



Crown Institute of Business and Technology Pty Ltd ABN 86 116 018 412 National Provider No: 91371 CRICOS Provider Code: 02870D

North Sydney Campus: 116 Pacific Highway North Sydney NSW 2060 P 02 9955 0488 F 02 9955 3888

Sydney CBD Campus: Level 5, 303 Pitt St Sydney NSW 2000 P 02 8959 6340 F 02 9955 3888

Sydney CBD Campus: Level 11, 307 Pitt St Sydney NSW 2000 P 02 8034 6431

Canberra Campus: Suite 1, Level 4, 40 Cameron Avenue, Belconnen, ACT 2617 P 02 6253 5184



CROWN INSTITUTE
of Business & Technology

Student Handbook Vocational Programs



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Welcome from CEO

Thank you for choosing Crown Institute of Business and Technology (CIBT) to work towards your learning and career goals.

The decision to undertake study is a very important one. Our experienced staffs in the faculty are available to make your learning experience as rewarding as possible.

To guide you from the outset of your chosen program(s), we have developed this *Student Handbook*. This Handbook explains your rights and responsibilities and the relevant policies and procedures as well as contact points and support services in place to ensure you get the most out of your studies.

We aim to provide you with the best facilities and services we can. The information you already have on your course together with this handbook, your induction program and guidance from your trainers and assessors as well as our support and administrative staff will ensure you follow the right path towards what we hope will be a fulfilling learning and development experience.

To help us maintain our standards, please take time to read and understand the information provided and ask questions and provide feedback not only in your induction but throughout your studies with us.

Should you have any questions relating to your time with us after your induction please make a time to meet with the Compliance Manager/Academic Manager for any clarification you require?

We hope you enjoy your time with us and remind you to feel free to contact us as required throughout the course. Contact details are provided in this handbook.

Deepak Khadka
Chief Executive Officer
Crown Institute of Business and Technology



Important Information

The information contained in this handbook is important for your study at Crown Institute of Business and Technology (CIBT) so please read it carefully to make sure you understand what it contains.

Your Current Contact Details

You must notify CIBT of any change in your address, personal situation or any problems as soon as possible. We are required to advise the Department of Home Affairs (DHA) of all changes to your details as part of our responsibilities as an education provider for overseas students.

It is your responsibility to keep us informed and you must complete a *Change of Details Form* available from Student Services so that we can maintain up to date information. Keeping your address and contact details updated at all times will ensure you receive the notices that relate to your studies, student visa conditions and other matters that may require your urgent attention.

It is our responsibility to let the Department of Home Affairs (DHA) know should you:

- ✓ breach any conditions of your student visa
- ✓ not attend classes and drop below 80% attendance for any study period (term)
- ✓ failed more than 50% of the unit in each study period (term)
- ✓ not make your tuition fee payments on time without a mutually agreed payment arrangement

Remember we are here to help and ensure your progress is maintained. Please make sure to inform us if you have any problems at any stage of your course.

Please note as per ESOS Act changes on 01 July 2012 you must update contact details (address, mobile number, email address) with provider at least every six months.



Section 1: General

Using this Handbook

This handbook has been made available on CIBT's web-site and is issued to all newly arrived students as they need to read it on commencement of their program to reinforce understanding of the processes to be followed as part of the program.

Before commencing your program, you should check that you have been provided with and have understood the information including, but not limited to:

- Course outline, the course duration (length of study) and the Units of Competency in the course
- Timetable and structure of your learning and assessment
- Credit Transfer (from earlier studies) and/or Recognition of Prior Learning (RPL)
- National recognition of Australian qualifications
- Enrolment Terms and Conditions
- Resources and Support Services provided and/or made available to you
- Fees and Refund policy
- Educational policies (including complaints, assessment and attendance)
- Withdrawal, deferment and appeals processes
- Intervention strategy (counselling and student support)
- Code of conduct (behaviour of staff and students)
- Access and Equity (a safe and inclusive environment)
- Health and Safety considerations

Additional Questions can be directed to Student Support Services on 02 9955 3888 or by email to info@cibt.nsw.edu.au



About CIBT

CIBT is a **nationally Registered Training Organisation (RTO)** under the Australian Skills Quality Authority (ASQA) our training systems are designed to allow for continuous improvement. We can adjust to the needs of industry, the wider community and each student's individual career goals and needs. CIBT is an independently operated member institution of the Australian Council for Private Education & Training (ACPET).

National Provider No: 91371 & CRICOS Provider No: 02870D

We are registered to deliver the following vocational qualifications:

CRICOS Code	Vocational Qualifications
104835C	BSB30120 Certificate III in Business
103954D	BSB40520 Certificate IV in Leadership and Management
104182B	BSB50420 Diploma of Leadership and Management
104836B	BSB60420 Advanced Diploma of Leadership and Management
097747K	FNS40217 Certificate IV in Accounting and Bookkeeping
097748J	FNS50217 Diploma of Accounting
097749G	FNS60217 Advanced Diploma of Accounting
103531E	BSB40820 Certificate IV in Marketing and Communication
103533C	BSB50620 Diploma of Marketing and Communication
103532D	BSB60520 Advanced Diploma of Marketing and Communication
103911D	ICT50120 Diploma of Information Technology
103912C	ICT60120 Advanced Diploma of Information Technology
104837A	BSB80120 Graduate Diploma of Management (Learning)



To be offered a place in any one of our programs/courses you must have met the eligibility criteria.

North Sydney Campus	Sydney CBD Campus	Canberra Campus
116 Pacific Highway North Sydney NSW 2010 Phone: 02 9955 0488	Level 11, 307 Pitt St Sydney NSW 2000 Tel: 02 8034 6431	Suite1, Level 4, 40 Cameron Ave Belconnen ACT 2617 Tel: 0262535184
	Level 5, 303 Pitt St Sydney NSW 2000 Tel : 02 8959 6340	



Quality Statement: Continuous Improvement

When you study at CIBT you can be confident that your studies meet Standards for RTOs 2015 and other requirements for a recognised qualification.

As a Registered Training Organisation, Crown Institute of Business and Technology delivers nationally recognised training qualifications supported by qualified and experienced faculty and support staff. CIBT qualifications meet the requirements for Australian Qualifications Framework (AQF).

A prime focus of CIBT's training operation is on continuous improvement. This means we continually look for ways to improve our services across all parts of our institution including marketing, recruitment, induction, training delivery, assessment and support services.

The feedback CIBT receives from you is used to improve our procedures, policies, methods of operation, materials, trainer/ assessor performance, facilities and information services.

We value your input. If you have any suggestion you can talk or obtain and complete the feedback form available at student services or from your trainer/assessor. You can return the completed feedback form to your trainer or assessor/ student services through info@cibt.nsw.edu.au/leave it in suggestion box.

Key Staff

Our Chief Executive Officer has the overall authority to ensure the health and safety of all staff and students and to plan and lead CIBT.

The RTO Manager/Compliance Manager is responsible for overseeing the effective induction, training and assessment of students. He/She is also responsible for making sure your program runs smoothly and you gain the necessary knowledge, skills and experience.

The Administration Manager is responsible for the day to day administration/operations of CIBT. Please see the Administrative Officer if you want general information or need to obtain and complete one of the CIBT forms.

The Student Services Officers are responsible for assisting you with any difficulties you have with your training and assessment or living arrangements or other personal areas of life.

Trainers and assessors are responsible for the delivery and assessment of the course. These are the people who train you to achieve competence in your vocation and will assist you with any reasonable academic support required to support you in successfully completing your program in the required time.



CIBT Staffs

Name with Designation	Visiting Times
Chief Executive Officer Deepak Khadka : deepak@cibt.nsw.edu.au	Available via Appointment Only
RTO Manager Narayan Tiwari : narayan@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Compliance Manager Nasheta Nahreen : nasheta@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Administration Manager Tina Jee : tina@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Academic Manager Sabitri Malla (Canberra Campus): sabitri@cibt.nsw.edu.au	Monday – Thursday 09:00 am – 02:00 pm
Training Manager Zaklina Nedekolski : zaklina@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Course Coordinator Lupco Nedekolski: Lupco@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Account Officer Si Tsung: si@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Student Service/ Admin Officer Ratama Jumroonsiri: ratama@cibt.nsw.edu.au Feng Li (Canberra Campus) : feng@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Student Support/ Marketing officer Saksham Onta : saksham@cibt.nsw.edu.au Seika Ezaki : seika@cibt.nsw.edu.au Shefali Surabhi : shefali@cibt.nsw.edu.au Nina Ardsavaimsuwan : nina@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm
Project Administrator Jenisha Manandhar : jenisha@cibt.nsw.edu.au	Monday – Friday 09:00 am – 05:00 pm



Section 2:

The ESOS Framework

Education in Australia: The ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2018.

The ESOS framework sets out the standards that Australian education provider must obey when dealing with overseas students. These standards cover a range of information you have a right to know. The services that must be offered include:

- a) Orientation and access to support services to help you study and adjust to life in Australia
- b) Who the contact officer or officers is for overseas students
- c) If you can apply for course credit
- d) When your enrolment can be deferred, suspended or cancelled
- e) 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
- f) If attendance will be monitored for your course, and
- g) A complaints and appeals process.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study meet the necessary standards. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Useful Information

The Australian Government through Australian Education International (AEI) provides useful and up to date information on the ESOS Framework including a quick reference guide and FAQ (frequently asked questions) section: <https://internationaleducation.gov.au/Pages/default.aspx>



Your rights and responsibilities in brief

Student Rights and Responsibilities

You must comply with all of your visa conditions as outlined in this handbook and as updated by DHA from time to time. This is particularly important for attendance and successful academic performance.

In addition to meeting the conditions of your visa and the course requirements, there are a number of laws that apply to you as a student studying in Australia. Some of these are discussed in this handbook. In short while in Australia, you need to recognise the rights of all people and exercise a reasonable duty of care in your day to day activities. Those that respect and obey Australian laws are warmly welcomed in this country.

If you have any concerns about how a law or rules apply to you please ask an appropriate person for advice before acting. While at the college you can speak with the Student Services Officer who can refer you to the right person for assistance and advice.

Your rights

The ESOS framework protects your rights, including:

- i. your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- ii. Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- iii. Your right to get the education you have paid for. The ESOS framework includes 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.

Body	Commonwealth Ombudsman
Postal Address	GPO Box 442 Canberra ACT 2601.
Phone	Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111 Enquiries 9am to 5pm Monday to Friday (AEST)
Fax Number	02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
Email	ombudsman@ombudsman.gov.au
Website	http://www.ombudsman.gov.au/
What They Do	The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively & publishes reports on problems and broader issues in international education that we identify through investigations.
Interpreting Service	If you want to make a complaint in your language you can. Call the Translating and Interpreting Service on 131 450 in Australia, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.



Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- ✓ Satisfy your student visa conditions
- ✓ Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- ✓ Meet the terms of the written agreement with your education provider
- ✓ Inform your provider if you change your address
- ✓ Maintain satisfactory course progress
- ✓ If attendance is recorded for your course, follow provider's attendance policy, and
- ✓ Maintain your approved accommodation, support and general welfare arrangements if you are under 18 years of age. *Note that CIBT does not enrol under age student at the present time.*

Emergency Procedures and Exits

Emergency Phone Number (Police, Ambulance, Fire): 000

In case of a fire alarm, please follow your teacher's instructions. When told to leave:

- ✓ Go quickly and quietly to the nearest fire exit. A map in each room will show you where they are.
- ✓ Do not collect your belongings take only what you have with you.
- ✓ Do not use the lifts. Please use the fire exit stairs.
- ✓ Meet at the safe area outside the building. It's important that you stay with your teacher, who will check your attendance.
- ✓ Do not run to the building until a fire warden tells you that it is safe.



Deferring, suspending or cancelling enrolment

If a student wishes to defer or temporarily suspend their enrolment, they need to contact the Student Support Officer at CIBT and inform the reasons for deferment or suspension.

The Student Services Officer informs the Compliance Manager/Academic Manager who will convene a meeting to assess the student's request.

A student may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes).

If deferment or temporary suspension is granted, the Administration Officer will:

- ✓ Inform the student in writing that the request has been successful; and
- ✓ Inform the student in writing that their change in enrolment status may affect their visa; and
- ✓ Record the details of the request and result on the student's file; and
- ✓ Notify the Secretary of Department of Education, Skills and Employment via PRISMS that the student's enrolment has been deferred or temporarily suspended.

A student may cancel their enrolment for any reason. In this situation the Administrative officer will:

- ✓ Inform the student in writing that their change in enrolment status may affect their visa; and
- ✓ Record the details on the student's file; and
- ✓ Through the Chief Executive Officer notify the Secretary of Department of Education, Skills and Employment via PRISMS that the student's enrolment has been cancelled; and
- ✓ Issue a Refund Application if appropriate.

CIBT may choose to defer or temporarily suspend a student's enrolment on two grounds:

- ✓ Compassionate or compelling circumstances; or
- ✓ Misbehaviour by the student

The RTO Manager/Compliance Manager together with the Chief Executive Officer may make the decision to cancel a student's enrolment, based on information received from the staff of CIBT.

If CIBT chooses to defer, temporarily suspend or cancel a student's enrolment, then the Administrative Officer will:

- ✓ Inform the student CIBT's intention; and
- ✓ Inform the student in writing that the change in enrolment status may affect their visa; and
- ✓ Inform the student that that processes begin within 10 working days of CIBT receiving the formal written lodgment of the complaint as *Continuous Improvement* procedure; and
- ✓ Record the details on the student's file.



If the student does not access CIBT's complaints & appeals process, then the Administrative Officer will:

- a) Through the Chief Executive Officer notify the Secretary of Department of Education and Training (DET) via PRISMS that the student's enrolment has been deferred, temporarily suspended or cancelled; and
- b) Record details on the student's file.

If a student decides to access the complaints and appeals process, the suspension or cancellation will not take effect until the appeals process has been followed through.

Release & Transfer (departing students)

Transfer of a student shall be considered following a formal application by the student using Application to Transfer Provider Form.

Request for release shall be refused when:

- ✓ A letter of offer from another RTO has not been presented;
- ✓ When there are issues between an instructor and the student or between students that may be resolved by mediation;
- ✓ When physical or verbal aggression has been observed;
- ✓ When there are outstanding fees;
- ✓ The complaints process has not been completed and/or the appeals process has not commenced;
- ✓ There is unacceptable academic performance;
- ✓ There is unacceptable level of attendance;
- ✓ Breaking of any common law (in which case the visa shall be terminated); and
- ✓ Other exceptional circumstances.

Students will be released on PRISMS within ten (10) working days where it is agreed between CIBT and the student and evidence is available that the student does not fall into any of above categories.

After completion of at least six (6) months of study in principal course at CIBT, the student may move to another Provider without of release.

Where an application for transfer is rejected, the basis for the rejection of the application shall be documented and the student will be advised within 10 days that they may appeal the decision under CIBT's complaints and appeals procedure.

All applications for release shall be recorded on PRISMS and record shall be retained in the student files.

Transfer between Providers

Definitions (source: the *National Code 2018*):

- Principal course: Usually the final course of study a student will undertake. For example, if a student is studying VET followed by a Bachelor degree, the Bachelor degree is the principal course.
- Six months: Calculated as six calendar months from the first day of the principal course.

Transferring from another provider

CIBT may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course
- The student supplies information of release from the current provider

Transferring from CIBT to another provider

Students can apply to transfer from CIBT to another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- CIBT or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents CIBT from continuing to deliver the principal course
- The student enrolls in a course that is at the same or a higher level to that in which the student is currently enrolled, and the course is not available at CIBT
- Exceptional personal circumstances that the Principal Administrator considers to be appropriate

Note: Students on package courses will need a release from their principal provider.

CIBT will not be granted a release for a student seeking to transfer within the first six months of their principal course if:

- There is no Letter of Offer from another provider
- The student is enrolling in a course that is at a lower level than the one in which the student is currently enrolled
- All the support services have not been exhausted by the student
- The student is trying to avoid being reported to DHA
- The student has outstanding debts to CIBT
- The student is under 18 and there is no written letter from the parent/guardian and no evidence from another provider that they will accept the responsibility for accommodation and welfare of the student



Extending your course duration

CIBT will extend the duration of the student's study where it is clear that the student cannot complete the course within the expected duration, as specified on the student's eCoE, as a result of:

- a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- b) Institute implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c) An approved deferment or suspension of study has been granted under Standard 9 of the National Code.

To extend a term, a student must apply for the extension in writing to the Chief Executive Officer explaining the justification to their application. All records of the consideration and approval or rejection of the application are to be retained on the student's file.

The Chief Executive Officer shall review the application along with Trainers/ Assessors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision.

The Student shall be advised of the outcome in writing.

Student Visa Requirements

General Requirements

The Department of Home Affairs (DHA) is the responsible Australian government authority to decide on all Visa applications. DHA may set criteria or requirements to grant you a student Visa. We suggest you to consult a Registered Migration Agent or visit DHA's website <https://www.homeaffairs.gov.au/> to learn more about student Visa.

You will also be required to show that you meet the selection requirements for any of our courses that you are hoping to enrol in. These responsibilities must be maintained during your entire study period. It is important to become aware of these requirements before you sign your Enrolment Form.

Additional information on your visa issues can be obtained from the Department of Home Affairs website <https://www.homeaffairs.gov.au/>



English language Proficiency

You must be able to read, write and understand the English language and be able to produce evidence of your English language proficiency. For admission to our vocational courses, you are required to present:

- 1) An IELTS Test score of no less than 5.5 (General or Academic) or equivalent.
- 2) Evidence of completion of General English Program at ELICOS Colleges. The minimum requirement is an Upper-Intermediate Certificate.

Please note that you may be asked to sit for an English Language Placement test at CIBT to ensure you possess the required level of language proficiency.

Please visit DHA's website (<https://www.homeaffairs.gov.au/>) if you want to know about the English language requirements to apply for your student Visa.

Change of Address/Contact Details

It is mandatory that you advise CIBT of your residential address and contact telephone number and of any subsequent changes to these details as soon as possible. This is extremely important and is one of your student visa conditions.

You must update your contact details (mobile and email) at least every six months or as soon as they get changed (Whichever comes first).

Overseas Student Health Cover

Australia has a very modern and efficient health care system. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian Healthcare System and it covers the costs for general medical or hospital care which you may need while studying in Australia. It may also pay for some prescription drugs and emergency transport. Please contact your OSHC Provider and find out the details of medical treatments and benefits covered by your insurance. As their policy may change from time to time, we advise that you always keep yourself updated.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds – before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from the moment you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing Overseas Student Health Cover at the website

https://oshcaustralia.com.au/en?c=oshc&gclid=EAIaIQobChMIj8-684Lr4wIVzIRwCh01OA3eEAAYASAAEgK1Pfd_BwE



Student Visa Requirements — Attendance

The duration of your course (in weeks) is mentioned in your electronic Confirmation of Enrolment (eCOE) and you must attend classes for that period of time. Each week involves 13.5 hours of face-to-face and 6.5 hours of online training and follows a timetable that is issued prior to enrolment. You cannot complete our courses by distance education or self paced learning.

As a VET provider, CIBT is not required to monitor attendance for ESOS propose However, CIBT monitor attendance as per its own attendance policy to ensure students are progressing well with the course they enrolled in.

CIBT requires students to attend all practical classes and at least 80% of the scheduled classes, unless you are sick and have a medical certificate signed by a registered doctor in Australia. If students are absent for more than 5 consecutive days, CIBT will send you a warning via email. Students must attend a counselling meeting with the Student service officer or a designated person at the college within 10 working days from the date of issuance of such email.

Student Visa Requirements — Academic Performance

You must maintain satisfactory performance standards by demonstrating your competency in each of your assessments. The assessments you are undertaking are not just knowledge tests, you can be assessed in several different ways and require you to be on-site and to demonstrate you know and understand how things are done. These are called *competencies*.

You must achieve a consistent satisfactory academic performance at all times.

As per CIBT course progress policy you must pass at least 50% of the total unit you have attended in each academic term. Ten weeks is defined as one academic term at CIBT.

Failing to do so may lead to a breach of your student visa conditions. If you fail to demonstrate your competency in a unit, you can sit for a re-assessment of that unit only once and this must be arranged in consultation with the Compliance Manager/Academic Manager. If you again fail to demonstrate your competency in the re-assessment, you must then go through CIBT's Intervention Strategy on non-performance. Depending upon the outcome of the Intervention Strategy, CIBT may give you an opportunity to repeat the unit. In such cases, CIBT may charge you an additional fee prior to allowing you to re-do the unit. You should be aware of the fact that the duration of your course may prolong and so does your visa duration if you need to re-do the unit(s).

Besides the above, if you continue not to meet the academic performance requirements and/or do not follow the decision of CIBT's Intervention Strategy, a student wishing to defer or temporarily suspend their enrolment, will need to contact the Student Support Officer at CIBT and inform them of the reasons for deferment or suspension.

You may be reported to DHA through PRISMS for non-academic performance. This may lead to cancellation of your student visa.



Student Visa Requirements – Dependents

We recommend that you contact DHA or a Registered Migration Agent or visit DHA website <https://www.homeaffairs.gov.au/> for any visa issues relating to your dependants.

Student Visa Requirement – Working whilst studying

Your student visa allows you to work 40 hours fortnightly during the session (that is, when CIBT is not in official holiday. This includes Saturdays and Sundays) and more than 40 hours fortnightly when CIBT is officially on holiday breaks. Speak to the Student Welfare Officer if you are unsure about the work limitations and/or holiday breaks.

Access and Equity

At CIBT we make sure that you have the opportunity to participate in the same outcomes as other members of the community. This means any person is welcomed to participate in the CIBT's training irrespective of cultural background.

Some of our courses have pre-requisite requirements. They are outlined further in this handbook. Students wishing to undertake these courses will be counselled and made aware of support programs and assistance. CIBT promotes policies of access and equity in all of its operations including employment and student recruitment.

We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training all staff members so that they are appropriately skilled in access and equity issues.
- Providing reasonable access to you in all levels of appeals for complaints.
- Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Providing literacy and numeracy advice and assistance that help you in meeting personal training goals.

In the first instance, each of our staff members has responsibility for access and equity for all students.

CIBT's Access and Equity Officer is the RTO Manager/Compliance Manager/Chief Executive Officer (CEO). So if you are experiencing any harassment or discrimination refer the matter to the CEO using the Complaints and Appeals Form. In the absence of the CEO contact the RTO Manager/Compliance Manager with your concern.

CIBT provides equal opportunity in employment and education.



Critical Incident Policy

CIBT recognises the duty of care owed to its students, and understands that planning for the management of a critical incident is essential. A critical incident is defined by the National Code 2018 as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents include, but are not limited to:

- ✓ Deprivation of liberty
- ✓ Severe verbal aggression
- ✓ Robbery
- ✓ Death or serious injury
- ✓ Suicide or threat of suicide
- ✓ Natural disasters (e.g., earthquakes, floods, electrical storms)
- ✓ Fire
- ✓ Bomb or hostage threat
- ✓ Explosion, gas or chemical hazard
- ✓ Issues such as domestic violence, sexual assault, drug or alcohol abuse

(Note: Non-life threatening events may qualify as critical incidents.)

Responding to a critical incident

Staff, students or visitors involved or witnessing a critical incident should immediately contact the Principal Administrator or RTO Manager/Compliance Manager on 9955 0488 or mobile 0439 49 1669/ 0425 290 122. The senior CIBT staff member present is the lead CIBT representative at the site until the arrival of the Principal Administrator/RTO Manager/Compliance Manager. When the Principal Administrator/RTO Manager/Compliance Manager arrives, he/she assumes responsibility for controlling the recovery from the incident. The Principal Administrator and RTO Manager/Compliance Manager will ensure that debriefing occurs and support services are available to those affected by the incident.

Cancellation & Refund Policy

If an applicant accepts a place offered by CIBT and pays the fees, it means a binding contract is created between the student and CIBT. Notification of withdrawal or deferral from a course of study must be made in writing to CIBT. Students whose enrolment is terminated by CIBT will not be entitled to any refund of fees. Any fee refund is wholly at the discretion of CIBT. In the event of default by the provider, the ESOS Act 2000 and the ESOS Regulations 2019 will apply. All refunds under this policy will be paid within four (4) weeks after receiving a written claim from the student. However if it is provider default then the Refund will be paid in 2 weeks.

All applications for refund of tuition fees and Overseas Student Health Cover (OSHC) fee must be made in writing and sent to the PEO of the College. Applications for refunds should include all relevant information to enable payment, such as bank name, bank account details, and address of bank and name of account holder. Payment of refunds will be made in Australian dollars.



CIBT will accept no obligation for a refund until a payment is received into the bank account above. All requests for refunds must be submitted in writing to the PEO of CIBT. Approved refunds will be paid to the payee within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Enrolment and accommodation assistant fees will not be refunded. If the student visa is rejected for an international student applying for enrolment from offshore, then all course fees will be refunded in full. However, all documents together with an original letter from the Australian Embassy or DHA office need to be provided to CIBT before the course commencement date.

The CIBT Refund Policy is consistent with the requirements of the National Code of Practice and the ESOS Act 2000 on Student and Provider default. As a provider CIBT will pay a refund to students in the following circumstances.

Any special circumstances of student's request for refund will be assessed case by case. Examples of special circumstances may include death or sickness of a family member requiring the student to return to their country or the student requiring medical treatment due to sickness. Please see the student handbook for more information or contact CIBT.

Where a student, after accepting an offer of a place, gives at least 28 days notice prior to his/her course commencement of their inability to undertake the course, 70% of the course fees paid will be refunded.

Where a student after accepting an offer gives less than 28 days notice prior to his/her course commencement of their inability to undertake the course, 50% of the course fees paid will be refunded.

A student who withdraws from a course on or after the scheduled commencement date will not be eligible for a refund of course fees.

This agreement does not remove students' rights to take further action under Australian Consumer Protection Laws or other legal remedies.

Students can appeal refund decision through the CIBT's complaints and appeals procedure. The CIBT complaints and appeals procedure does not inhibit your rights to pursue other legal remedies.



CIBT default

If CIBT is in default as set out in section 27(1) of the Education Services for Overseas Students Act 2000 (ESOS Act), CIBT will provide a refund to the student in accordance with the ESOS Act and the regulations made under that Act.

CIBT defaults if:

- The course offered does not start on the agreed starting day
- The course stops being provided after the start date and before it is completed (partial refunds applies)
- The course is not provided fully to the student because CIBT has had a sanction imposed (partial refunds applies)

If CIBT defaults we pay a full refund if it is before commencement or partial refund if it is after commencement to the student including enrolment fee within 2 weeks after the default day. CIBT gives the student a statement that explains how the refund amount has been worked out.

Start date is defined as the first day of your course as listed in our website for each course. CIBT will also give the student a statement that explains how the refund amount has been calculated

CIBT's defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student.

Student default

A student defaults if:

- The course offered by CIBT started on the agreed starting day, but the student did not start the course on that day and has not previously withdrawn from the course; or
- The student withdraws from the course either before or after the agreed starting day. If the student defaults, CIBT pays a refund to the student as follows:

Default day means the day on which the student withdraws from the course. For student defaults cases, the student will be paid any refund within four weeks after receiving a written claim.

If a student has not commenced the course on the agreed starting day as entered on the confirmation of enrolment and CIBT will contact the student within 5 business days and renegotiate the new starting date with the student and no default notification is required.

For other kinds of student defaults, such as non-payment of tuition fees, the 5 business days for notification do not start until the student has had the opportunity to access CIBT complaints and appeal and the processes have been finalised confirming the default.

Once the default notification has been made CIBT is required to report the outcome of the default within 7 days of the end of the default obligation period, i.e. whether the student accepted an offer of an alternative course or whether and what amount of refund was paid. The default obligation period is 14 days for a provider default and 28 days for a student default.



Student withdrawal must be in writing to the CEO by the registered mail or submit an application by visiting the college. A student claim for a refund must be in writing immediately after default day and must include the following information:

- Student name;
- The date the course started (or was due to start);
- The reason you are withdrawing from the course.
- Official documentary evidence (such as Visa rejection letter, etc.) of the grounds for the request.

Please note enrolment, accommodation placement and airport pick up expenses are not refundable.

When giving the student a refund CIBT will give the student a statement that explains how the amount has been worked out.

Overpayment of fees

A student who has overpaid fees may, by written notice to CIBT, request a refund. If no request is made, the overpayment may be credited by CIBT towards the student's next course of study with CIBT.

Exceptional circumstances for withdrawal from the course

CIBT will consider the following exceptional circumstances as grounds for a student's withdrawal from the course.

- (a) Illness or disability
- (b) Death of a close family member
- (c) Political, civil or natural event that prevents the full payment of fees.

If a student transfers to another course at CIBT, the student is not eligible for a refund. The tuition fee paid for the first course will be credited on a pro rata basis towards the tuition fee of the second course. If the credited amount is greater than the total cost of the second amount, the difference will be refunded within twenty-eight days of commencement of the second course.

This agreement does not remove the right to take further action under Australia's consumer protection laws. When acceptable documentary evidence is produced, refunds will be at the discretion of CIBT.

In the unlikely event of CIBT defaulting on its agreement and if it is unable to deliver the course in full these circumstances are covered by the provisions of the ESOS Act 2000. Students will be offered a refund of the difference between what the student has paid and the value of tuition already delivered before the default. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. Alternatively, a student may be offered enrolment in an alternative course at no extra cost to the student. Students have the right to choose whether they would prefer a partial refund of course fees, or to accept a place in another



course. If a student chooses placement in another course they will be asked to sign a document-indicating acceptance of the placement.

If CIBT is unable to provide a refund or place the student in an alternative course, TPS director will place the student in a suitable alternative course with other providers. TPS director will determine the payment to be made to alternative providers when placing the students.

As per section 19 of ESOS Act, giving information about accepted, CIBT will give particulars of a breach by an accepted student of a prescribed condition of a student visa) even if the student has ceased to be an accepted student of the CIBT (e.g. A student cannot avoid being reported to DHA for non-attendance or failure to progress by cancelling their CoE with the provider).

As per section 46B of ESOS Act, CIBT is required to notify the secretary (or delegate) and Tuition Protection Service (TPS) Director of student default within 3 business days.

As per section 47D of ESOS Act, refund for student default CIBT is required to refund student in accordance with the written agreement within 4 weeks after receiving a written claim except for visa refusal.

As per section 47E of ESOS Act refund in other cases where CIBT has not entered into a written agreement that complies with section 47B or where a student has been refused a visa, CIBT is required to pay the student a refund worked out in accordance with the legislative instrument under subsection 47E(4).

If CIBT offers an alternative course to the student, the student can accept the offer in writing within 30 days after the end of the provider obligation period unless the period is varied by the TPS Director.

Payment of tuition fees

CIBT receives up to, but no more than, 50 per cent of the total tuition fees for the course at any time before the student commences the course (unless the course is 24 weeks or less, in which case 100 per cent of total tuition fees will be received). After the student commences the course, CIBT will not require any remaining tuition fees to be paid earlier than two weeks before the student's second study period. However a student may voluntarily pay earlier than the two weeks but student are not be required to do so. An exception to this two week rule is if the fees are in relation to the first study period, or if it is a debt.

Non payment by the due date, will result in a late fee being charged and may result in removal from course. CIBT reserves the right to review fees without notice.

Use of your Personal Information

Your personal details and student records may be made available to:

- any Commonwealth Government agency;
- any State Government agencies; and
- the TPS Director



We are required by several Australian Laws (including the Immigration Act 1988, the ESOS Act 2000 and the National Code 2018) to inform the Department of Home Affairs (DHA) about the changes to your enrolment and any breach by you of your student visa conditions relating to attendance or unsatisfactory academic performance.

Recognition of Prior Learning (RPL)

This process allows you to apply for credit for previous work, education and life experience.

If you are applying for recognition of existing skills and knowledge, then you need to provide evidence to support the claim and attached to the application form. Examples of evidence might include: documentation such as certificates issued by other training organisations, support letters from employers or course outlines of previously studied courses.

We also recognise the credentials issued by other organisations operating under the Australian Qualification Framework. To apply for recognition, obtain a copy of RPL Form, fill out the form and return it to the RTO Manager/Compliance Manager. All RPL submissions are reviewed by qualified staff members for making appropriate decisions.

You may request a review of the recognition decision through our Assessment Appeals process.

International students should note that if this recognition is issued prior to the issue of a visa, then the period of visa may be shortened.

Where recognition is granted after the visa has been issued, then CIBT will review your enrolment to ensure you maintain full-time study load. Provided that your application for recognition is approved, CIBT will revise the total duration of course and notify such changes to concerned Australian government departments via PRISMS. You should carefully note that this may affect the duration of your student visa that is already granted to you. CIBT recommends that you contact the nearest DHA office further information regarding any possible changes in your visa duration.

Credit Transfer

CIBT recognises the qualifications and statement of attachment issued by any Australian Registered Training Organisation and obtained within the last 3 years. Students must map those qualifications/unit of competency to the course currently being undertaken.

To apply for National Recognition, bring in your original qualifications or statement and provide them to the Administrative Officer for processing.

Welfare & Guidance Services

The Student Welfare Officer is able to advise students in most aspects of students' life. If you have these issues please discuss with your student services officer.

- Finding accommodation
- Learning pathways and possible RPL opportunities



- Provision for special learning needs
- Provision for special cultural and religious needs

CIBT caters a range of student learning needs. Students are encouraged to express their views about learning needs at all stages of their learning. Our support services include:

- ✓ Education and Career Counselling
- ✓ Assistance when applying for RPL and RCC
- ✓ Options for further study

Counselling services are available to all students from the Student Welfare Officer who can then refer you to the RTO Manager/Compliance Manager, Chief Executive Officer or any independent external counsellor/institution.

Counselling services are provided in accordance with CIBT's policy on privacy and confidentiality. Counselling services include but are not restricted to:

- ✓ Appeals /conflict resolution
- ✓ Access and equity issues
- ✓ Client welfare and support

Living and Studying in Australia

Australia has the third largest number of international students among the English-speaking countries. The Australian Education System has a standardised system which guarantees that the institutions offering nationally recognised qualifications must be registered with the Australian Government and meet strict requirements. This ensures that the quality of courses offered meet high standards.

Living in Sydney

Sydney is the capital city of New South Wales (NSW). It is considered as one of the most beautiful cities in Australia. Its natural parklands and beach lifestyle attract thousands of visitors each year. The harbour is situated in the centre of Sydney and provides great opportunities for yachting or parasailing. With cycle ways and footpaths alongside the harbour (and along the entire Sydney coast) a healthy lifestyle is easy to maintain.

Accommodation options

An international student requires a minimum of \$20,290 as living expenses for a year excluding tuition fee. Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least \$1,500. For details please visit: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Share accommodation



This usually involves the payment of bond (commonly 2 weeks rent), which is refundable if the room is vacated in good condition. Telephone, gas and electricity costs are shared between the tenants. Prices can vary between A\$100 and A\$300 per week depending on size, location and facilities. Notice boards and newspapers (online or print) are generally the most common places to find share accommodation.

Rental Accommodation

Rental properties involve signing of a lease contract and paying a 4 week bond, which is refundable if the dwelling is left in good condition. Lease contracts are typically 12 months or six months in length. Single room units can be as cheap as \$200 per week depending on the city and size. Multi room units and houses can be anything from \$250 - \$700 or more per week depending on the size and location to the city.

Home-stay Accommodation

Home-stay accommodation is popular among students and involves living with an Australian family in a shared or private room. Home-stay accommodation is often arranged by the educational institution or privately by the student. Home-stay can cost anywhere between A\$135 and A\$240 per week inclusive of most meals.

Backpackers, Budget Hotels and Guesthouses

Budget hotels and guesthouses typically involve accommodation in a dormitory or a private room excluding meals and are common among language or short course students and backpackers. Costs vary between A\$50 to A\$100 per day. Electricity and gas are usually included.

CIBT organises accommodation services through home stay network. For details please visit:
<http://www.homestaynetwork.com.au/>

Section 3: Studying at CIBT

Orientation

Orientation is conducted on the first day of the course commencement. Its purpose is to inform the new students about life at CIBT and provide information to you about studying, costs of living, transportation, facilities, accommodation, and options for living in Australia.

In addition, you will be introduced to most of our staff members, and be offered a brief tour of CIBT premises. The Orientation Program will include following topics:

- ✓ Site Safety induction
- ✓ Site security briefing
- ✓ Orientation to the area
- ✓ Academic progress and attendance requirements
- ✓ Further study options that are available during and after the course of study
- ✓ Your rights, responsibilities and obligations.

Unacceptable behaviour may include:

- ✓ Continuous interruptions to the trainer whilst delivering the course
- ✓ Smoking in non-smoking areas
- ✓ Being disrespectful to others, student's or staff
- ✓ Harassment to others
- ✓ Sexual harassment
- ✓ Acting in an unsafe manner that places you or others at risk
- ✓ Refusing to participate when required in group activities
- ✓ Continued absence at required times
- ✓ Being under the influence of alcohol or illegal drugs
- ✓ Lack of personal hygiene
- ✓ Plagiarism as well as inappropriate use of other's published works
- ✓ Other objectionable behaviour

You have the right to:

- ✓ be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, or because of age, disability or socio-economic status;
- ✓ be free from all forms of intimidation;
- ✓ work in a safe, clean, orderly and cooperative environment;
- ✓ have personal property (including computer files and your work) and CIBT's property protected from damage or other misuse;
- ✓ have any disputes settled in a fair and rational manner;
- ✓ learn in an environment that is conducive to success;
- ✓ work and learn in a supportive environment without interference from others;
- ✓ apply to have existing skills and knowledge recognised;



- ✓ privacy concerning personal information, (subject to other statutory requirements and other agreed uses);
 - ✓ be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
 - ✓ appeal within twenty one days of receiving notification of any decision made about late or missed assessment;
 - ✓ lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
 - ✓ express and share ideas and to ask questions
-
- ✓ You have the responsibility to treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - ✓ following reasonable directions from a member of staff;
 - ✓ not behaving in any way that may offend, embarrass or threaten others;
 - ✓ not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - ✓ taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - ✓ Acting in a safe manner that does not place you or others at risk.
 - ✓ ensure personal details are current and correct;
 - ✓ participate in all assessment tasks as scheduled, honestly and to the best of your ability;
 - ✓ not to smoke in non-smoking areas;
 - ✓ not to be under the influence of alcohol or illegal drugs; and
 - ✓ Follow normal safety practices

For non-compliance with our rules, the following applies:

- ✓ The Student Support Officer will contact you to discuss the issue or behaviour and to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- ✓ If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the RTO Manager/Compliance Manager/ Academic Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- ✓ Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue? A copy of this letter will be included on your personal file.
- ✓ Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated with advice being given to DHA and Department of Education, Skills and Employment via PRISMS as required by the legislation

While we hope such situations do not happen, we are committed to maintain our learning environment free from any forms of violence, harassment and discrimination and therefore treat such cases with urgency.

Intervention process of Academic Progress

Activation Procedure



This academic intervention strategy must be activated where the student is deemed not yet competent in 50% or more of the units attempted in any term. If the trainer/assessor can see evidence that the student may be in danger of being deemed not yet competent in 50% or more of the units before the end of the term, they may implement the intervention strategy. This, however, does not cover the situation where the student has been absent or has missed the assessment event and does not qualify for CIBT's Compelling and Compassionate grounds. Student must consult the trainer and the Compliance Manager/Academic Manager to deal with any unattempted assessments. The Compliance Manager/Academic Manager reserve final rights to accept or decline student's request to re-sit the missed assessment(s).

The record of academic intervention must be kept in the student academic file to record the actions and counselling provided to the student during the intervention process. The trainer/assessor must use this to record all actions that take place to assist the student in enhancing their academic progress.

Reassessment Policies

Contacting/informing students

Students are notified both verbally and in writing to inform them that they have not achieved at least 50% competency during the term. This is done via Email/Letter, which explains the intervention strategy, the support and counselling they will receive, and their obligations.

Counselling

A meeting with the student and the trainer/assessor will take place to ascertain the cause of the unsatisfactory performance.

The trainer/assessor will take notes of the meeting and put on record.

Assistance Strategies

Depending on the cause(s) of unsatisfactory performance the trainer/assessor may recommend to the student one or more potential solutions, including but not limited to the following:

Academic Skills Support

If the trainer/assessor identifies that the student's performance has suffered due to a lack of academic skills, the trainer/assessor may provide additional help and support to remedy this. The trainer will decide on the most appropriate ways to support that student. Support may include tips for studying at home, goal-setting or better planning the study.

Additional tutoring

A student may need additional tutoring to improve their academic progress. The trainer/ assessor may arrange additional tutorial sessions, appropriate to the requirements of the student.

Increased Monitoring



The student may need to be monitored more closely on issues such as class attendance, academic performance or meeting deadlines.

Personal Counselling

If a student has been identified as having unsatisfactory progress due to personal issues that he/she wishes not to discuss with the trainer/assessor, the student can be referred to Administration Manager (Tina Jee). If the student wishes to discuss the matter with an external party, they may access one of the following services free of charge.

External agencies or support services:

TINA JEE, our administration manager is also a qualified counsellor. She is available for personal counselling. Please contact her to make an appointment to see her on tina@cibt.nsw.edu.au

Reach-out: www.reachout.com.au

Lifeline: 131 114
www.lifeline.org.au

Student Services in Australia, Social Life and Settlement Consulting:

www.studyinaustralia.com/australia-contact-people.html

International Student Support:

<https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>

All course training will be delivered as institution-based face-to-face training as listed on the Course Timetable for at least 20 hours per week (13.5 hrs/week, face to face and 6.5 hrs/week online) for the duration of the course as listed in the CRICOS Register.

Legislation

CIBT is subject to a variety of legislation relating to training and assessment as well as general business practices. These legislations include:

Work Health & Safety (WHS)

The Work Health & Safety Act 2001 prescribes the employers' duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- ✓ a workplace that is safe to work in, with working procedures that are safe to use;
- ✓ adequate staff training including topics such as safe work procedures, infection and hygiene;



- ✓ properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, and eye protection, where required; and
- ✓ a clean and suitably designed work place (Kitchen) with the safe storage of goods such as chemicals
- ✓ The following procedures and standards must be observed to achieve a safe working and learning environment:
 - ✓ Maintain a safe, clean and efficient, working environment
 - ✓ Implement procedures and practices, in a variety of situation, in accordance with state and local government health regulations.
 - ✓ Store and dispose of waste according to health regulations
 - ✓ Clean walls, floor and working surfaces to meet health and safety standards without causing damage
 - ✓ Check all equipment for maintenance requirements
 - ✓ Refer equipment for repair as required
 - ✓ Store equipment safely
 - ✓ Identify fire hazards and take precautions to prevent fire
 - ✓ Safe lifting and carrying techniques maintained
 - ✓ Ensure student safety at all times
 - ✓ Ensure procedures for operator safety are followed at all times
 - ✓ All unsafe situations recognised and reported
 - ✓ Implement regular fire drills and provide first aid courses to all staff and students
 - ✓ Display first aid and safety procedures for all staff and students to see
 - ✓ Report any identified Work Health and Safety hazard to the appropriate staff member as required

Harassment, Bullying and Victimisation

CIBT believes that staffs are the Organisation's most valuable asset. It is well recognised that ignoring workplace harassment can have serious consequences. Given that CIBT seeks to attract and retain talented employees from all backgrounds and to maintain enhanced workplace morale, the Institute is determined to provide a workplace free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.

Harassment is unwelcomed, unsolicited and non-reciprocated behaviour and is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical. Regardless of the form it takes, it is totally unacceptable at CIBT, and is treated with utmost urgency.

As in any area of human interaction, the boundaries of what constitutes harassment victimisation and bullying may vary from person to person. In addition one individual may have different boundaries for different relationships. Employees of CIBT will recognise and respect the boundaries set by others.

All people associated with CIBT may expect the same rights:

- ✓ To learn, teach or carry out their duties;
- ✓ To be treated with respect and treated fairly;
- ✓ To be safe in the workplace emotionally and physically;
- ✓ To have all reports of harassment to be treated seriously, impartially and sensitively.
- ✓ To inform management of any harassment.
- ✓ While dealing with all complaints, the rights of all individuals must be respected and confidentiality maintained;
- ✓ The right to resolve the problems through a process of discussion, cooperation and conciliation; and
- ✓ Both the person making the complaint, and the person against whom the complaint has been made, have the right to receive information, support and assistance in resolving the issue.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, will be victimised.

Harassment should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers or assessors or students. All staff and students are expected to participate in the complaint resolution process in good faith.

Sexual Harassment

In relation specifically to sexual harassment, the following definition from the Act will apply:

28A (1). *For the purpose of this Division, a person sexually harasses another person (the person harassed) if:*

- a) *the person makes an unwelcomed sexual advance, or an unwelcomed request for sexual favours, to the person harassed; or*
- b) *engages in other unwelcomed conduct of a sexual nature in relation to the person harassed in circumstances in which a reasonable person, having regard to all of the circumstances, would be able to have anticipated that the person harassed would be offended, humiliated or intimidated.*

28A (2). *In this section:*

“...conduct of a sexual nature” includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing.

NOTE: *Sexual harassment is a dismissible offence.*



During the process of investigating matters related to harassment, victimisation and bullying, the person involved in recording any meeting or discussion shall assume responsible for ensuring that:

- Meetings are held in private;
- Any written record is kept secure from unauthorised access; and
- That no discussion shall take place with any person in relation to information provided except with the Chief Executive Officer, or those parties directly involved in the matter.

CIBT is obliged under anti-discrimination laws to take action to eliminate and prevent unlawful harassment, and to deal with any complaints of unlawful harassment sensitively, confidentially and rapidly.

Discrimination

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and federal legislation protects people at work and in education from discrimination on the basis of certain attributes and from being treated unfairly because they have complained about discrimination.

Direct or indirect discrimination on the basis of one or more of the following attributes is unlawful.

- ✓ Age
- ✓ Sex
- ✓ Compulsory retirement from employment;
- ✓ Physical, psychiatric or intellectual disability or impairment
- ✓ Breastfeeding
- ✓ Gender identity
- ✓ Industrial activity
- ✓ Lawful sexual activity/ sexual orientation
- ✓ Marital status
- ✓ Physical features
- ✓ Political affiliation
- ✓ Pregnancy or potential pregnancy
- ✓ Race
- ✓ Religious affiliation
- ✓ Status as a parent or carer
- ✓ Association with a person who is identified by reference to any of the above attributes.

Types of discrimination

There are three types of discrimination that are covered by legislation:

- ✓ Direct discrimination: Direct discrimination occurs when someone receives less favourable treatment on the basis of characteristics or stereotyped assumptions that are not job or study related.



- ✓ **Indirect discrimination:** Indirect discrimination occurs when policies and practices that appear neutral or fair because they are applied to everyone, have a different and disadvantageous impact on specified groups of people.

- ✓ **Discriminatory harassment:** Discriminatory harassment is behaviour that would offend, humiliate or intimidate a person based on the attributes listed above.



Vocational Education and Training

Vocational education and training (VET), in Australia is regulated by a national vocational education and training act NVR ACT 2011. Employment, workplace and equity issues are also covered by a range of Australian, state and territory legislation. Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

Privacy

The organisation's privacy policy includes the following:

- ✓ CIBT keeps student information private and only collects information that relate to their training;
- ✓ Students may access their personal files held by CIBT on training progress. They may also request that updates be made to information that they feel is incorrect or out of date;
- ✓ CIBT is subject to audit by government officials and they may be given access to student training files;
- ✓ Student training file cannot be accessed by a third party unless they give written permission that identifies the sections of the file to be made available;
- ✓ CIBT takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data;
- ✓ Staff members are not to give out the phone numbers, addresses or personal details of any staff member or student unless authorised to do so;
- ✓ Only authorised personnel have access to confidential information. Staff and students are not entitled to view anyone else's personal files unless authorised by the Chief Executive Officer;
- ✓ All database records, manual records, staff files, student files and student names are confidential information;
- ✓ Files cannot be removed from our administration office, without the prior authorisation of the allocated officer.
- ✓ Staff must practice discretion at all times when discussing or handling students or staff information and should take every precaution to ensure client details are not accessed by unauthorised persons.
- ✓ Due care must be taken when discussing personal details with staff or students or when discussing student details with external agencies. If you are unsure of how to act in a given situation, consult with the Chief Executive Officer.



Recording Attendance

Your trainer will take attendance on an hourly basis and record that into a standard attendance roll.

Student must maintain 70% attendance requirements. You cannot be absent for more than five consecutive days. If attendance falls below 70% then students enrolment at CIBT may be cancelled. See attendance policy for details.

Repeated absence will result in you being reported to DHA. Please see attendance policy for details.

Full Time Study

Australian law requires International students to study 100% of a full time study load. The only reason you may undertake a reduced study load is only when you are required to study a portion of your course and that does not make up 100% study load. CIBT will advise you about such situation if that is applicable to you.

For example, if you were in your final study period and you only had 2 units left to complete your course you would not be required to enrol in a full time load.

Students in this situation will be guided by their course coordinator on what alternative subjects may be available or which subjects they can undertake from later years to ensure they have a 100% full time study load.

Please be aware that if your attendance drops below 80% the provider is required to review your enrolment, counsel you and, if poor attendance persists, report you to DHA via PRISMS as being in breach of your visa conditions.

Satisfactory Progress

Students who do not have satisfactory academic progress will be reported to DHA under the ground of poor academic performance. As a general rule failure in more than 50% of units consecutively delivered over two terms will trigger for a review of academic progress. You can only repeat a unit once.

If at the end of the review we are not satisfied with your academic progress or if you fail more than one unit or you fail a unit a second time, you will be reported to DHA as being in breach of your visa conditions.

Further Study

Graduates of CIBT may seek credits to the relevant tertiary programs in Australian Universities. There is no guaranteed entry into University programs; however as a general rule students with will have fair chance of being accepted by a University.



Complaints and Appeal Policy & Procedure

Crown Institute of Business and Technology (CIBT) is committed on developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to complainants at no charge.

The CIBT aims to:

- ✓ Develop a culture that views complaints as an opportunity to improve the CIBT and how it operates;
- ✓ Set in place a complaints handling and resolution procedure that is student focused and helps the CIBT to prevent complaints from recurring;
- ✓ Ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- ✓ Ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised;
- ✓ Ensure that there is a consistent response to complaints.

CIBT has policy to respond promptly and effectively to individual cases of dissatisfaction by utilising the procedure set out in this document.

There could be situations where you may wish to resolve a problem with certain individual or the way a course has been delivered or to appeal against assessment results. CIBT will be highly objective in such instances. Each complaint and appeal and its outcome is recorded in writing and a letter stating the outcome and the reasons for the outcome are supplied.

Definition of a complaint

A complaint can be defined as a student's expression of dissatisfaction with any aspect of the CIBT's services and activities including, among other things:

- ✓ The enrolment, induction/orientation process;
- ✓ The quality of training or assessment provided;
- ✓ Access to personal records;
- ✓ The way someone has been treated.

A complaint is not about an assessment result. Students who wish to appeal an assessment decision should refer to the Assessment Appeals Procedure.

Nothing in this Complaints Handling and Resolution Policy and Procedure limits the rights of students to take action under Australia's Consumer Protection laws. Also, these dispute resolution procedures do not circumscribe a student's rights to pursue other legal remedies.

Students may experience a number of different personal problems. Some may be related to their experience at CIBT and others about life in general. In either case, the situation will be treated with absolute confidentiality and appropriate support given. Some instances may not require the CIBT



Complaints & Appeal /Student Grievance Resolution Form, as the nature of the issue is sensitive and is about life in general and not their CIBT experience. In this case, the CIBT Student Interview Form will be used.

Student may also experience academic problems, services/facilities problem or administration problems. All these types of problems will be resolved through the following steps:

Step 1: Speak politely and honestly with the person concerned first. In Australia it is culturally acceptable to talk over a problem with the person directly without fear of punishment or nasty behavior. Verbal complaints regarding training and assessment are discussed with a trainer/ assessor or and preferably resolved at that level, if possible.

Step 2: If that is not successful, then the student may fill CIBT Complaints Form and go to reception to make an appointment to speak with the Compliance Manager/Academic Manager for all VET Programs.

In the interview with the Compliance Manager/Academic Manager, the following will happen:

- The Compliance Manager/Academic Manager will go through the information on CIBT complaints form for clarification and discussion.
- Then, as the problem is discussed with the details of the discussion will be written down on the form.
- When a decision about what action to take is reached, it will be written on the form as evidence of future actions to be taken.
- At the end of the interview, the Compliance Manager/Academic Manager will read the notes back to the student and both the student and Compliance Manager/Academic Manager will sign the CIBT complaints/Grievance Resolution Form and inform the student that decision will be made in 5 working days.
- A photocopy of the CIBT complaints/Grievance Resolution Form will be made for the student and the original placed on the student file with details of the interview recorded on the CIBT Student Database.
- The information will then be recorded in the CIBT Complaints/Grievance Resolution Register

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant within 5 working days from the interview with the student. The details will state the outcomes and reasons for the decisions made.

Where the resolution requires a documented change to policies and procedures, the Compliance Manager/Academic Manager notifies the Chief Executive Officer (CEO) of the change to ensure that the procedure for document change is followed with the appropriate records made. In the event that a complaint is substantiated, CIBT will take prompt and appropriate action to resolve the circumstances.

Step 3: If student is not satisfied with step 2 above, then the student can go to reception apply for an internal appeal of the decision with CEO of the CIBT.



The CEO will review all previous interview notes and request further information/clarification where needed. The CEO will investigate the complaint fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

CEO may call student for an interview if needed. CEO will write to the Student about decision of the internal appeal within 5 working days. A copy of Email to student will be placed on the student file. This information will be recorded in the CIBT Complaints/Grievance Resolution Register.

CIBT will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Step 4: If a student is dissatisfied with the outcome of CIBT's internal appeal procedure (step 3), student can access external appeal through the Commonwealth Ombudsman.

Please visit the following website to access external appeal process.
<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

Note: If the complainant decides to proceed with external appeal, they should notify CIBT of this, so the time is allowed for this process. Student MUST provide (within 5 working days) the evidence of where a student has accessed an external appeal process.

To apply for External Review a student must complete an application form (available on <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>)

CIBT maintains the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the CIBT's decision to report.

CIBT will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in automatic cancellation.

If the appeal is against the CIBT's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment as per Standard 13, CIBT only await the outcome of the internal appeals process (supporting the provider) before notifying Department of Education, Skills and Employment through PRISMS of the change to the student's enrolment.

Once Department of Education, Skills and Employment has been notified of a deferment, suspension or cancellation of a student's enrolment, the student must contact Department of Home Affairs (DHA) regarding their visa status.



Important Notes:

1. CIBT students may invite a friend/representative to be with them at any stage of the grievance resolution procedure. However, the friend/representative can only be present with the permission of the CIBT student going through the stages of grievance resolution.
2. Each complainant or appellant has an opportunity to formally present his/her case at minimal or no cost to him/herself.
3. CIBT will maintain student enrolments while the complaints and appeal process is ongoing.
4. The process commences within 10 working days of lodgement and finalised as soon as practicable.

CIBT's complaints policy and appeals policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Policy is publicly available on website, and has procedure of making a complaints or requesting an appeal. We ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.

Where the CIBT considers longer time is required to process and finalise the complaint or appeal, CIBT informs the complainant or appellant in writing, including reasons why longer time are required and regularly updates the complainant or appellant on the progress of the matter.

CIBT securely maintains record of all complaints and appeals and their outcomes and identifies potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

CIBT Complaints and Appeals Process Flow Chart

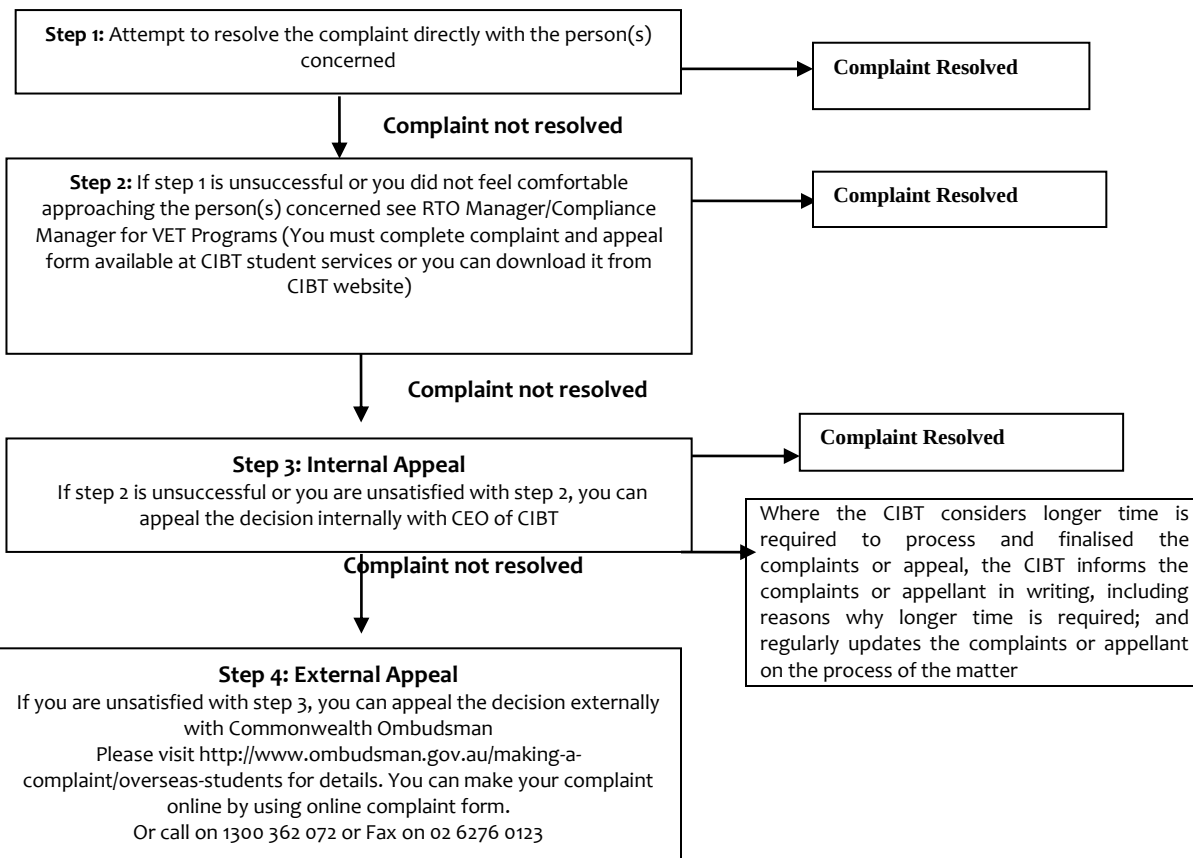
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CIBT Complaints and Appeals Process - Flow Chart

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Complaint can also contact Department of Education, Skills and Employment & national training hotline.

National Training Complaints Hotline

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaints or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

How to make complaint

Consumers can register a complaint with the national training complaints hotline by:

Phone: 13 38 73 (please select option 4) Monday- Friday, 8am-6pm nationally

Email: Please see the process for [submitting an email \(email-complaints\)](#)

Please note that your call will be directed to Skilling Australia which covers many vocational education and training please select option 4.

The National Training Complaints Hotline uses the services of translating and Interpreting Service and National Relay Service.



Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements. In the event of LLN becoming an issue, the Student Welfare Officer will contact the Student to discuss their requirements.

Where language, literacy and numeracy competency is essential for your course, we require you to complete a literacy and numeracy test. Students unable to satisfactorily complete the test will be referred to an appropriate service. We will make every effort to ensure that you are adequately supported so that you could complete your training. Some examples of the type of support that we can offer include:

Literacy

- ✓ Providing you only with essential writing tasks
- ✓ Considering the use of group exercises
- ✓ Providing examples and models of completed tasks
- ✓ Ensuring that documents and forms are written and formatted in plain English
- ✓ Using clear headings, highlighting certain key words or phrases
- ✓ Providing explanations of all technical terms used

Language

- ✓ Presenting information in small chunks and speaking clearly, concisely and not too quickly
- ✓ Giving clear instructions in a logical sequence
- ✓ Giving lots of practical examples
- ✓ Encouraging you to ask questions
- ✓ Asking questions to ensure you understand

Numeracy

- ✓ Showing you how to do the calculations through step by step instructions.
- ✓ Helping you to work out what maths calculations and measurements are required to complete the task.
- ✓ Encouraging the use of calculators.



Students with Special Needs

In line with our Access and Equity policy, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration and adopt flexible and appropriate learning and assessment methods.

As special needs extend to more than the identified physical or learning difficulties, trainers and assessors will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non-English speaking background.

This is especially true about assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and flexible assessment. Depending on any instructions on the standards, the assessor would be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and assessments to meet your specific needs.

If you are having difficulty achieving competency in any unit of competency please discuss the matter with your assessor/trainer and where possible, alternative learning/assessment strategies will be provided to you.

Competency Based Training

You are participating in a course of competency-based training. So, what exactly does that mean? Qualifications are made up of units of competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form the National Competency Standards for specific industry areas.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to achieve.

So a competency is: ... “The ability to perform a job to the required level of performance expected in the workplace.”

Our assessments are based on checking if you have the skills, knowledge and attitudes to perform a job.

Assessment

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. For an effective assessment system in a competency environment, some basic principles must apply.

Underlying principles of assessment:

Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Authenticity

The evidence collected is authentic that is, actually comes from valid sources and is directly attributable to the skills and knowledge being assessed.

Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across a wide range of situations and workplaces, without undue reliance on any small number of select workplace contexts or projects.

Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

Flexibility

Assessors will take a flexible approach to the assessment of evidence. However, an assessment system must evaluate the scope of knowledge and skills covered by the criteria both performance (skill) and underpinning knowledge and understanding.

Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate. Assessment guidelines must include an approach for working with candidates who have special needs.

The assessment system must exhibit the following characteristics:

- a) The standards, assessment processes and all associated information are straight forward and understandable;
- b) The chosen processes and materials within the system of assessment must not disadvantage candidates;
- c) An appropriate and effective review and dispute resolution mechanism must be in place to investigate, examine and resolve any issue of identified unfairness or disadvantage, involving access, assessment, certification or any other related issue; and
- d) Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment; if required.

Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate Certificate IV in Training and Assessment.

An assessor must:

- ✓ Interpret and understand the criteria;
- ✓ Ensure that evidence meets the standards;
- ✓ Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- ✓ Use expertise to make fair and objective judgement.



Appealing an Assessment

Appeals against assessment results must be submitted within two weeks of the original assessment decision being given to the students.

You may like to follow the following steps to appeal:

Step One:

Discuss the assessment outcomes with the relevant trainers/ assessors. If this does not resolve the matter, or if the trainers/ assessors are involved in the appeal, then the appeal is put in writing using Appeals Form and is submitted to the Compliance Manager/Academic Manager.

Step Two:

The Compliance Manager/Academic Manager records the Student's dispute on the student's file.

Step Three:

The Compliance Manager/Academic Manager assembles the following information or documents for the appeal:

- Past student record;
- Attendance register;
- Assessment tools; and
- Any other supporting documents.

Step Four:

The appellant may deliver their own version of the problem and request the presence of a support person. The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals proven against CIBT must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of such problem.

Step Five:

If this does not resolve the matter, the appeal may be heard by the Chief Executive Officer. The appellant can bring their own support person. The appellant may deliver their own version of the problem and request the presence of a support person. NOTE: If the verdict of the Chief Executive Officer is not acceptable, student can go to Commonwealth Ombudsman.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals proven against CIBT must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of such problem.

Step Six:

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file. No further appeal mechanism exists beyond this point in the process.



Section 4: Completing course

Issuance of Qualification

At the completion of your studies your results will be forwarded to the Compliance Manager/Academic Manager to make sure everything is in order. There is no fee for issuance of your nationally recognised qualification or statement of attainment as per Standards for RTOs 2015, CIBT issues qualification within 30 Calendar days of the completion of the course.

We will either:

- Issue you with a Qualification or
- Contact you to make any necessary arrangements

Incomplete Qualifications

If you leave the course without completing all the required units of competency then you are entitled to be issued with a Statement of Attainment for the units' competency you have successfully completed.

Re-issuing Qualifications

CIBT keeps records of your course with us for 30 years. If in the future you need another copy of your certificate then write us a letter. The letter needs to state:

- a) Your name (if your name has changed please write both your new name and your name at the time of the course);
- b) Your date of birth;
- c) Your current address (and your address at the time of the course if you remember it);
- d) The course you completed;
- e) When the course started and finished; and
- f) Any other detail you can give to identify yourself.

We will review your request and either:

- a) Send a new Certificate or Statement of Attainment; or
- b) Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from now on.

Feedback/Evaluation

CIBT actively seeks your feedback and regularly undertakes evaluations of all courses and activities for continuous improvement of its services. Please feel free to give us your feedback at anytime.



List of Useful Contacts

Academic Matters	Speak to the Compliance Manager/Academic Manager about all academic issues.	
Accommodation	Speak to CIBT's Student Services Officer for information on accommodation options and arrangements.	
Access & Equity	The Compliance Manager/Academic Manager can be contacted for matters regarding access and equity.	
Counselling	If you are concerned with your academic development, speak to the Compliance Manager/ Academic Manager. For personal and non-academic specific issues, speak to Student Welfare Counselor for advice and support.	
Student Services Officer	The Student Services Officer is available to assist you in the variety of services that CIBT provides.	
Emergency Services	Police dial 000 Fire dial 000 Ambulance dial 000	
Health Issues	Doctor: Mater Medical Centre Level 2/ 200 Pacific Hwy North Sydney NSW 2060 Telephone: 02 9957 7744	Dentist: Dental Clinics of Australia Level 10/ 100 Miller Street North Sydney NSW 2060 Telephone: 02 9957 5152
Visa Centers	Department of Home Affairs (DHA) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 https://www.homeaffairs.gov.au/	
Legal Services	Please enquire with Student Services for any arrangements for Legal Services and related matters.	
Disability Support	Please enquire with our Compliance Manager/Academic Manager how CIBT can assist and provide for students with disabilities.	

Thank you for choosing to study with CIBT