. **Deferrals will be accepted without financial penalty up until the end of Week 4.** Deferral applications must be made in advance. For further information and assistance contact Reception.

*Refer to Addendum 2 for Deferment, Suspension and Cancellation Policy details.*

### Units/Intakes

Units will only be offered if there is sufficient demand. IIBT reserves the right to cancel or withdraw units/intakes entirely at its discretion.

### Terms of Offer

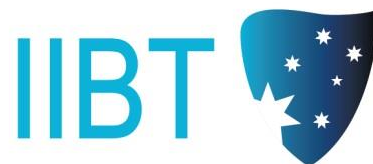
The 'Terms of Offer' which accompanies each 'Letter of Offer' forms part of the written agreement between IIBT and the student. By accepting an IIBT offer, each student agrees to meet the conditions set out in the 'Terms of Offer'. *Refer to Addendum 2 for Terms of Offer (International Students) details.*

### Important dates

All important dates for all courses are available on the IIBT website ([www.iibt.edu.au](http://www.iibt.edu.au)). If you need any further details, please contact the Student Services staff.

### Timetable

A copy of the timetable and classroom allocation is posted weekly on the campus noticeboards.



### Other Activities

Additional educational activities are provided for students such as on-campus workshops. Please refer to the noticeboards for further details.

### WITHDRAWING FROM A UNIT

When you want to withdraw from a unit/ course, you need to officially inform IIBT. Contact the Student Admissions and Support staff for further information.

### PAYMENT OF FEES

Full information about fees payable, due dates and non-refundable fees can be found in your Letter of Offer. Fees must be paid by the due date prior to the commencement of a relevant trimester or study period. Students with exceptional/serious grounds for inability to make payment by the due date must submit valid documents to Reception outlining the grounds for consideration, one week prior to the due date.

*Refer to Addendum 4 for How to Pay details.*

### Unpaid Tuition Fees

Unless you are experiencing exceptional circumstances that are substantiated by written evidence submitted seven days before the fee due date, you will be penalised with an overdue fee if fees are unpaid by the due date. Any Diploma student who has outstanding overdue fees by the examination period, will not receive examination results until all fees are paid in full.

*Refer to Addendum 4 for Overdue Fees penalty details.*

### Refund

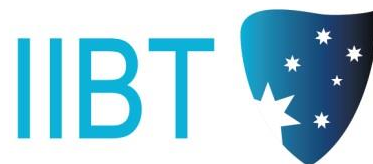
The IIBT Refund Policy and Refund Fees Schedule is outlined in the students Letter of Offer when applying for a place in a course at IIBT. Students agree to this when the Letter of Offer is signed and accepted. A refund of tuition fees will only be granted in accordance with the IIBT's Refund Policy and Refund Fees Schedule. Students seeking a course refund should direct their initial inquiry to Reception.

*Refer to Addendum 2 for Refund Policy, Refund Fees Schedule, and Refund Request Form details.*

### TRANSFERRING PROVIDERS

In order to qualify for course transfer, a student must have completed at least six months of his or her principal course of study.

Where a student requests a transfer of their enrolment to another registered provider on the basis of compelling or compassionate grounds prior to the six-month period, IIBT will advise the student on procedures for applying for course transfer, including the need to make the request in writing, stating the reasons for wanting a transfer. The request will be dealt with within 7 days and will not attract any fee.



## RECOGNITION OF PRIOR LEARNING (RPL)/EXEMPTIONS IIBT

recognises prior learning. You need to apply officially for RPL and submit the needed evidence. Please contact the Support and Admissions staff for the details.

*Refer to Addendum 2 for Recognition of Prior Learning (RPL) Policy, Refund Policy and Refund Fees Schedule details.*

## ATTENDANCE

Class attendance is in the interest of your own academic progress and a condition of your student visa if you are an international student. Students with unsatisfactory class attendance will be reported to immigration. Class attendance is recorded for all students enrolled at IIBT and students should attend at least 80% of the scheduled classes. This attendance percentage is the student's actual attendance in class plus approved absences. An approved absence is one which is supported by a medical certificate or other evidence of extenuating circumstances resulting in absence from class.

Students who have a valid explanation for an absence from class such as illness (supported by a medical certificate) or other compelling or compassionate circumstances should submit an **Explanation of Absences** either by hand to Reception or via email to [studentservices@iibt.edu.au](mailto:studentservices@iibt.edu.au) no later than 3 days after the absence, unless you are admitted to hospital, in which case please call IIBT or ask a friend to advise Reception staff. By doing this, students will ensure that their absence is recorded as an 'approved absence'.

## Course Planners/Study Plans for Higher Education Students

Each Higher Education student will receive a Study plan on commencement of their course. The Study Plan indicates the format and units per trimester. Changes can be made based on:

- Availability of units.
- Students' learning needs.

This plan is intended to ensure that progress through the course meets the academic requirements for students to successfully complete within the time frame and under conditions required by student visas (International students).

## VISA CONDITIONS

International students are required to satisfy all conditions set out on their Australian visas. IIBT are required by law to report students who breach their visa conditions.

*Refer to Addendum 14 for Department of Home Affairs details.*

## STUDENT RESPONSIBILITY

*Refer to Addendum 3 for Student Code of Conduct.*

## Student Representation

IIBT greatly values the ideas, opinions, and input of its students. Students are given the opportunity to directly contribute to operations at IIBT through the Student Representative Committee. The Student Representative



Committee meets three times per year and students receive a Certificate of Participation which can be added to their resume when seeking employment.

### Assessments

There are different assessments with specific criteria in each course (see details in Moodle and Unit Outlines). You need to ensure that you know exactly what the assessments are and when they need to be submitted. Assessments need to be submitted on time. Special consideration for extension of an assessment submission date is only given in the case of serious and exceptional circumstances which are beyond the student's control, e.g., illness. This needs to be supported by a valid medical certificate. Talk to your Lecturer/trainer for the correct information and possible extension of your assessment submission date.

### Assessment Appeals

Students may appeal against assessments and results of a unit within 10 working days of results being issued. Grounds for appeals must be made on the Appeal Form. *Refer to Addendum 2 for Appeal Form details.*

### Examinations

Where your course includes examinations, it is your responsibility to ensure that you:

- Are aware of the date, time, and room.
- Follow the rules (these rules will be stipulated by the invigilator).
- Bring your Student ID card to the examination room for identification.

### Cheating In Examinations

Cheating in examinations carry serious consequences and these will have serious implications for your studies.

### Illness During Examinations

If you fall ill prior to the commencement of an examination, you are advised to report your illness to Reception and immediately see a registered practitioner who can provide a medical certificate. You must submit the medical certificate and Special Consideration form no later than three working days after the examination date.

## ACADEMIC PROGRESS

IIBT is committed to monitoring the course progress of all students and providing additional academic and personal support when needed. Where a student is identified at risk, a Progress Intervention Strategy will be initiated. At risk students include students with:

- Unsatisfactory attendance.
- Unsatisfactory academic progress.
- Failing and repeating units.

### Support After Results Issued

Support is available to students after results are released. If you need any support, contact Reception.

*Refer to Addendum 2 for Course Progress Policy details.*



### Statement Of Academic Record

A printout of the full Statement of Academic Record (also called a Transcript) will be issued to students at the time of graduation or if withdrawing from IIBT. Each study period results summarising performance will be available via the student portal. Access to results can only be obtained by using your Student ID and password.

### Copyright

Students and staff of IIBT are expected to observe all requirements related to statutory Copyright Regulations For further information, visit Copyright Australia Council at [www.copyright.org.au](http://www.copyright.org.au)

### Referencing

You're required to follow the rules contained in the material for the different courses. There are serious penalties for plagiarism.

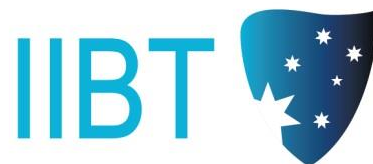
## ACADEMIC INTEGRITY AND MISCONDUCT

### What Is Academic Integrity and Misconduct?

- a. Academic Misconduct refers to any action taken by a student that violates Academic Integrity including, but not limited to, plagiarism and any form of cheating that a student engages in with the aim of gaining an academic advantage they are not entitled to.
- b. IIBT is committed to protecting Academic Integrity by preventing, identifying and addressing academic misconduct by students, including cheating and plagiarism.
- c. IIBT students are expected to uphold the principles of Academic Integrity by maintaining the institution's values of honesty, transparency, merit and accountability.

### Types of Academic Misconduct

- a. **Academic Misconduct** means any conduct by a student in relation to academic work that is dishonest or unfair and includes, but is not limited to:
  - (i) Plagiarism
  - (ii) Unauthorised collaboration
  - (iii) Cheating in assessment/examinations
  - (iv) Theft of another student's work
  - (v) Ghost writing/contract cheating
- b. **Plagiarism** means to knowingly or unknowingly present as one's own work the ideas or writings of another person without appropriate acknowledgment or referencing. This includes, but is not limited to:
  - Paraphrasing or copying text without adequate acknowledgment of the source;
  - Copying, whether identically or in essence, the text of another student's assignment;
  - Copying, whether identically or in essence, of visual representations (for example cartoons, line drawings, photos, paintings and computer programs).
- c. **Cheating** means dishonest conduct in any assessment/examinations.



- d. **Collusion** occurs when a student works with another person for a fraudulent purpose with the planned intent of obtaining an advantage by submitting a co-authored assignment or other work.
- e. **Ghost Writing (contract cheating)** occurs when a student pays someone to write an assignment on their behalf.
- f. **General Misconduct**, (other than Academic Misconduct) includes, but is not limited to, conduct which:
  - (i) Violations IIBT Terms of Offer, policies or rules;
  - (ii) Constitutes a serious impediment to the carrying out of IIBT functions or those overseen by the Institute;
  - (iii) Involves the use of threatening or offensive language and/or behaviour (either written or verbal) by a student towards another student or staff member;
  - (iv) Is otherwise detrimental to IIBT, its staff or students.

### Academic Integrity Principles

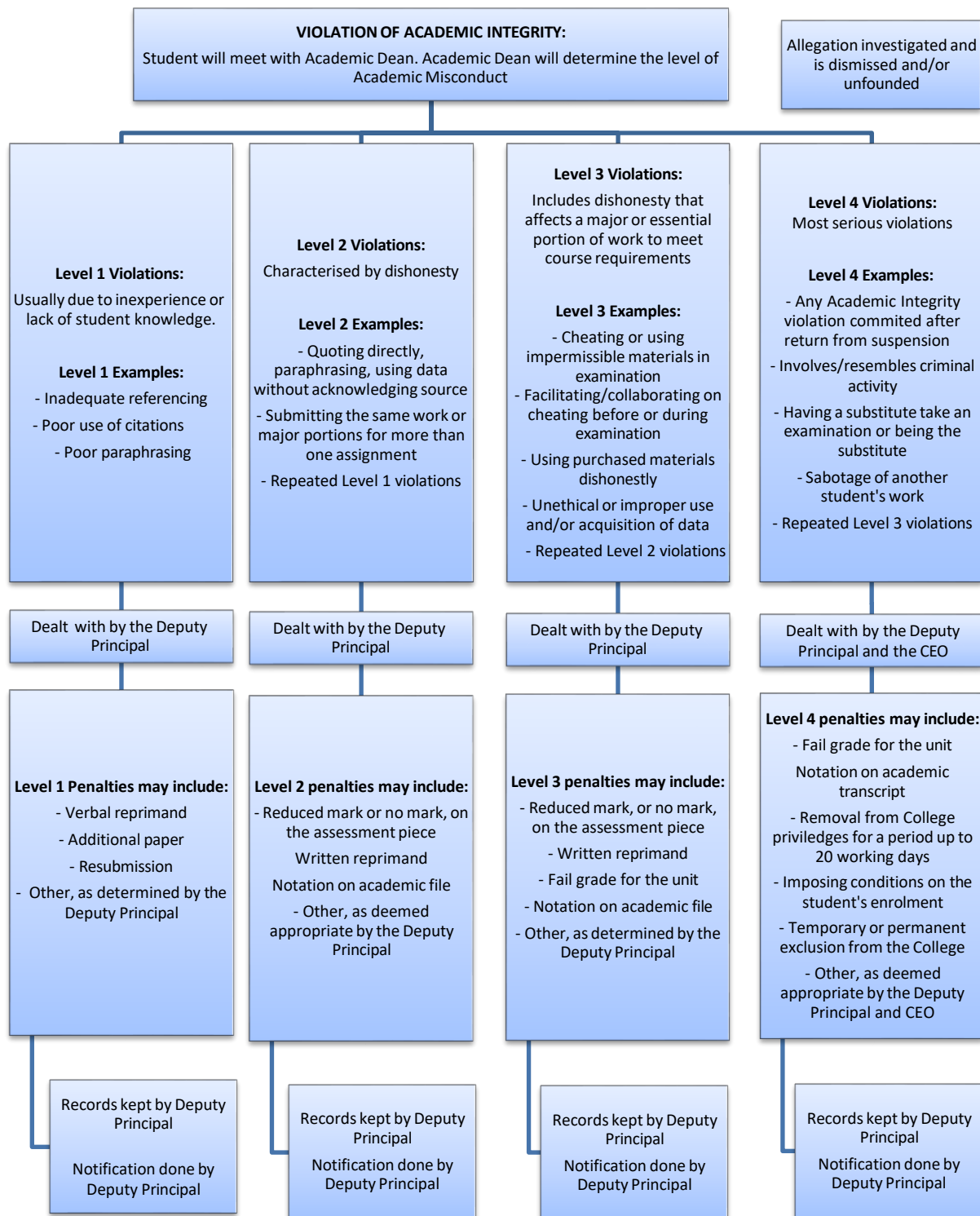
- a. IIBT has zero tolerance for all forms of Academic Misconduct.
- b. It is the responsibility of any student to maintain Academic Integrity in all College work.
- c. Students should give due acknowledgement to the owners of the work they incorporate in their academic work.
- d. Acknowledging and respecting the work of others through proper referencing is a fundamental responsibility in scholarship.
- e. Eliminating plagiarism is fundamental to maintaining IIBT's reputation and standards.
- f. Fostering a culture of proper acknowledgement practice is necessary for minimising Academic Misconduct.
- g. A student's ignorance of their obligations regarding acknowledgement of sources will not be accepted as a defence or excuse in relation to any Academic Misconduct allegation.
- h. Proper acknowledgement rules apply to the use of content, graphics and other media copied from the internet.
- i. Academic staff and administrators who know of Academic Integrity violations are ethically bound to report such incidents.
- j. Students who knowingly or negligently allow their work to be used by other students are engaging in Academic Misconduct.
- k. Students who aid others in Academic Dishonesty are violating Academic Integrity.
- l. It is important to understand the difference between receiving help to understand concepts, and actually having the work done by another person. Having the work done by another person is a violation of Academic Integrity.

### Penalties

IIBT categorises acts of violation of Academic Integrity into four levels. For each level of violation, a corresponding set of sanctions is recommended.<sup>1</sup>

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<sup>1</sup> The Policy on Academic Integrity for Undergraduate and Graduate Students, Rutgers University - Camden (as cited in the University of Notre Dame Australia's Student Academic Integrity Policy, 2015, pp. 5–8) is acknowledged as the source of the information on levels of



violation of Academic Integrity. The wording has been modified where necessary to suit the International Institute of Business and Technology.





### Misconduct

Misconduct refers to any actions or wrongdoing which is deemed as a breach any of the guidelines outlined in the Student Code of Conduct may be considered to have engaged in official misconduct. Serious misconduct may result in the termination of a student's enrolment at IIBT.

*Refer to Addendum 3 for Student Code of Conduct Policy details.*

## STUDY ASSISTANCE SUPPORT

### IIBT Library

The IIBT Library provides the following support to overseas students to enable them to achieve their expected learning outcomes.

### IIBT Library Membership

Students can join the IIBT Library for free. Students need to present their Student ID card to borrow physical resources from the IIBT Library.

### IIBT Library Resources

Students can search the online library catalogue via <http://www.iibt.edu.au/library/#1600232706994-8b635e46-c258> or physical resources held in the library. Items can be borrowed free of charge. Costs only apply when library items are returned late or in case of lost or damaged items.

### IIBT Library Inter-library Loans

Students can request Inter-library loans (ILLs) when items are not held in the library. This is a free service to students.

### IIBT Library Website

Students can access the IIBT Library website via <http://www.iibt.edu.au/library/#1600232706994-8b635e46-c258> to search for library information, free online resources, online databases, and to seek library assistance.

### Online Databases

Students can access the online EBSCO database for free via <http://search.ebscohost.com/login.aspx?authtype=ip,uid&group=main&profile=ehost&defaultdb=bsh> by entering the User ID and Password.

Students can also access the online EBSCO Explora database for free by entering the User ID and Password.

### Free Online Resources

Students have access to free suggested online resources via [www.iibt.edu.au/library/#1598504551049-2109398e-2500](http://www.iibt.edu.au/library/#1598504551049-2109398e-2500)

Online resources include:

- Google Scholar
- Directory of Open Access Journals (DOAJ)
- VOCED plus
- LOADB



- Open textbooks
- Project Gutenberg
- Internet Archive

### Other Libraries

Students are encouraged to join other libraries too; examples of other libraries are provided for students. Students can access these libraries online and it is free to join. Please note that other libraries have their own fees attached to their library services provided.

### Ask the Librarian

Students have the option to message the Librarian online via the “Send message to the Librarian” to ask a question or to seek information from the IIBT Library.

### Copyright Support

Students are informed about copyright and about the importance of copyright regulations.

### Creative Commons

Information is provided on the importance of creative commons. Examples to free images are provided to students.

### Scholarly Journals

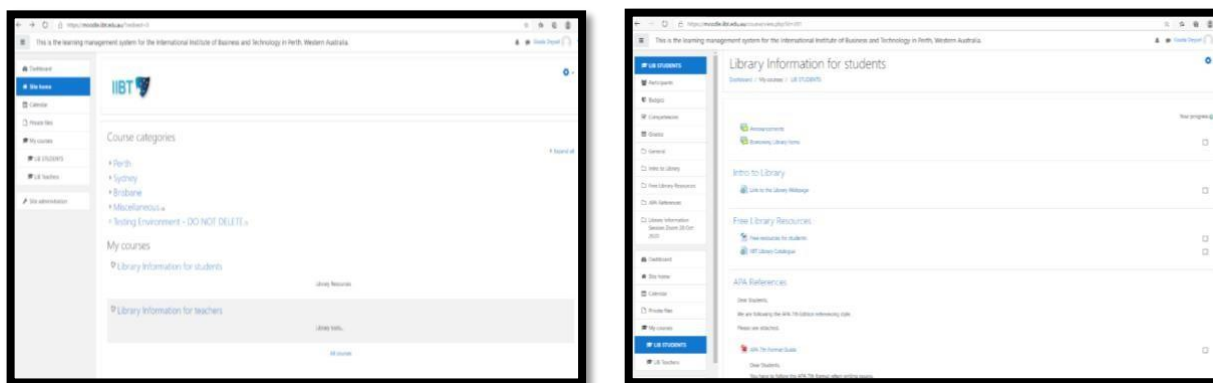
A guide to scholarly journals is provided to assist students with online scholarly journals and information.

### Referencing

Support is provided to students in regard to referencing. Examples of the APA 7<sup>th</sup> edition is provided on the library webpage.

### Moodle Online Support

Students can also access Moodle for library support and information. Please see screenshot below.



### Free Library Resources

The IIBT Library provides free online library resources to students via the Moodle portal. Please see screenshot below.

Free resources for students:

<https://archive.org/>

<https://archive.org/web/>

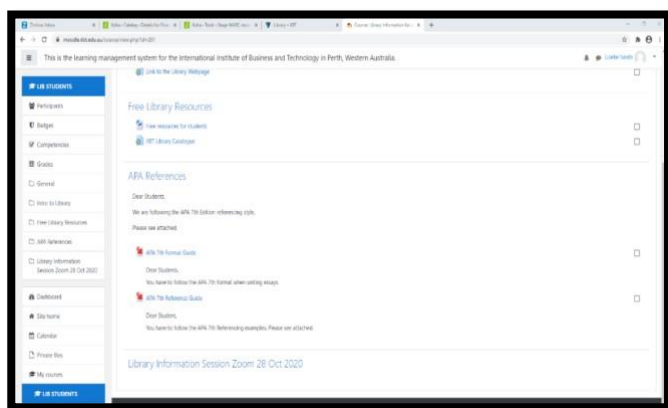
<https://www.bartleby.com/titles/>

<http://onlinebooks.library.upenn.edu/>

[http://www.gutenberg.org/help/new\\_website](http://www.gutenberg.org/help/new_website)

## APA Referencing

Students can access the APA 7<sup>th</sup> edition referencing examples via the Moodle portal. Please see screenshot below.



## APA 7<sup>th</sup> Edition Hardcopy

Students also have access to a hardcopy of the APA referencing book, which can be borrowed from the IIBT Library.

## ENGLISH LANGUAGE AND STUDY ASSISTANCE PROGRAMS

### Successful Transitions

Students can access the “Successful Transitions China-Australia’s” website provided by Murdoch and the *Creative Commons* license via <https://creativecommons.org/licenses/by-nc-sa/4.0/>

### Important information about the above-mentioned license

#### Attribution-Non-Commercial-ShareAlike 4.0 International (CC BY-NC-SA 4.0)

#### Additional Information

You are free to:

- **Share** — copy and redistribute the material in any medium or format
- **Adapt** — remix, transform, and build upon the material

*The licensor cannot revoke these freedoms as long as you follow the license terms.*

Under the following terms:

- **Attribution** — You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use.
- **Non-commercial** — You may not use the material for commercial purposes.

- **ShareAlike** — If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original.
- **No additional restrictions** — You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits.

("Creative Commons — attribution-non-commercial-ShareAlike 4.0 international — CC BY-NC-SA 4.0," n.d.)

### ***Resources for Students from Successful Transitions China - Australia***

There are two types of resources available to students here.

#### **Briefing Notes**

These provide students with information to help them better understand the Australian learning and teaching context.

- **Developing skills in turn-taking, discussion, and critical dialogue**

#### **Handouts**

• <https://www.studyaustralia.gov.au/>

These connect to specific teaching sessions and students should use them as and when directed by their lecturer:

- Academic writing.
- Being in control and learning by reflecting.
- Communicating with and across cultures.
- Connecting theory and practice.
- Learning in a different cultural context.
- Note-taking strategies for lectures and seminars.
- Organising ideas: summary and synopsis.
- Participating in group discussions.
- Reading and summarising formal language.
- Reading critically.
- Reading: skimming, scanning, and previewing.
- Setting the scene for study In Australia.

#### **Videos**

- **[Click here](#)** to view videos by two Chinese students, Jessie, and Leanne, discussing their experiences of postgraduate study in Australia, including the challenges of thinking critically and reading widely.

### **COM102 Applied Communications Unit Outline**

This compulsory unit is vital for higher education students to develop their effective study skills for a successful transition to tertiary education. Topics covered include:

- Research skills
- Critical thinking
- Referencing skills
- Academic writing
- Principles of good academic writing
- Grammar, punctuation, and spelling
- Face-to-face communication
- Teamwork
- Presentations
- Interpersonal skills

- Intercultural communication

Please note that this compulsory study unit is delivered to students enrolled in both IIBT Diploma of Business Administration and Diploma of Information Technology courses. For in-depth information, please see the Unit Outline in Moodle. Please see Appendix 1 attached.

## RESEARCH AND STUDY SKILLS

### IIBT Library

Students can contact the Librarian if they need any assistance with their research and study skills. The Librarian can help students with sourcing credible and reliable resources for students' studies and assessments. For example, the Librarian can assist students with the following research and study skills:

- How to search online databases such as EBSCO and EBSCO Explora databases
- How to search the online library catalogue to find physical books and other resources
- Informing students about the APA 7<sup>th</sup> edition referencing guide and other referencing tools to help them with proper referencing guidance
- How to avoid plagiarism and the importance of copyright

For more in-depth information about Librarian assistance and library information resources, please see the following *Standard*:

*Standard 6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.*

## References

*Resources for students.* (n.d.). Successful Transitions: China-Australia. <https://chinapostgraduates.murdoch.edu.au/rs-resources-for-students/>

## OTHER IIBT LIBRARY SUPPORT

### Email Support

Students can email the Librarian if they require any library support.

### Phone Support

Students can call the Librarian if they require any library support.

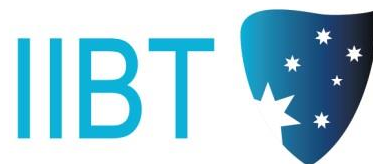
### Personal IIBT Library Sessions

Students can make an appointment to see the Librarian in regard to finding appropriate resources for assessments, APA 7<sup>th</sup> edition referencing, EBSCO database searching, online resources, copyright, creative commons, etc.

### IIBT Library Sessions: In-class and at Orientation

The Librarian provides in-class library and information sessions for students at Orientation and before students' first assessments. These information sessions are normally an hour long and include the following topics:

- Finding appropriate online information resources
- How to search the IIBT Library's online catalogue for books and other resources
- Searching the EBSCO database and other online databases



- How students can employ their research study skills to help them find suitable information resources for their studies
- Referencing skills, including using MS Word to compile an APA referencing list
- Referencing tools and tips are mentioned in the sessions to inform students about useful referencing tools, i.e., Citefast, RefMe, etc.
- Information about copyright
- Information about plagiarism
- Access to open source and free online journals, such as DOAJ, JURN, etc.
- How to employ Google Scholar to search for appropriate information resources. Students are encouraged to attend these valuable information sessions, especially during Orientation

### Zoom IIBT Library Sessions

The Librarian provides Zoom sessions to inform students about the library, library resources, referencing guidelines, copyright, online database, and other library services.

### COMPLAINTS AND APPEALS IIBT

endeavours to create a positive learning experience for all students. For support with academic issues contact your teacher. For support with any non-academic aspects contact Reception.

*Refer to Addendum 2 for:*

- *Complaints and Appeals Policy.*
- *Complaints and Appeals Request Form.*

*Refer to Addendum 6 for:*

- *Overseas Students Ombudsman.*

### Privacy

Students are entitled to protection of their privacy. IIBT has security systems, policies, and procedures in place to ensure student's personal information is protected.

*Refer to Addendum 2 for Privacy Policy details.*

### LIVING IN WESTERN AUSTRALIA

#### Perth Experiences

There are many things to see and do in Perth. See the brochure stand on-campus for some of the top tourist attractions and destinations.

#### Accommodation

IIBT does not offer on-campus accommodation service. Off-campus options include house or apartment rentals. BEWARE! Especially when looking for accommodation on websites. For any information or further assistance contact Reception.

*Refer to Addendum 5 for rental details from the Department of Commerce.*

### Address

You must advise IIBT and your health insurance provider (OSHC) of a change of address within 7 days. This is a visa requirement for all international students. Students can update their address with IIBT via the student portal but must provide this information directly to their health insurance provider. Failure to advise address changes may risk visa cancellation.

### Phone services

Read all contracts with phone providers very carefully before signing to avoid financial problems. Pre-paid phone cards can be purchased from shops such as the post office and news agency, to minimise the cost of calls.

### Banking

To open an Australian bank account, students need to take their passport, CoE(s), OSHC cards, Birth Certificate, Driver’s License, etc. to prove their identity to a bank of their choice.

### Transport

#### Transport cards/ concession fares

Perth	Brisbane	Sydney
<p>All full-time students are eligible for concession fares on Buses, Trains, and the South Perth Ferry by using your Smart Rider card. You need complete the Transperth Student Smart Rider application form at Reception and apply at one of the Transperth outlets or online or online.</p> <p><a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a></p>	<p>Use Go card on all TransLink bus, train (including Airtrain), ferry and tram services in greater Brisbane, Ipswich, Sunshine Coast, and Gold Coast regions. You need complete the TransLink Student Go Card application form at Reception and apply at one of the TransLink outlets or online.</p> <p><a href="https://translink.com.au/">https://translink.com.au/</a></p>	<p>Use Opal card on all Opal bus, train (including Airtrain), ferry and tram services in greater Brisbane, Ipswich, Sunshine Coast, and Gold Coast regions. You need complete the TransportNSW Student Opal Card application form at Reception and apply at one of the TransportNSW outlets or online.</p> <p><a href="https://transportnsw.info/">https://transportnsw.info/</a></p>

### Buying a car

Refer to Addendum 5 for details about buying a car, car insurance and reporting accidents.

### Driver’s license

Refer to Addendum 5 for Department of Transport and Police details.

### Emergency Numbers

Ambulance/Traffic Accident/ Police Emergency/Fire Brigade: 000

Police Assistance (when the incident is not an emergency): 131 444

### Employment

Students are limited to a maximum of 40 hours per fortnight of work during any given study period, however full-time work is possible during breaks. All income must be declared to the Australian Taxation Office. Students considering employment should be aware of the academic consequences and visa risk if employment takes a higher priority than their studies.



### **Services Related to Employment Rights and Conditions**

Overseas students can find information regarding their employment rights and conditions, from the quick fact sheet link below:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>.

*Refer to Addendum 8 for Resource and Australian Taxation Office details.*

### **Facebook**

IIBT has a Facebook group for students to stay in touch with past, current, and future students in the IIBT community. Join the Facebook page to keep up to date with current activities and events at IIBT and around Perth. For further information, visit IIBT Facebook Page at [www.facebook.com/IIBTAustralia](http://www.facebook.com/IIBTAustralia)

### **Health and Safety**

IIBT endeavours to ensure the health and safety of all students and staff. Please be aware of your surroundings whilst on campus and report any situations or incidents to Reception. You should always follow the health and safety instructions of IIBT staff. If you are involved in an incident or sustain an injury on campus, report to Reception immediately.

### **Medical and Support Services**

If you require any assistance, please contact Reception. Medical Centres can be very busy and have specific opening times. To find an available appointment in your area and book online, go to Health Engine. Please make sure you advise Reception if you need to update your emergency contacts details.

*Refer to Addendum 9 for medical and support services.*

### **Bullying, anti-discrimination and harassment**

IIBT recognises the right of all students and staff to study and work in an environment free of bullying discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

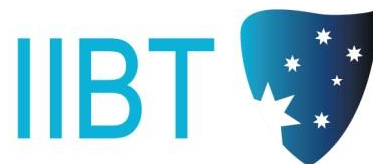
IIBT will treat claims of bullying, discrimination and/or harassment seriously, and these will be thoroughly and confidentially investigated.

It is important that students understand they are free to talk to IIBT staff if they are having issues or feeling threatened in any way by anyone.

All staff and students are to be treated fairly and equally, not discriminated against, abused or exploited. IIBT is committed to preventing the abuse of power. See sexual harassment information on student noticeboards.

*Refer to Addendum 2 for Bullying, Anti-Discrimination and Harassment Policy details.*





### **Financial and legal support**

*Refer to Addendum 12 for financial and legal support details.*

### **Legal services**

The Community Legal Centres Association of WA represents 29 Community Legal Centres in Western Australia. They primarily assist people who are unable to afford the services of a private lawyer.

*Refer to Addendum 12 for legal services details.*

### **Overseas student health cover (OSHC)**

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. Overseas Student Health Cover (OSHC) is considered adequate health insurance. Contact Reception for further details.

### **Immigration Qualified OSHC Providers**

*Refer to Addendum 13 for OSHC providers.*

IIBT works with Medibank to provide OSHC support for students. You can activate and manage your Medibank OSHC membership at [www.medibankoshc.com.au](http://www.medibankoshc.com.au).

*Refer to Addendum 13 for Medibank details.*

### **Safety and Security**

In Perth, as with all large cities, it is important students are aware of their surroundings at all times and take care of personal security and belongings. 'Think Before' is a program designed to help you think about your safety and the actions you can take to keep you safe in various situations. ([www.youtube.com/watch?v=JaKOZvEH1tU](https://www.youtube.com/watch?v=JaKOZvEH1tU))

### **Smoking**

IIBT is a smoke-free campus.

### **Tax**

*Refer to Addendum 8 for the Australian Taxation information.*

### **Tuition Assurance**

In the unlikely event that IIBT is unable to deliver a student's course in full, the student will be offered a refund of all course money paid to date. Alternatively, the student may be offered enrolment in another course by IIBT at no extra cost or transfer to another organisation in agreement with IIBT. The student has the right to choose which option will be taken.

Where IIBT is unable to provide a refund or place a student in an alternative IIBT course our Tuition Protection Service (TPS) will place the student in a suitable alternative course at no extra cost.

Refer to TPS at <https://tps.gov.au> for further information.



## OVERSEAS STUDENT SUPPORT SERVICES

### Support Services Available to Help Overseas Students Adjust to Australian Life

IIBT has a Student Welfare Officer who supports students and arranges engagement activities throughout their enrolment at IIBT. Services mainly include the following such as but not limited to:

#### New Students Induction

IIBT provides regular face to face and online induction sessions to new students at the start of their enrolment. The induction sessions introduce new students to all academic and non-academic aspects of IIBT, in order to help students transition into their new study journey.



#### Relevant Legal Services

IIBT students can seek legal advice from the following places.

Name	Website	Contact Details
Community Legal Centre Association of WA	<a href="http://www.communitylegalwa.org.au/pages/faqs/category/clc-location?Take=56">www.communitylegalwa.org.au/pages/faqs/category/clc-location?Take=56</a>	(08) 9221 9322 Email: <a href="mailto:administrator@communitylegalwa.org.au">administrator@communitylegalwa.org.au</a>
Legal Aid	WA: <a href="http://www.legalaid.wa.gov.au/">www.legalaid.wa.gov.au/</a> NSW: <a href="http://www.legalaid.nsw.gov.au/contact-us">www.legalaid.nsw.gov.au/contact-us</a> QLD: <a href="http://www.legalaid.qld.gov.au/Home">www.legalaid.qld.gov.au/Home</a>	WA Infoline: 1300 650 579 NSW Infoline: 1300 888 529 QLD Infoline: 1300 651 188
Overseas Students Ombudsman	<a href="http://www.ombudsman.gov.au/How-we-can-help/overseas-students">www.ombudsman.gov.au/How-we-can-help/overseas-students</a>	National: 1300 362 072

Migration Agents Registration Authority	<a href="https://www.mara.gov.au">https://www.mara.gov.au</a>	Web contact form: <a href="http://www.mara.gov.au/contact-us/">www.mara.gov.au/contact-us/</a>
Fair Work Ombudsman	<a href="http://www.fairwork.gov.au/">www.fairwork.gov.au/</a>	National: 13 13 94
Sexual Assault Resource Centre	WA: <a href="https://healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC">https://healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC</a> NSW: <a href="http://www.health.nsw.gov.au/parvan/sexualassault/Pages/info-sexual-assault-victims.aspx">www.health.nsw.gov.au/parvan/sexualassault/Pages/info-sexual-assault-victims.aspx</a> QLD: <a href="http://www.health.qld.gov.au/sexualassault/html/contact">www.health.qld.gov.au/sexualassault/html/contact</a>	WA: (08) 6458 1828 or 1800 199 888 NSW: (02) 9247 0600 QLD: 1800 010 120
Council of International Students Australia	WA: <a href="https://www.ciswa.com/">https://www.ciswa.com/</a>	Mobile: 0432400788 Email: <a href="mailto:publicrelations@cisa.edu.au">publicrelations@cisa.edu.au</a>
Northern Suburbs Community Legal Centre	<a href="https://www.nsclegal.org.au/">https://www.nsclegal.org.au/</a>	Phone: (08) 9301 4413 Email: <a href="mailto:info@nsclegal.org.au">info@nsclegal.org.au</a>
Financial Counsellors' Association	<a href="https://financialcounsellors.org/">https://financialcounsellors.org/</a>	National: 1800 007 007
Redfern Legal Centre	<a href="https://rlc.org.au/our-services/international-students">https://rlc.org.au/our-services/international-students</a>	NSW: (02) 9698 7645 / (02) 9698 7277 Email: <a href="mailto:info@rlc.org.au">info@rlc.org.au</a>

### Emergency and Health Services

Within the vicinity of each IIBT campus, there are conveniently situated non-emergency health service providers who can cater our overseas students' needs including GP consultation access through their OSHC membership.

Perth	Sydney	Brisbane
Park Medical Group	Doctor Lun Surgery	Brisbane City Doctors
2/779 Albany Highway East Victoria Park WA 6101	8 Quay St, Haymarket NSW 2000	Lower Ground Floor/289 Queen St, Brisbane, QLD 4000
(08) 9452 9999	(02) 9211 1003	(07) 3221 3366
<a href="http://www.parkmedicalgroup.com.au">www.parkmedicalgroup.com.au</a>		<a href="http://www.brisbanecitydoctors.com.au">www.brisbanecitydoctors.com.au</a>
After Hours: 1300 000 362	Sydney Central Medical Centre	Brisbane Clinic
Next Practice Clinic (Victoria Park Branch)		
1009/1015 Albany Hwy, East Victoria Park WA 6102	306/451 Pitt St, Haymarket NSW 2000	79 Wickham Terrace, Spring Hill, QLD 4000
(08) 7905 7200	<a href="tel:(02)92123953">(02) 9212 3953</a>	(07) 3270 4555
<a href="http://www.hotdoc.com.au/">www.hotdoc.com.au/</a>		<a href="http://www.brisbaneclinic.com.au">www.brisbaneclinic.com.au</a>

### Emergency and Critical Incidents

For critical incidents leading to an emergency, please call the Australian national line on **000**.

Critical incidents may include severe verbal aggression, domestic violence, drug or alcohol abuse, natural disaster, and medical emergency.

If someone is seriously injured or in need of urgent medical help, life or property being threatened, or just witnessed a serious accident or crime, then it is a must to call 000. Help can be administered, and the caller will be directed to the relevant Police, Fire or Ambulance services.

Name	Website	Contact Details
Royal Perth Hospital	<a href="https://rph.health.wa.gov.au/">https://rph.health.wa.gov.au/</a>	Outpatient Direct: 1300 855 275 General Enquiries: 9224 2244
Fiona Stanley Hospital	<a href="http://www.fionastanley.health.wa.gov.au/">www.fionastanley.health.wa.gov.au/</a>	Outpatient Direct: 1300 855 275 General Enquiries: +61 8 6152 2222
St Vincent's Private Hospital (NSW)	<a href="https://www.svphs.org.au/">https://www.svphs.org.au/</a>	General Enquiries: (02) 83827111
Mater Hospital Brisbane (QLD)	<a href="http://www.mater.org.au/health/hospitals/mater-hospital-brisbane">www.mater.org.au/health/hospitals/mater-hospital-brisbane</a>	General Enquiries: (07) 3163 8111 (07) 4727 4444

### Crisis Counselling Providers List

Name	Website	Contact Details
Lifeline Australia	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	National: 13 11 14
Mensline Australia	<a href="https://mensline.org.au/">https://mensline.org.au/</a>	National: 1300 78 99 78
Salvation Army	<a href="https://www.salvationarmy.org.au/">https://www.salvationarmy.org.au/</a>	General Enquiries: 13 72 58
Kids Helpline	<a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>	General Enquiries: 1800 55 1800
Poisons Information Centre	<a href="https://www.scgh.health.wa.gov.au/our-services/service-directory/poisons">https://www.scgh.health.wa.gov.au/our-services/service-directory/poisons</a>	General Enquiries: 13 11 26
Suicide Call Back Service	<a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>	General Enquiries: 1300 659 467

### Complaints and Appeals Policy and Procedure

IIBT recognises that differences can arise from time-to-time IIBT has a fair and equitable process for dealing with complaints, grievances and appeals at no cost to the student. A fast settlement between the parties of these matters is always a priority.

Note that:

- If any of the external or internal complaints handling or appeal processes results in a decision that favours the student, IIBT will immediately implement that decision and advise the student of the outcome.
- If the student decides to access IIBT's internal complaints and appeals process, IIBT will maintain the student's enrolment while the complaints and appeals process is ongoing.
- IIBT will ensure to uphold procedural fairness at every stage of the complaints and appeals process.
- IIBT will make sure that its complaints and appeals policies are always publicly available.
- Students who wish to file a complaint or appeal can access and download the forms here:

Complaints Form: <http://www.iibt.edu.au/wp-content/uploads/2019/01/Complaints-Form-v6-0.pdf>.

Appeals Form: <http://www.iibt.edu.au/wp-content/uploads/2019/01/Appeals-Form-v6.1.pdf>.

### Types of Complaints and How to Handle Them

ISSUE	Step 1 Whom do I talk to?	Step 2 Who takes over from there?	Step 3 Where do I go if I'm still unhappy?	Step 4 Do I have any other options?
<b>Academic Issue</b> (a question or problem about your class or studies, including further studies at IIBT or another institution)	Your Trainer/Lecturer/ Deputy Principal/Course Coordinator	Principal	Student Appeals Committee	Overseas Student Ombudsman
<b>Fees / Application for Refund</b> (a question about the payment of course fees or an application for a refund)	Admissions Coordinator	Principal	Student Appeals Committee	Overseas Student Ombudsman
<b>Welfare / Personal Issue</b> (a question about your accommodation, health or safety, or concerns about bullying, abuse or other mistreatment)	Student Welfare Officer	Principal	Student Appeals Committee	Overseas Student Ombudsman

### Steps to Follow

- Most complaints/appeals may be handled firstly by the person to whom they are addressed.
- If the student is not satisfied from the first step, then he/she should obtain a Student Complaints/Appeals Form, available on the student's RTO Portal or from the Deputy Principal and Principal. The Receptionist/Student Welfare Officer can assist the student in completing the form. Please see the Student Welfare Officer at Reception for any assistance. These forms are also accessible at IIBT's website.
- The Principal will ensure that the student's Complaint and Appeals Form is entered correctly and will try to resolve the issues and provide valid reasons for the decision. This will mainly involve meeting the student at no cost within 20 working days of the complaints and appeals lodgment date.
- IIBT's internal appeals processes will then be followed as outlined in the Student Handbook.
- The result of the meetings will be recorded in writing, and a copy will be issued to the student.
- If the student is not satisfied with the internal outcome of the complaint or appeal, then he/she can lodge the complaint or appeal the decision to IIBT's Student Appeals Committee (SAC).

### Student still not happy with SAC's Outcome?

The student can lodge an external complaint or appeal about the decision made if he/she is still dissatisfied with the outcome of the IIBT's complaints and appeals process.

If the student wishes to lodge an external complaint or appeals, he/she can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

Visit the Ombudsman’s website [www.ombudsman.gov.au/How-we-can-help/overseas-students](http://www.ombudsman.gov.au/How-we-can-help/overseas-students) or call 1300 362 072 for further information.

### Support Services for General or Personal Circumstances

IIBT understands that overseas students need support with general or personal circumstances that adversely affects their study life in Australia, IIBT offers the following extended support services:

- Personalised support
- Networking Advice and Events participation
- Life Skills Workshops
- Wellness Services
- Integration Advice
- Cultural Awareness

### General or Personal Counselling Providers List

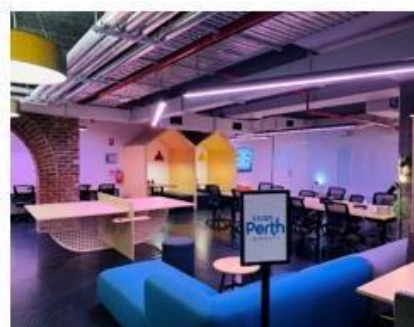
Name	Website	Contact Details
Lifeskills Australia	<a href="https://lifeskillsaustralia.com.au/">https://lifeskillsaustralia.com.au/</a>	1800 870 080
Beyond Blue	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>	General Enquiries: 1300 22 4636
Lifeline Australia	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	National: 13 11 14
Mensline Australia	<a href="https://mensline.org.au/">https://mensline.org.au/</a>	National: 1300 78 99 78
Mental Health Emergency Line	<a href="https://www.health.gov.au/health-topics/mental-health">https://www.health.gov.au/health-topics/mental-health</a>	WA: 1300 55 788 NSW: 1800 011 511 QLD: 1300 642 255
Health Direct	<a href="https://www.healthdirect.gov.au/">https://www.healthdirect.gov.au/</a>	1800 022 222
Shadow of Suicide Support		(08) 9381 55 55
Crisis Care Helpline	<a href="https://www.wa.gov.au/service/community-services/community-support/crisis-care">https://www.wa.gov.au/service/community-services/community-support/crisis-care</a>	(08) 9223 1111
Sexual Assault Resource Centre	WA: <a href="https://healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC">https://healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC</a> NSW: <a href="https://www.health.nsw.gov.au/parvan/sexualassault/Pages/info-sexual-assault-victims.aspx">https://www.health.nsw.gov.au/parvan/sexualassault/Pages/info-sexual-assault-victims.aspx</a> QLD: <a href="https://www.health.qld.gov.au/sexualassault/html/contact">https://www.health.qld.gov.au/sexualassault/html/contact</a>	1800 199 008 WA: (08) 6458 1828 1800 199 888 NSW: (02) 9247 0600 QLD: 1800 010 120
In-Vision Counselling Services		0473 176 313 0422 110 920

### Additional Support Study Perth Organisation

IIBT is a member of **StudyPerth**, an organisation that collaborates both public and private education providers with a common goal to assist overseas students. They have a Student Hub located in Perth CBD that helps international students during and after their study. It is primarily used by overseas students to interact with other students and build networks, gain skills, and focus on their schoolwork. It offers an extremely relaxing environment and conducive for studying. The facility is free for our students to use anytime throughout their enrolment with IIBT. Their services include but are not limited to:



- Free wi-fi access
- Free hot drinks (hot chocolate or coffee) and free use of fridge (food and drink storage during stay)
- Student lounge for recreation (ping-pong, video games use)
- Student lounge for studying and socialisation with other students
- Free use of meeting rooms for brainstorming and group work activities (booking required)
- Free subscription to their Student Events page with Accommodation and food security assistance
- Free Career Advice to assist in job search, CV writing and interview preparation (booking required)



### Contact Details for IIBT Student Support

Student Welfare Officer is your official first point of contact at all IIBT campuses. Students are to see the Student Welfare Officer at reception for any issues or questions they might have.

During trading hours between 9:00am-5:00pm, the Student Welfare Officer can be contacted on 02 8806 0888 (Sydney), 08 6180 2188 (Perth), 0416 868 121 (Brisbane) or via email [studentservices@iibt.edu.au](mailto:studentservices@iibt.edu.au). Should the students require urgent assistance, they can contact our dedicated team members after trading hours:

<b>Perth:</b> 0416 868 121	<b>Sydney:</b> 0422 487 122	<b>Brisbane:</b> 0416 868 121
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## FACILITIES AND RESOURCES

### Student ID card

All students are issued with a Student ID Card after you attended the IIBT Orientation. The card is issued free of charge at Orientation and is again issued for free if it expires, or if it is stolen (please provide a Police report). For lost cards, there is a small replacement fee. You **MUST** have an ID card for access to campus facilities, final examinations and for community-based discounts offered to students.

### Student portal and email login

IIBT has a student management system whereby students can access their timetables, attendance, and results, as well as receive communications from Student Services. Follow the steps below to login:

Go to "www.iibt.edu.au"	
1. Click 'Login'	
2. Input your username (your student number)	
3. Input your password (your birthday 'DDMMYYYY', please change your password after first login)	
Go to "mail.google.com"	
Username	(Your student number)@iibt.edu.au. Example: <a href="mailto:IIBT123456@iibt.edu.au">IIBT123456@iibt.edu.au</a>
Password	Your birthday (your birthday 'DDMMYYYY', please change it when you first login)

**Note: IIBT will send all communication to your IIBT student email address ONLY. Please make sure that you check your IIBT email box every day.**

### Moodle

Moodle is an online Learning Management System (LMS). It includes course materials, useful links, and other information. Moodle can be found on the Log in to:

<https://moodle.iibt.edu.au/LMS/login/index.php>

You will receive your log in details for Moodle.

### Computer facilities

The computer labs are strictly for study purposes. There are specific rules related to the use of computer labs which can be found in each lab. Please contact your Lecturer for assistance. No food and drink are allowed in the computer labs.

### Library

The IIBT library has a wide range of books and online databases. Please contact the Librarian if you wish to borrow a book or find an online learning resource.

### Lost property

Lost property enquiries should be directed to Reception. Your personal property is your own responsibility. Please keep your belongings with you at all times. IIBT does not take responsibility for lost property.

### Course Attendance and Progress

Students must make themselves familiar with attendance and course progress requirements of International Institute of Business and Technology prior to commencement at IIBT.

### Attendance

Attendance at scheduled classes at IIBT is an essential strategy for education success. All enrolled students should be aware that attendance in classes, engagement, and active participation, is one of many key indicators in determining the successful course progression of an international student. Therefore, attendance of all international students enrolled at IIBT will be diligently monitored and recorded by lecturing staff.

ELICOS students, specifically, must attend minimum 80% of scheduled contact hours of their study period. English language lecturers will record students' attendance, and this will be strictly monitored. In line with *IIBT Attendance Policy*, students whose attendance falls below 80% may have their Confirmation of Enrolment (COE) cancelled, after receiving Warning Letters and an Intention to Report Letter.

### COURSE PROGRESS

In line with its '*Academic Status and Termination Policy*' and '*Policy and Student Retention and Progression Policy*', IIBT will monitor, record, and assess the academic performance of all enrolled international students to ensure that they are given every opportunity to achieve the required satisfactory academic progress for each unit of the course they are enrolled in. IIBT students' academic progress is reviewed each study period (term or trimester, as appropriate). IIBT is required to report an international student via Provider Registration and International

Students Management System (PRISMS) to the Department of Home Affairs if the student has been assessed as not achieving satisfactory course progress for two consecutive study periods.

**Satisfactory course progress at IIBT is defined as:**

Higher Education Student (studying a Higher Education Diploma Program)- successful completion of 50% or more of enrolled units within each study period.

Vocational Education & Training (VET) Student- must be marked as Competent (C) in 50% or more of the units/subjects delivered in a single study period.

ELICOS Student – must achieve the required pass marks as advised in the course outline for each language proficiency level/ each core skill.

IIBT Lecturing staff and IIBT Academic Management Team will use a variety of assessment methods to deem whether a student is ‘at risk’. These may include, but are not limited to the review of:

- The student’s attendance record
- Class participation and engagement in group collaboration
- Late submissions of assignments
- Resubmissions/resits
- Requests for extension of class work or assignments
- Request for additional help with assignments or class work
- Feedback from other lecturers
- Fail grades or Not Yet Competent grades on assignments
- Results of assignments and units/subjects

International students enrolled at IIBT, whenever experiencing difficulties in their studies, are encouraged to contact or speak with their lecturer or the IIBT Student Welfare Officer, and/or a member of the Academic Management Team, at the earliest possible opportunity.

In line with *IIBT Course Progress Policy* and *IIBT Student Retention and Progression Policy*, if an international student enrolled at IIBT is identified as not making satisfactory course progress, or the student is placed on the ‘*IIBT At-Risk Student Register*’, the student will be put on an Intervention Strategy (also known as IIBT Intervention Strategy Performance Contract). The intervention strategy processes are designed to support international students to successfully continue and complete their studies in the timelines required.

If an international student enrolled at IIBT receives a notification that he/she is maintaining unsatisfactory course progress or has been identified as potentially being ‘at risk’, the student should act on the advice in the letter and attend the scheduled intervention strategy interview with relevant staff and follow the processes set out in the individualised support/intervention strategy plan. IIBT Lecturers and relevant members of IIBT Academic Team are to continue to monitor the academic progression of the student and review the results at the end of each study period.



Where a student has demonstrated unsatisfactory course progress in 50% or more of the units attempted in any 2 consecutive study periods, IIBT Student Services Officer will provide written evidence to the student of IIBT's intention to report their unsatisfactory course progress to the Department of Home Affairs and provide additional advice and support where required. The student will be informed that they have 20 working days to submit their appeal in writing. International students enrolled at IIBT have the right to appeal a decision about their attendance or course progress.

### Complaints and Appeals

In line with *IIBT Complaints and Appeals Policy*, when a student lodges a formal internal complaint, IIBT Student Services Officer will provide the complainant with a copy of the Complaints and Appeals Form and will record the complaint or appeal on receipt of the signed and completed form.

Within 10 working days, IIBT will place the complaint or appeal on the agenda for the Management meeting or Academic Director to consider and will advise the complainant of the outcome in writing within 10 working days from the receipt of the complaint, including detailed reasons for the outcome. IIBT will advise the complainant about the right to access an external complaint handling process at minimal or no cost if they are not satisfied with the outcome, furthermore, it will provide contact details of the external complaints and appeals body.

Should the internal or external complaint handling or appeal process result in a decision supporting the complainant or appellant, IIBT will promptly advise them of the outcome and implement with immediate effect any decision and/or corrective and preventative action required.

All issues arising from complaints and appeals reviewed by the Management meeting/Academic Director will be used to eliminate or mitigate the likelihood of reoccurrence.

All communications arising from the complaints process will remain confidential except to the extent necessary to give effect to the Complaints and Appeals Policy or when a party to the complaint or appeal requires reasonable access to such records.

Records of all complaints/appeals and their outcomes will be securely stored for a period of at least five years.

The following policies can be obtained here <http://www.iibt.edu.au/policies-procedures/>:

- *IIBT Student Attendance Policy*
- *Course Progress Policy*
- *Student Retention and Progression Policy*
- *Academic Status and Termination Policy*
- *Complaints and Appeals Policy*

## ADDENDUM 1 Staff Contacts

Position	Name	Email Address
PEO	Mr Charles Shiao	c.shiao@timesedu.com.au
Deputy Principal	Dr Mosharraf Hossain	mosharraf.hossain@iibt.edu.au
Chief Marketing Officer	Ms Ivy Chung	ivy.chung@iibt.edu.au
International Recruitment Manager	Ms Ivy Chung (SYD & BNE)	ivy.chung@iibt.edu.au
Admissions Manager	Ms Anu Burenbazar	<a href="mailto:admissions@iibt.edu.au">admissions@iibt.edu.au</a>
Academic Administration Officer	Mr Mohammed Arefin	mohammed.arefin@iibt.edu.au
Student Welfare Officer	Mr Abu Hanif faisal	abu.faisal@iibt.edu.au
Admin/IT Assistant	Mr Emilio Santana Gomes	emilio.gomes@iibt.edu.au
Head of IT	Mr Vitor Mendez	<a href="mailto:it@timesedu.com.au">it@timesedu.com.au</a>

## ADDENDUM 2 Policies, Procedures and Forms

The following Policies can be found on the IIBT website via the below link: [www.iibt.edu.au/policies-procedures/](http://www.iibt.edu.au/policies-procedures/)

Policies and Procedures
Bullying, Anti-Discrimination and Harassment Policy
Complaints and Appeals Policy
Course Progress Policy
Deferment, Suspension and Cancellation Policy
Enrolment Policy
Privacy Policy
Recognition of Prior Learning (RPL) Policy
Refund Fees Schedule
Refund Policy
Student Code of Conduct Policy
Terms of Offer (International Students)

The following Forms can be found on the IIBT website via the below link: [www.iibt.edu.au/documents-forms/](http://www.iibt.edu.au/documents-forms/)

Forms
Appeals Form
Complaints Form
Refund Request
Form Withdrawal and Deferment Form

## ADDENDUM Student Code of Conduct

Whilst enrolled at IIBT, all students are expected to comply with the following rules of behaviour:

- Not smoke on campus.
- Not discriminate or harass IIBT students and staff.
- Act in a way that respects the rights, differences, and welfare of all IIBT students and staff.
- Demonstrate mutual respect for staff and fellow students.
- Turn off mobile phones, paging devices and portable personal music players during class times and examinations.
- Abide by examination instructions.
- Prepare for each class by completing the required reading and tutorial work.
- Attend all classes except when prevented by illness or exceptional circumstances. Class attendance is a courtesy to fellow students and lecturers in the interest of your own academic progress and a condition of your student visa if you are an international student.
- Attend classes at the scheduled time, as late arrival is both disrespectful and disruptive to teachers/lecturers and fellow students.
- Work to the best of their ability.
- Comply with workload expectations and submit required work on time.
- Participate actively and collaboratively in learning activities.
- Avoid all forms of general and academic misconduct.
- Provide constructive feedback when evaluating courses and lecturers.
- Refrain from any activities that might have a negative impact on other members of the IIBT community.
- Familiarise themselves with the responsibilities required of their course and program of study.
- Refrain from eating or drinking in classrooms at any time.
- Abide by any other rules of classroom behaviour as determined by, and/or negotiated with their teacher/lecturer or IIBT staff.
- Students and staff are expected to wear clothing that is clean, modest, and appropriate. Sportswear (bicycle shorts, running shorts) and beachwear (swimwear, thongs) are not acceptable items of clothing to wear on campus.
- Students are discouraged from wearing revealing clothing or clothing with offensive slogans or motifs. Bare feet are not acceptable for safety reasons.
- Student representatives fulfil a significant role at IIBT and should act in the best interest of all students

## ADDENDUM

### How To Pay

Tuition fees must be paid in advance. It is important that you identify the transaction with your Student ID Number.

#### Preferred Payment Method

##### Electronic Funds Transfer (EFT) to:

Bank	ANZ
Address	786 Albany Highway, East Victoria Park WA 6101
Account Name	International Institute of Business and Technology (Australia) Pty Ltd
BSB	016 263
Account Number	219559482
SWIFT Code	ANZBAU3M

#### In person

You can pay by EFTPOS or with a Credit Card at IIBT Reception (surcharge will apply). Please refer to Additional Fees & Charges below for more information.

#### By Bank Cheque or Bank Draft – please make cheque payable to:

International Institute of Business and Technology (Australia) Pty Ltd

#### Additional Fees & Charges

The following is a list showing additional fees and charges you may incur at IIBT:

Administration		Academic	
Item	Cost	Item	Cost
Replacement Student ID Card	\$10.00	Late- Enrolment Fee per unit	\$50.00
Photocopying black/white	20 cents per page	Reprint of Academic Certificate	\$50.00
Colour	60 cents per page	Reprint of Academic Transcript	\$10.00
Overdue Payment Fee	\$200.00	CoE issue fee (VET only)	\$50.00
Credit card surcharge	Visa Debit 1.00% Visa Credit 2.90% Master Card Debit 1.00% Master Card Credit 1.60% Union Pay 2.302%		
Enrolment fee	\$250 (non-refundable)		
Materials fee	ELICOS: \$15 per week VET courses: \$50 per term Higher Education Diploma courses: \$600 per course		

## ADDENDUM

### Accommodation and Transport

Company	Description	Website
Department of Commerce	Rental agreements and accommodation	<a href="http://www.commerce.wa.gov.au/consumerprotection/rental-agreements">www.commerce.wa.gov.au/consumerprotection/rental-agreements</a> <a href="http://www.commerce.wa.gov.au/consumerprotection/housing-and-accommodation">www.commerce.wa.gov.au/consumerprotection/housing-and-accommodation</a>
Department of Commerce	Complaints to the Department of Commerce	<a href="http://www.commerce.wa.gov.au/consumer-protection">www.commerce.wa.gov.au/consumer-protection</a>
Transperth (Perth)	Public transport services	<a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a>
Translink (Brisbane)	Public transport services	<a href="https://translink.com.au/">https://translink.com.au/</a>
TransportNSW (Sydney)	Public transport services	<a href="https://transportnsw.info/">https://transportnsw.info/</a>
PPSR	Car insurance	<a href="http://www.ppsr.gov.au">www.ppsr.gov.au</a>
Department of Transport	Licensing information	<a href="http://www.transport.wa.gov.au/licensing/myvehicle.asp">www.transport.wa.gov.au/licensing/myvehicle.asp</a> <a href="http://www.transport.wa.gov.au/licensing/mydrivers-licence.asp">www.transport.wa.gov.au/licensing/mydrivers-licence.asp</a>
Police	Reporting a road traffic accident	<a href="http://www.police.wa.gov.au/Traffic/Reporting-atraffic-crash">www.police.wa.gov.au/Traffic/Reporting-atraffic-crash</a>
RAC	Car servicing and vehicle inspections	<a href="https://rac.com.au/car-motoring/carservicing-and-repair/vehicle-inspections">https://rac.com.au/car-motoring/carservicing-and-repair/vehicle-inspections</a>

## ADDENDUM 6

### Overseas Students' Ombudsman

Company	Description	Website	Phone
Overseas Students Ombudsman	An ombudsman resolves disputes between people and government. Free services.	<a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>	1300 362 072

## ADDENDUM 7 Employment

Fair Work Tool	Description	Website
Multiple language content	Language Help section of FWO website offers information in 30 languages and includes resources/information about common questions asked by international workers. It also includes in-language video resources in 16 languages.	<a href="http://www.fairwork.gov.au/languagehelp">www.fairwork.gov.au/languagehelp</a>
General Information for International Students	Tailored information for visa holders, including international students, about basic workplace relations, common issues faced by students, such as unpaid work and the FWO's arrangement with Immigration to protect your rights.	<a href="http://www.fairwork.gov.au/findhelpfor/visa-holders-andmigrants">www.fairwork.gov.au/findhelpfor/visa-holders-andmigrants</a>
Record My Hours App	Assists you to easily record and store hours of work – the app is free on both Apple and Android and was developed with young and migrant workers in mind. Available in 18 languages, it automatically detects language settings on your phone.	<a href="http://www.fairwork.gov.au/how-wewillhelp/how-we-helpyou/record-myhours-app">www.fairwork.gov.au/how-wewillhelp/how-we-helpyou/record-myhours-app</a>
Anonymous Reporting	Online interactive form to allow anyone to anonymously report workplace concerns. Information provided to the FWO helps it plan its education and enforcement activities and is available in English and 16 other languages.	<a href="http://www.fairwork.gov.au/how-wewillhelp/how-we-helpyou/anonymoustipoff">www.fairwork.gov.au/how-wewillhelp/how-we-helpyou/anonymoustipoff</a> <a href="http://www.fairwork.gov.au/how-wewillhelp/how-we-helpyou/report-a-workplace-issue-in-your-language">www.fairwork.gov.au/how-wewillhelp/how-we-helpyou/report-a-workplace-issue-in-your-language</a>

## ADDENDUM 8 Australian Taxation

Income earned from employment is taxable. Students must have a Tax File Number (TFN) to work. The TFN can be applied online at [www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN](http://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN). Alternatively, you also can complete a Tax File Declaration Form which is available from a newsagent, post office or the Australian Taxation Office.

Visit ATO to see staff and pick up a range of publications/brochures about:

- Your entitlements.
- Tax file number.
- Tax returns

Students who work must complete a Tax Return at the end of each financial year (after 30th June). For further information, visit the Australian Tax Office (ATO) at [www.ato.gov.au](http://www.ato.gov.au).

Company	Address	Contact Hours	Phone	Website
Australian Taxation Office (ATO) myGov Perth	Shop 15, Wesley Quarter 770 Hay St PERTH WA 6000	Open 8.30am to 4.30pm weekdays ATO support staff available daily 8.30am to 4.30pm. ATO interview available each Wednesday 8.30am to 4.15pm.	13 28 61	www.ato.gov.au
Australian Taxation Office (ATO)	Australian Taxation Office, Self Service facilities 36, Annerley Rd, Woolloongabba QLD 4102		13 28 61	www.ato.gov.au
Australian Taxation Office (ATO)	Australian Taxation Office, 2/12 Macquarie St, Parramatta NSW 2150	8.00am–8.00pm Monday–Friday 10.00am–4.00pm Saturday and Sunday	13 28 61	www.ato.gov.au

## ADDENDUM 9

### Medical and Support Services

Company	Website
Department of Health (WA)	<a href="https://ww2.health.wa.gov.au">https://ww2.health.wa.gov.au</a>
Department of Health (NSW)	<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>
Department of Health (QLD)	<a href="https://www.health.qld.gov.au/">https://www.health.qld.gov.au/</a>
Health Direct Australia	www.healthdirect.gov.au
Beyond Blue	www.beyondblue.org.au
Reach Out	<a href="https://au.reachout.com">https://au.reachout.com</a>
Ishar Multicultural Women’s Heath Centre	www.ishar.org.au

## ADDENDUM 10

### Professional Counselling Support

Company	Contact Hours	Phone
International Student Hotline	Monday to Friday 8.00am to 6.00pm	1300 363 079
Lifeline	24 hours, 7 days	13 11 14
Mental Health Emergency Response line	24 hours, 7 days	1300 555 788
Salvation Army	24 hours, 7 days	1300 363 622
Men's Line	24 hours, 7 days	1300 789 978
Samaritans Crisis Line	24 hours, 7 days	1800 198 313
Kids Help Line (5 – 25 years)	24 hours, 7 days	1800 551 800
Beyond Blue	24 hours, 7 days	1300 224 636

## ADDENDUM 11

### Cultural Support

Company	Contact Hours	Website
CISWA Council for International Students of Western Australia	Monday and Thursday 9.00am to 4.00pm	info@ciswa.com
The Council of International Student Australia (CISA) [Rest of Australia]	publicrelations@cisa.edu.au	<a href="https://www.facebook.com/cisa.national/">https://www.facebook.com/cisa.national/</a>

## ADDENDUM 12

### Financial and Legal Support

Company	Email	Website	Phone
Anglicare WA Financial Counselling	info@anglicarewa.org.au	www.anglicarewa.com.au	9325 7033
Anglicare	<a href="mailto:waggafc@anglicare.com.au">waggafc@anglicare.com.au</a>	<a href="https://www.anglicarewa.org.au">https://www.anglicarewa.org.au</a>	(02) 6937 1555
Financial Councillors Hotline			1800 889 364
Citizens Advice Bureau Legal Services	cab@cabwa.com.au	www.cabwa.com.au/getlegal-advice	9221 5711
Justice of the Peace	jps@justice.wa.gov.au		1300 657 788
Community Legal Services Association		www.communitylaw.net	9221 9322
Legal Services Commission	<a href="mailto:lsc@lsc.qld.gov.au">lsc@lsc.qld.gov.au</a>	<a href="https://www.lsc.qld.gov.au/">https://www.lsc.qld.gov.au/</a>	<a href="tel:0735647726">0735647726</a>



### ADDENDUM 13

#### Immigration Qualified OSHC Providers

Company	Website	Email	Phone
AHM OSHC	www.ahmoshc.com		
BUPA Australia	www.overseasstudenthealth.com		
Medibank Private	www.medibank.com.au	oshc@medibank.com.au	Member Services Officer: 134 148 (in Australia)   +61 3 9862 1095 (Overseas) 24-hour OSHC Emergency Helpline: 1800 644 325
NIB OSHC	www.nib.com.au		
Allianz Global Assistance (Lysaght People care)	www.allianzassistancehealth.com.au/en/student-visa-oshc		

### ADDENDUM 14

#### Visa Conditions

Company	Address	Website	Website
Department of Home Affairs (Immigration)	Ground Floor, Wellington Central 836 Wellington Street, West Perth WA 6005	<a href="https://immi.homeaffairs.gov.au">https://immi.homeaffairs.gov.au</a>	131 881 Monday to Friday, 9.00am to 4.00pm

*IIBT is obliged by law to report international students to Immigration if students have breached visa conditions.*

**END OF DOCUMENT**