

# INTERNATIONAL STUDENT HANDBOOK



## OVERSEAS STUDENTS OMBUDSMAN

GPO Box 442, Canberra ACT 2601, Australia Tel: 1300 362 072 (in Australia),  
Contact: +61 2 6276 0111 (outside Australia)  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Web: [www.oso.gov.au](http://www.oso.gov.au)

# WELCOME MESSAGE FROM CEO



Welcome to IBM where students achieve their goals. We are committed to provide the high-quality teaching to students from a diverse range of background and experiences.

Institute of Business and Management (IBM) aims to be a catalyst for positive change for the individuals and the communities it serves.

IBM values are excellence; academic freedom; continuous improvement; ethical behaviour and accountability.

IBM is committed to having a work culture which fosters and supports excellence. IBM staff members are responsible for its success. Their dedication to our students and to the communities we serve ensure the continued success of IBM.

Thank you for choosing IBM as your place of study. We hope this student prospectus will be helpful and informative to you. If you need any further information, please feel free to contact one of our friendly student support team staff studying through IBM.

This student prospectus provides you with a wide range of helpful information about our courses, staff, general information, campus assessments and all the relevant policies, procedures and other important matters relating to your studies.

It is advisable to keep it with you for any future references. Students will find IBM staff look forward to working with you, helping you with the achievement of your life ambitions and your study goals.



## DISCLAIMER

The Institute of Business and Management (Victoria) attempts to ensure that the information distributed is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained in the Handbook should first check the institute's website and with the Institute of Business and Management (Victoria)'s staff to make sure you have the most up to date accurate information available. The institute of Business and Management (Victoria) and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.



## CONTACT INFORMATION & EMERGENCY CONTACTS

### INSTITUTE OF BUSINESS AND MANAGEMENT (VICTORIA)

Address: 60 Belfast St Broadmeadows

Melbourne Victoria 3000 Phone:

+(03) 9478 3163 Email:

info@ibm.vic.edu.au

Opening hours: 9:00 am to 5:30 pm

# INTRODUCTION

## MEET INSTITUTE OF BUSINESS AND MANAGEMENT (VICTORIA)

The Institute of Business and Management Victoria is a Registered Training Organisation (RTO Number: 45516 CRICOS Number: 03785D) that offers a vibrant, unique learning experience for students. The Institute of Business and Management Victoria's delivery location is situated in the Preston Victoria with access to public transport, food courts, retail and shopping outlets.

## WHY INSTITUTE OF BUSINESS AND MANAGEMENT (VICTORIA)

- A culture of learning that respects openness, inclusiveness, and collegiality.
- Institute of Business and Management Victoria is committed to equity, ethics, innovation, and excellence.
- The Institute of Business and Management Victoria ensure that students are provided with all the information required by prospective students to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals.

## OUR MISSION

The Institute of Business and Management Victoria's mission is to deliver quality training and assessment that meets the needs of learners and industry.

## OUR OBJECTIVE

In recognition of this mission, our objectives are:

- **People:** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality:** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics:** We conduct ourselves in accordance with shared and agreed standards of behavior which holds ethical conduct and integrity as our highest priorities.
- **Quality committed:** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Learner centered:** We thrive on providing training and assessment that is learner centered and which supports.
- **lifelong learning.** We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement:** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

# COURSES OFFERED BY IBM

- ✓ **GENERAL ENGLISH ELEMENTARY TO UPPER INTERMEDIATE**  
(CRICOS CODE: 0101439)
- ✓ **BSB 50120 DIPLOMA OF BUSINESS**  
(CRICOS CODE: 105493A)
- ✓ **BSB 60120 ADVANCED DIPLOMA OF BUSINESS**  
(CRICOS CODE: 105494M)
- ✓ **BSB 80120 GRADUATE DIPLOMA OF MANAGEMENT (LEARNING)**  
(CRICOS CODE: 106515C)
- ✓ **CPC30220 CERTIFICATE III IN CARPENTRY** (CRICOS CODE: 107988F)



Page 5 of 45

## INSTITUTE OF BUSINESS AND MANAGEMENT (VICTORIA)

Institute of Business and Management (Victoria) is in Building D, 60 Belfast Street, Broadmeadows VIC 3047. Belfast street is a wide road and has many small businesses and café's around. Institute of Business and Management (Victoria) is in a busy suburb of Broadmeadows located just 14 km north from the centre of City of Melbourne close to transport, retail shopping and entertainment. This location is next to stop number 4 (Hume Secondary College / Blair Street) on Bus number 540 towards Upfield which is accessible from Broadmeadows Railway Station. Flinders Street station is just two stops away from Bourke Street Stop and is very well connected to all suburbs of Melbourne. From Flinders Street Station, catch any of the City Circle trams, number 48 or number 75 and travel, The institute of Business and Management (Victoria) is a Registered Training Organization (RTO Number: 45516 CRICOS Number: 03785D) that offers a vibrant, unique learning experience for students.

The institute of Business and Management (Victoria)'s delivery location is situated in the Preston (Victoria) with access to public transport, food courts, retail and shopping outlets. Few minutes east to Flinders Street Station and past Flinders Street Station to Federation Square. Or travel west to Market Street and change to the number 55 tram for a short trip to the Royal Melbourne Zoo and the State Netball and Hockey Centre. The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (Find out more information please go to [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)) To travel, you are required to have a validated ticket. Myki is the smart card ticketing system that validates travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to [www.myki.com.au](http://www.myki.com.au)

### TRAINING FACILITIES

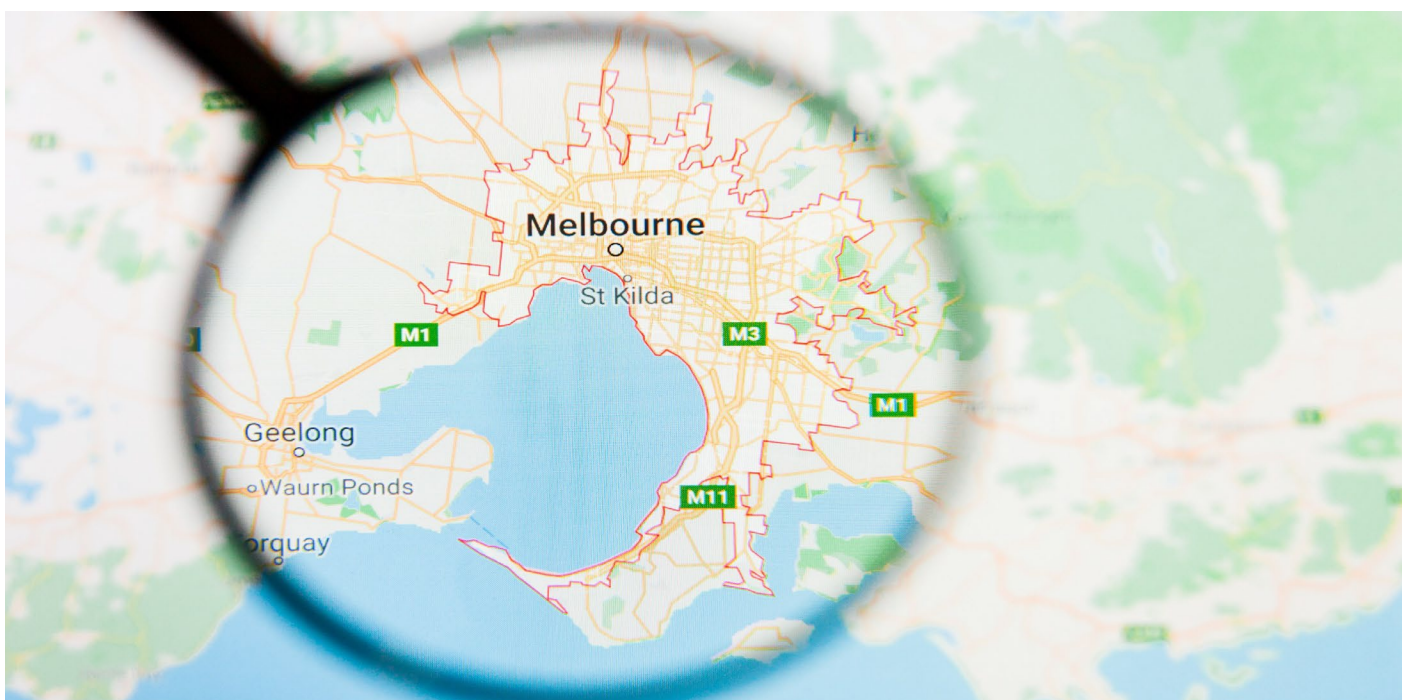
Institute of Business and Management (Victoria) offers training at a convenient location close to transport, retail shopping, entertainment, and other amenities. Check out the locations at Google Maps. All our courses are proposed to deliver at our campus:

### BUILDING D 60 BELFAST STREET BROADMEADOWS VIC 3047 (Main Campus)

Students will be given complete information about the location of facilities during the orientation program run by the Institute of business and management.

**IBM WORKSHOP:** 61 Riggall Street, Broadmeadows, VIC,3047 (Carpentry Workshop)

### MAPS



## PUBLIC TRANSPORT

This location is next to stop number 4 (Hume Secondary College / Blair Street) on Bus number 540 towards Upfield which is accessible from Broadmeadows Railway Station. Flinders Street station is just two stops away from Bourke Street Stop and is very well connected to all suburbs of Melbourne. From Flinders Street Station, catch any of the City Circle trams, number 48 or number 75 and travel a few minutes east to Flinders Street Station and past Flinders Street Station to Federation Square. Or travel west to Market Street and change to the number 55 tram for a short trip to the Royal Melbourne Zoo and the State Netball and Hockey Centre. The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (Find out more information please go to [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)) To travel, you are required to have a validated ticket. Myki is the smart card ticketing system, it validates travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs.

Please go to [www.myki.com.au](http://www.myki.com.au)

## RETAIL

The Institute is very closely located to the heart of the City of Melbourne and its magnificent retail, cultural, dining and business districts.

## RELEVANT LEGISLATION

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

OCCUPATIONAL HEALTH & SAFETY	WORK SAFE VICTORIA
EQUAL OPPORTUNITY	VICTORIAN EQUAL OPPORTUNITY & HUMAN RIGHTS COMMISSION
STANDARDS FOR RTO'S 2015, NATIONAL CODE 2018 AND ELICOS STANDARDS 2018	AUSTRALIAN INTERNATIONAL EDUCATION
EDUCATIONAL SERVICES FOR OVERSEAS STUDENTS	EDUCATIONAL SERVICES FOR OVERSEAS STUDENTS
DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION	DEPARTMENT OF IMMIGRATION & BORDER PROTECTION
ESOS FRAMEWORK	AUSTRALIAN SKILLS QUALITY AUTHORITY N-SERVICES-FOR-OVERSEAS-STUDENTS-ESOS-LEGISLATIVE-FRAMEWORK/ESOSQUICKINFORMATION/ESOSEASYGUIDE/PAGES/ESO SEASYGUIDE.ASPX

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact CEO if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

# STUDENT ENTRY REQUIREMENTS AND APPLICATION PROCEDURES

Students applying for our courses are required to apply through an agent or directly to the institute. Students are encouraged to contact the institute at phone: 03 9478 3163 or through the email: [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au)

Institute of Business and Management (Victoria) provide pre-enrolment information to potential students included but not limited to student Handbook, course flyers and website before enrolling students. Students are also encouraged to undertake research on living and studying in Australia prior to submit the application. Students must complete the student application form and send the completed form to the institute along with all documentation sent with the application should be either original or certified copies, and if not, the applicant will be contacted and asked to submit the required documentation. Completed student application forms will be processed by the Institute of Business and Management (Victoria) and the application assessed based on the information supplied. The applicant for program offered by the institute will be selected in a manner that reflects access and equity principles. Student's applications will be assessed to ensure the course they are applying for is suitable in addressing their learning needs. A pre-training review form will be completed by students and submitted with your form.

Institute of Business and Management (Victoria) will review all the information you submit and communicate the outcome of the review to you. Students who have enrolled or have CoEs from another Australian provider will not be enrolled until they have completed the first six months of their principal course or have a letter of release from the Australian provider of the principal course. This will be checked for all onshore students before any offer is made by the Institute of Business and Management (Victoria). Completion of the student application form does not imply that the Institute of Business and Management (Victoria) will make an offer to the prospective student. When prospective students apply to enter the institute to study, the following procedure applies to the processing of applications:

## **ENTRY REQUIREMENTS FOR INSTITUTE OF BUSINESS AND MANAGEMENT (VICTORIA):**

Refer to the Course brocher (IBM(VIC) website or ask IBM(VIC) reception)

## **FOR ELICOS COURSES**

**AGE-** Must be a minimum of 18 years of age.

### **ACADEMIC CRITERIA**

To gain entry to this course, students must have successfully completed year 10 or secondary studies in their home country equivalent to an Australian Year 10. (Subject to the country Assessment Level) and course.



## **ENGLISH LANGUAGE PROFICIENCY**

General English is a programme of study designed for international students with a beginner level of general English. All students take an institute's placement test of grammar & reading, writing and speaking test. These tests and scales form the basis of the Placement Tests. Because the courses can accommodate students with only a very low grasp of English, Institute of Business and Management (Victoria) is able to accept students into the Elementary course even if they are at a very low level. Acceptance, fee payment and issuing of a CoE (Confirmation of Enrolment) cannot occur until certified documents are provided.

## **OFFER LETTER AGREEMENT**

Successful applicants will be sent an offer letter, a written agreement, and a request for payment by the institute. Written agreements must be completed in full, signed by the applicant, dated, and returned to the Institute of Business and Management (Victoria). Applicants wishing to accept the offer must pay the fee requested in the letter of offer complete the written agreement and send it to the institute. Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Enrolment will be generated and sent to student. Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course. Students should contact Institute of Business and Management (Victoria) if they have any questions about any part of the enrolment process or studying at Institute of Business and Management (Victoria) prior to completing and submitting the written agreement.

# INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING

## What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

## NATIONAL RECOGNITION

The qualifications and Statements of Attainment issued by Institute of Business and Management (Victoria) must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In return, Institute of Business and Management (Victoria) recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

## What IS A COMPETENCY BASED TRAINING?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

## TRAINING PACKAGES

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

## DELIVERY OF TRAINING

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

## RESULTS AND CERTIFICATES

On completing the training program with Institute of Business and Management (Victoria), you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Institute of Business and Management (Victoria) will be accompanied by a transcript which will detail the units of competency issued within the qualification. Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia. A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

## AUSTRALIA COUNTRY EDUCATION PROFILE

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications. To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF). Other departmental information and services to support recognition include: Country Education Profiles—an online recognition tool providing guidance on the comparability.

- Of to the overseas qualifications to qualifications on the AQF, lists of recognized institutions and information about education systems for 126 countries.
- Professional development for recognition authorities.
- Providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments. Assessments of overseas postsecondary qualifications for individuals for general purposes.
- Or more information please visit [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au).

## ELICOS

### COURSES

Institute of Business and Management (Victoria) offers General English courses that meet a broad range of language needs and academic goals. For more information about ELICOS programs, please refer to Course information on our website or requesting to [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au).

### PLACEMENT TEST

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

### 20 HOURS OF FACE-TO-FACE STUDY

ELICOS courses are full-time course consist of a minimum of 20 hours face to face teaching in the classroom. Students are therefore required to attend this minimum of 20 hours per week in face-to-face class time. Other learning activities such as independent learning and other social and sporting activities are provided after formal class hours to improve student's English conversation, study and social skills. There is no provision of distance or online learning within the 20 hours mandatory face-to-face learning. All delivery, assessments and instructions are carried out in English unless otherwise stated. There may be the opportunity available for you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require.

### ATTENDANCE MONITORING

Institute of Business and Management (Victoria) monitors student's attendance and aids if the student is experiencing difficulties and not progressing through their program as per the schedule. It is especially important for students undertaking ELICOS courses to maintain the minimum attendance requirement of over 80% in each study period. Failure to maintain the required attendance rate can lead to student not complying with their student visa requirements and their enrolment being affected. For further information please refer ELICOS- Attendance Monitoring Policy and Procedure on our website.

## COURSE INFORMATION, REGISTRATION AND ORIENTATION

Training is offered in accordance with set study and break/holiday periods. Details of specific study periods and holidays are published on the website and are provided with the offer letter. A course timetable will be provided when your Confirmation of Enrolment (Coe) is provided. A detailed class timetable, as relevant to your intake date, will be provided at Orientation. As a new student, you will receive an email from us approximately one week prior to your commencement date welcoming you and providing you details of your orientation day. Registration and orientation are the essential first step for Institute of Business and Management (Victoria)'s students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

### ORIENTATION PROGRAM

As part of your enrolment in this program, you will need to attend an Orientation Program. The Program covers a broad range of topics. The purpose of the Program is to provide an overview of the course you are studying, the institution in which you are studying and important information regarding how we can assist you with your studies and support your time studying in Australia. The program provides information to Institute of Business and Management (Victoria)'s students on a range of topics including:

- The Australian VET Quality Framework and your qualification
- Institute's affiliations, role, and responsibilities
- Our staff and their capabilities
- Resources, facilities, and equipment
- Help that is available to you about the English language and academic support for your studies.
- Help available to assist you to adjust to life in Australia and to your new course.
- Services available to you, from the institute, and from other sources to assist you in meeting your course requirements and maintaining your attendance.
- Availability of welfare services
- Our critical incident policy
- Your contact person at the institute for support in academic and non-academic matters
- Non transfer policy prior to six (6) months of commencing your studies.
- Transferring providers and how it works
- Complaint's handling
- Grievance handling
- External, independent complaints referral and appeals
- Role of the Fair Work Ombudsman
- Your continued enrolment during a complaint or appeal
- Monitoring your course progress and supporting you
- Monitoring your attendance
- Expected duration of course completion.
- How we maintain student records
- Intervention strategies to help you complete your course.
- Our verbal and written communications with you: Letters and other correspondence
- Non satisfactory student progress, attendance, and compulsory reporting by us
- Course structure and content
- Course credits
- Modes and methods of delivery
- Plagiarism
- Assessment
- Results
- Disciplinary procedures
- Informing the students of an intent to suspend or cancel their enrolment.
- Student surveys

## **ON THE FIRST DAY AT INSTITUTE OF BUSINESS AND MANAGEMENT (VICTORIA) STUDENTS ATTEND ORIENTATION AND COVER THE FOLLOWING TOPICS:**

- Complete any outstanding required forms.
- Welcome session including meeting key staff.
- Overview of life in Australia and where to find assistance.
- Employment rights and responsibilities – Fair Work Ombudsman
- Your safety
- Academic and general administrative matters
- Students' rights and responsibilities
- Policies and requirements for satisfactory progress
- Policies and requirements for attendance monitoring
- Unique Student Identifier (USI)
- Student visa conditions overview
- Complaints and appeals procedures.
- Emergency contact details and critical incident policy and procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the course start date and commence by the default date will be registered and undergo individual orientation.

## **THE ESOS FRAMEWORK- PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS**

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 Students (ESOS) Act 2000 and the National Code 2018.

### **STUDENT VISA**

People from overseas who want to study in Australia are required to have a student visa. Students must be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week.
- Students must meet the minimum requirement of maintaining the minimum attendance and/or course progress throughout the program.
- Students must provide current and accurate contact details to the institute. If contact details change, students.
- Students who obtain work rights on their visa can work up to 40 hours per fortnight while their course is in session.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school. Detailed information about visa conditions can be accessed

## WHAT IS THE ESOS FRAMEWORK?

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

## LEGISLATION

The ESOS Act and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program. The ESOS framework protects your rights, including:

- 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.
- 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 and fees receipt. The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated if your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au). The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:
  - Orientation and access to support services to help you study and adjust to life in Australia.
  - Who the contact officer or officers is for overseas students?
  - If you can apply for course credit
  - When your enrolment can be deferred, suspended, or cancelled.
- 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.
- A complaints and appeals process. One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

## 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, follow your provider's academic/course progress policy.
- The Department of Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the Student Visa Conditions link for details.
- Upon arriving in Australia, you are required to advise the institute of your residential address and telephone number and of any subsequent changes to your residential address within a week. Students must confirm and update their contact details (address, mobile phone number and email address if any) at least every 6 months. If there is any change in contact details student must inform institute in 1 week. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the institute is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. The institute may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the institute to ensure you receives important information about your course, fees and possible breaches of your student visa.
- 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.
- A complaints and appeals process. One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

## PROVIDER REGISTRATION

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enroll overseas students to study in Australia on a student visa. Therefore, as an overseas student on a student visa, you must ensure that you study with an education provider and in a course, that can be found on CRICOS. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

## TUITION PROTECTION SERVICE

The Tuition Protection Service (TPS) was established by Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

Visit the TPS website: <https://tps.gov.au> for more information.

## STANDARDS

The National Code 2018 is a legislative instrument of the ESOS Act and applies to providers of education for students on student visas in all sectors. The National Code requirements are in addition to the standards for specific sectors.

ELICOS courses regulated according to the ELICOS Standards 2018.

## INFORMATION FOR STUDENTS

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code 2018
- ELICOS Standards 2018
- The Overseas Students Ombudsman
- The Tuition Protection Service

## PROTECTION FOR OVERSEAS STUDENTS

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

## CONTACT DETAILS

For policies and procedures that affect you

Speak with Institute of Business and Management (Victoria)

- Department of Education and Training For your ESOS rights and responsibilities  
<https://internationaleducation.gov.au/Pages/default.aspx>
- Further information on the ESOS Framework is provided in the following link:  
<https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-FrameworkESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

## ESOS ENQUIRIES

**General enquiries:** Phone: 1300 615 262

**Online:** <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOSLegislative-Framework/Pages/ESOSEnquiry.aspx>

**Visa enquiries:**

Phone: 131 881 (within Australia)

Online: Department of Immigration and Border Protection <http://www.immi.gov.au/Pages/Welcome.aspx> **PRISMS Help Desk:** Phone: 02 6102240 7647

**Email:** [prisms@education.gov.au](mailto:prisms@education.gov.au)

**ARC Hotline Phone:** 1300 793 993

**Email:** [esosarcmailbox@education.gov.au](mailto:esosarcmailbox@education.gov.au)



Department of Immigration and Border Protection for visa matters:

- [www.immi.gov.au](http://www.immi.gov.au)
- Phone 131 881 in Australia
- Contact the Australian Immigration Department office in your country.

## **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS. Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data. Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa. Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa. PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

## **THE UNIQUE STUDENT IDENTIFIER**

If you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know. There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to most learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

## **PERMISSION TO WORK ARRANGEMENTS**

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Further information about student visa conditions can be found at the Department of Home Affairs: [Meet the following Student Visa 500 subclass requirements](#).

## FAIR WORK OMBUDSMAN

The Fair Work Ombudsman (FWO) is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws. The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system. The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

## COMPLAINTS ABOUT WORK

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace. The Office of the Fair Work Ombudsman will decide about the best course of action to resolve the complaint. FWO might decide:

FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- That there has not been a breach of Commonwealth
- That mediation is the best way to resolve the issues.
- To conduct a formal investigation
- To conduct an audit.

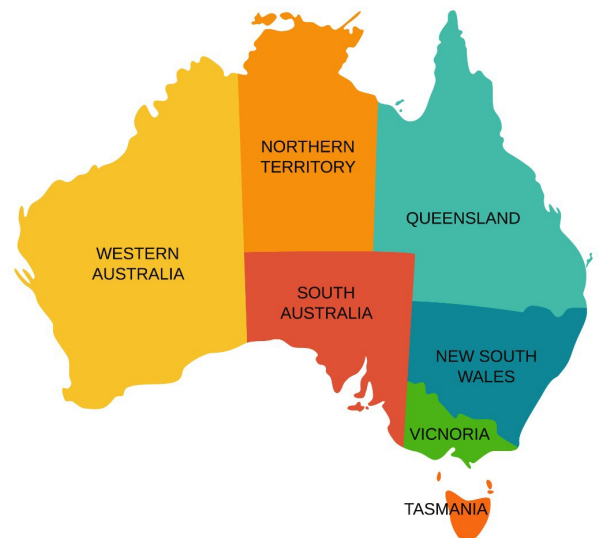
An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

## LIVING IN AUSTRALIA

### AUSTRALIA

Australia is the world's sixth-largest country by total area and has a population of approximately 24 million people, with most people staying in the 5 major cities of Melbourne, Sydney, Adelaide, Perth and Brisbane.

The country is split into states and territories being Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania. Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.



Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors. Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands, and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

## VICTORIA

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are several large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania. Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

## MELBOURNE

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow. Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States. Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens. Melbourne is the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets. One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros, and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. The population is approximately 4.1 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city. The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay. The city centre features world class.

- Department stores
- Historical architecture
- Theatres, galleries, and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter. The city and surrounding suburbs are well serviced by a public transport network of buses, trains, and trams. A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

For further information on Australia, Victoria and Melbourne please visit:

<http://www.australia.com/> or

<http://www.visitvictoria.com> or

<http://www.thatsmelbourne.com.au>

For further information on studying in Australia, Melbourne

please visit:

<http://www.studyinaustralia.gov.au/> or [http://](http://www.studymelbourne.vic.gov.au/)

[www.studymelbourne.vic.gov.au/](http://www.studymelbourne.vic.gov.au/)

## A GOOD CHOICE FOR STUDY

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world.
- Australia offers traditional education in reputable schools, colleges, and universities.
- Awards from Australian institutions of higher education are recognized internationally.
- Australian universities, colleges and schools have established networks of welfare and support to help overseas students.
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision.
- Living costs and course costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

## CLIMATE

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter, and autumn. Below is a guide to the average daily temperatures.

Spring September - November 12-22 degrees

Summer December to February 28-32 degrees

Autumn March to May 12 - 20 degrees

Winter June to August 10 - 15 degrees

Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

## FESTIVALS

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

## ART

Australian contemporary arts reflect the world's oldest continuous cultural traditions and a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music, and contemporary Australian rock music. The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

## MULTICULTURALISM

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement, and immigration from all parts of the world. Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## LANGUAGE

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home. In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well. English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

## RELIGION

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

## CLEAN, SAFE, COSMOPOLITAN

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services. Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage. Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## FOOD

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits, and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home. You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast-food chains are well represented. The adventurous can try some of our 'bush tucker'.

## ELECTRICITY

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## TRANSPORT

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and several regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to [www.myki.com.au](http://www.myki.com.au)

Tourist students may drive in Australia on a valid overseas drivers' licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself. Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

## TELEPHONS

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at many retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels. Mobile phones are extremely popular and can be purchased from several retailers.

## ENTERTAINMENT

Campuses offer spacious surroundings suitable for social, sporting, and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## TRAVEL

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty.

## AUSTRALIA WELCOMES OVERSEAS STUDENTS

Overseas students are welcomed in Australia because they:

- Contribute to the development of people and institutions both in their home country and in Australia.
- Contribute to the Australia's research capability.
- Develop cultural, educational, and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.



# COST OF LIVING AND MONEY MATTERS

## WORKING IN AUSTRALIA

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the institute study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study. Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as the fair work ombudsman to click on this website:

[https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/ \*international students\*](https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students)

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment.

Department of Immigration and Border Protection website

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

<http://www.immi.gov.au/students/pdf/permission-to-work>

## MONEY AND BANKS

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash traveller's cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash traveller's cheques. It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 locals and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at **Study in Australia**

International students can access free banking from most of the main banks. It is easy and straight forward to open an account by popping into a branch with your passport and student card. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money through ATM's located throughout the city.

<http://www.westpac.com.au/>

<http://www.anz.com.au/personal/http://>

[/www.nab.com.au/](http://www.nab.com.au/)

<http://www.commbank.com.au/>

## NORMAL BANK TRADING HOURS

9.30 am – 4.00 pm Monday to Thursday.

9.30 am – 5.00 pm Friday.

Some banks are open Saturday mornings.

## CREDIT CARDS

Credit cards are widely accepted around Australia. The most accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

## CURRENCY

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50, and \$100. Coins used are the silver coloured 5 cents, 10 cents, 20 cents and 50 cents and the gold coloured \$1 and \$2 coins. Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

## TIPPING

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

## BUDGETING

You should work out a budget covering accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered. The average international student in Australia spends about \$380 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. School students in Australia typically spend a little less - about \$290 a week - on accommodation and food, entertainment, transport, and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course, and lifestyle.

## ACCOMMODATION

### ACCOMMODATION AND LIVING COST

The estimated living costs for an international student are approximately between \$ 21000 to 22000 per year. This covers food, accommodation, travel, entertainment, and clothing.

### SAMPLE MONTHLY BUDGET

Food: A\$200 to A\$350

Accommodation Fee: A\$350 – A\$600 (For a room in a shared house or apartment)

Public Transportation: A\$200 approximately per month (bus / trains)

### ACCOMMODATION OPTIONS FOR STUDENTS

- Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle.
- Hostel Accommodation: This is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, and lounge. It is recommended that students considering Hostel accommodation options look at 2 or 3 properties prior to deciding. Many hostels are privately run and as such, come under the Rooming House Act. Please note, if a student signs a lease, they are covered by the Residential Tenancies Act.
- Apartment / Flat rentals vary greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For the purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason, international students are advised to secure short- Term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and look at areas, they would like to live in.



While Institute of Business and Management (Victoria) does not offer accommodation services or take any responsibility for accommodation arrangements, Institute of Business and Management (Victoria) can give students information regarding external accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

Particulars	Name & Location	Contact Phone
Student Accommodation service	➤ Broadmeadows Student Accommodation Services Pty Ltd.	Phone : (03)948519 00 Email: <a href="mailto:sacomm@studentaccommodation.com.au">sacomm@studentaccommodation.com.au</a>
Real Estate	➤ Nelson Alexander . 140 Regent St, Ascot Vale VIC .	Phone : (03)94785000
Hotel	➤ Nightcap at Coolaroo Hotel, Maffra St, Coolaroo VIC 3048 ➤ Quest Melbourne Airport, 20 Annandale Rd, Melbourne Airport VIC 3045	Phone : (03) 93093211 (03) 83408400
Home Stay	➤ Homestay Direct Pty Ltd	Web : <a href="http://www.homestaydirect.com.au">www.homestaydirect.com.au</a> Phone: (03) 96703133
Hostel	➤ King Street Backpackers 197 King Street, Melbourne	Phone : 1800 671 115

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city centre. Students can expect to pay approximately \$150 -\$350 per week for a room in a share house close to the city centre. The institute does not offer accommodation services; however, the institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia. The following types of accommodation are available for International students: -

1. Full Board (Home stay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer. Some useful internet sites for housing are: You can also access information on share accommodation at the following links:

**Student Housing Australia** - <http://sha.com.au/>

**Share Accommodation** -

<http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcm vQodAmEAmw>

**Youth Central Housing and Accommodation** -

<http://www.youthcentral.vic.gov.au/housing-accommodation>

**Study in Australia** - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>

[www.realestate.com.au](http://www.realestate.com.au)

[www.gumtree.com.au](http://www.gumtree.com.au)

[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)

<http://www.domain.com.au/Search/rent/State/vic/Area/inner-city/Region/melbourne-region/Suburb/melbourne>

## HEALTH CARE

Australia has a particularly good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals, and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services, available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

## MEDICAL ISSUES

From time-to-time people may get sick and require to access medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) when they enrol. Students may arrange this for themselves with any of several health insurance providers.

## OVERSEAS STUDENT HEALTH COVER (OSHC)<sup>1</sup>

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the course fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Links to their websites are:

[www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

[www.bupa.com.au](http://www.bupa.com.au)

[www.ahm.com.au](http://www.ahm.com.au)

[www.medibank.com.au](http://www.medibank.com.au)

It is a visa requirement that all overseas students possess OSHC while they are studying at the institute. We can arrange this for you prior to arrival with our provider OSHC world care. For further details or if you wish to arrange your own OSHC contact OSHC world care direct at [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

## COST OF LIVING

The Australian government recommend that the cost of living in Melbourne for an international student will be \$22000 per year. If a student wishes to bring a partner the Department of Immigration and Border protection indicate that an additional \$6515 per year of study will be required for a partner. Married students with dependents will require approximately \$4000 per dependent. This may vary significantly from person to person depending on their individuals taste and requirements.

**For further information refer to:**

<http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living>

## FOOD

Due the diverse nature of Australia's population international students has a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Meals in cheaper restaurants cost approximately AUD\$10.00. However, this may vary depending on the season, suburb, and quality of the eatery.

Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Burger King are also available and generally range from around AUD \$6.00 - AUD\$12.00. Indicative costs of groceries are milk 1 litre \$2.10, bread 1 loaf \$3.50, apples 1 kg \$4.00, potatoes 1 kg \$2.00, eggs 1 dozen \$3.00, cereal 1kg \$3.00, fruit juice 2 litres \$4.00, rice 1 kg \$2.00, fish and meat vary enormously depending on type/ quality. Shoes 1 pair \$75.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$3.50 T-shirt \$25.00, Hairdresser \$25.00 to \$45.00, Newspaper \$2.50, Cinema ticket \$18.00.

## **WHS (OHS) ACT IN VICTORIA**

The Act in Victoria is the Occupational Health and Safety Act 2004. The objects of the Act are:

To secure the health, safety and welfare of employees and other persons at work To eliminate, at the source, risks to health, safety or welfare of employees and other persons at work To ensure that the health and safety of other members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons. To provide for the involvement of employees, employers, and organizations representing those persons, in the formulation and implementation of health, safety and welfare standards.

### **HEALTH AND SAFETY AND HAZARD IDENTIFICATION POLICY**

All staff and student's health safety and comfort will be maintained in accordance with relevant legislation. All operations of the institute will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

### **HAZARD'S IDENTIFICATION**

According to the work and safety Act potential hazards are eliminated, isolated, and minimized.

Any potential and actual hazards are identified.

Any potential and actual hazards are effectively managed.

Emergency procedures are established to deal with identified hazards.

### **PROCEDURES FOR IMPLEMENTATION OF HAZARD IDENTIFICATION**

Situations with potential to cause hazard to staff or students are identified and noted on the Health and Safety Register. Recommended actions are identified in accordance with appropriate authorities where necessary. Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

### **RESPONSIBILITY**

Trainers are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the CEO on a day-to-day basis. The CEO is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

### **EVALUATION**

Policies and procedures for student guidance and support will be evaluated by the Audit Team as and when deemed necessary throughout the year to meet legislative and safety requirements as well as annually as part of the educationally quality audit.

## **HEALTH AND SAFETY PROCEDURES**

### **EVACUATION POLICY**

### **DISPLAY OF EVACUATION NOTICES**

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

### **TRIAL EVACUATION**

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

## **ASSEMBLY POINT**

The assembly point is on the footpath outside adjacent buildings in Plenty road.

## **FIRST AID KITS**

First Aid kits are kept in each building occupied by the Academy.

## **FIRST AID PROCEDURES**

If students are ill and need to leave class, they will tell the tutor who will make sure that the student can get to a doctor if necessary. If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Director.

## **SAFETY RULES**

**All persons on the institute's premises must observe the following safety rules:**

- Do not run around the institute, only walking is permitted.
- Use handrails when coming up and down the stairs.
- You are not allowed to drink alcohol or bring or consume drugs on the premises.
- If you spill something you must clean it up immediately.

## **FIRE AND SAFETY COMPLIANCE**

- You are not allowed to smoke in any of the premises.
- You must not use any matches or fire lighting equipment within the premises.
- You must not tamper with fire extinguishers.

## **EMERGENCY PROCEDURES**

**The following procedures are to be followed in the case of an emergency:**

- Fire and Explosion
- Sound alarm.
- Initiate site emergency evacuation procedure.
- Call fire service dial 000

## **SERIOUS INJURY**

- Call for assistance.
- Call ambulance dial 000.
- If machinery is involved, stop machinery.
- Give appropriate first aid and comfort the person.
- Do not put others or self in unnecessary danger.
- Report situation to the Director.

## **BOMY THREAT**

Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located. Call police dial 000. Act according to advice of police. If advised by police, instigate emergency evacuation plan.

## **EARTHQUAKE**

Keep calm – allow time to think. Take cover – move quickly and quietly to the nearest area considered to be safe (e.g., shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows. Watch for falling debris and other overhead objects. Do not attempt to run outside. Do not attempt to use the phones. These may be needed to keep in touch with civil defense, police, etc. After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

## **ELECTROCUTION**

Switch off the power supply. Follow “serious injury” procedure referred to above. Notify management.

## **ROBBERY**

Co-operate with the robber. Remain calm. Take no personal risks. Observe (person’s features, height, build, clothing, etc.). Call the police dial 000. Notify management.

## **GAS LEAK**

Notify management, who will then notify gas engineers. If, necessarily follow the fire and explosion procedure set out above.

## **EVALUATION**

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the Audit Team.

# **COURSE DELIVERY AND ASSESSMENT**

## **DELIVERY OF COURSE**

Students are required to undertake minimum of ' 20 hours' study per week during terms. Institute of Business and Management (Victoria) courses are structured to ensure the delivery and assessment process is both rigorous and relevant. Institute of Business and Management (Victoria) adopts a Course Progress Policy and attendance monitoring policy and poor attendance will be reported in accordance with attendance monitoring policy. Students are provided participant workbook and access to a library.

## **COURSE PROGRESS AND ATTENDANCE MONITORING POLICY**

The Institute must monitor record and assess the course progress and attendance of each student for the course in which the student is currently enrolled. In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) of the ESOS Act 2000 and ELICOS Standards 2018, international students are required to maintain satisfactory course progress and satisfactory attendance to successfully complete their program within the duration specified in the Confirmation of Enrolment (Coe) letter.

## **FOR VET**

Satisfactory course progress and attendance is defined as a student successfully completing all required units of competency in their program to achieve the qualification within the expected duration specified on their Coe. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the units of competency undertaken in that term (study period) or failing the same unit twice. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

## FOR ELICOS

Satisfactory course progress and attendance is defined as a student successfully maintaining attendance of 80% or more and progressing through the formative and summative assessments as described in the course syllabus. Students are required to achieve the target English proficiency within the expected duration specified on their CoE. Unsatisfactory course progress is defined as either having attendance of less than 80% or failing to progress to a higher level (e.g., General English Intermediate) after more than 20 weeks of enrolment in that level. The College has defined Academic Intervention strategies for ELICOS students struggling to progress academically or falling behind with their attendance.

## ATTENDANCE MONITORING

Institute of Business and Management monitors student's attendance and aids if the student is experiencing difficulties and not progressing through their program as per the schedule. It is especially important for students undertaking courses to maintain the minimum attendance requirement of over 80% in a given study period. Failure to maintain the required attendance rate can lead to student not complying with their student visa requirements and their enrolment being affected. For further information please refer Attendance Monitoring Policy and Procedure on our website- [www.ibm.vic.edu.au](http://www.ibm.vic.edu.au)

## INTERVENTION STRATEGY

An intervention strategy is an individual student learning plan developed by the training manager aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study program. Institute of Business and Management (Victoria) will do everything it can to assist students who want to learn and progress. If the outcome of the intervention strategy is to extend the student's course enrolment, then the student will be advised in writing and informed it is their responsibility to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa. The Institute can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter. If the intervention strategies do not result in any improvement, Institute of Business and Management (Victoria) will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs

## VET ASSESSMENT

Competency- based assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated. Effective and objective assessment is the key to successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards. Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards. Number of approaches to course assessment are used by Institute of Business and Management (Victoria)' staff. Assessment approaches may include:

- Observation of performance in class
- Case studies
- Projects
- Reports
- Presentations
- Role plays.
- Written tests.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked S – Satisfactory or NS – Not-satisfactory. After each assessment verbal and written feedback provided. Unit results are recorded as C – Competent and NYC – Not Yet Competent. Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee. Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) The student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) The student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Students are entitled to 3 assessment attempts for each assessment task. If the student is unsuccessful after 3 assessment attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. More details are on relevant policy procedure which is available on website.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

Institute of Business and Management (Victoria) has in place systems to offer Recognition of Prior Learning (RPL) designed to recognise previous formal or informal learning, work, and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Please note that RPL applications can only be considered for whole units of competency. An essential requirement of RPL is that you can prove that you currently have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the institute's RPL application form that will be available during orientation. RPL in a unit will only be granted after students have completed the institute's RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for. The RPL fee listed in the fee schedule section of the Student Handbook and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the Institute of Business and Management (Victoria) before commencing an RPL application.

## **NATIONAL RECOGNITION (CREDIT TRANSFER)**

Institute of Business and Management (Victoria) recognises qualifications and statements of attainment issued by other Registered Training Organisations. Applicants who have successfully completed whole units of competency in one of our courses with another Australian RTO can apply for credit transfer. Credit transfer allows the candidate to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing Credit Transfer applications. There is a pro-rata reduction in course fees if Credit Transfer is applied for and granted. Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the institute. The CT application form is available on request from the institute. Further information on the RPL/ CT process can be accessed by contacting the institute. Please note that Credit Transfer applications can only be considered for whole units of competency.

## ELICOS ASSESSMENT

ELICOS courses have both formative and summative assessments to ensure that students are developing their proficiency in English while studying at the Campus. Assessments cover the four macro skills of Speaking, Listening, Reading, and Writing as well as enabling skills of Pronunciation, Vocabulary and Grammar. Formative Assessments take place weekly and enable teachers and students to accurately monitor academic progress as well as providing additional practice and teaching opportunities. Summative Assessments happen twice a cycle (10 weeks) and cover all of the major macro skills. These scores are used to determine students exit levels and when they progress to higher levels (e.g., from Intermediate to Upper Intermediate).

Assessment forms include:

- Essays
- Multiple- Choice questions
- True and False
- Speaking tests
- Readings
- Listenings

## FEES AND REFUND ARRANGEMENTS

### FEE SCHEDULE

Tuition fee, Application fee/ Admission fees	➤ Please refer to our website \$250
Materials fee	➤ \$250 (\$10/week or ELICOS)
Recognition of Prior Learning fee	➤ \$350 per unit
Credit transfer fee	➤ No charge
Repeat unit fee	➤ \$600 per unit
Assessment resit fee (3 attempts)	➤ 0 charge
Re-assessment fee (after 3 attempts)	➤ \$600 per unit (For VET only)
Bank Transfer fee	➤ What the bank charges for the transfer
Accommodation Services	➤ Outsourced- contact institute for details
Airport meeting OSHC Medical Insurance	➤ Outsourced- contact institute for details Check out <a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a> for fees



# REFUND ARRANGEMENTS

## IF A VISA IS REFUSED BY THE AUSTRALIAN GOVERNMENT

Where a prospective student is refused an initial student visa by the Australian Government a full refund of Tuition fees plus any materials fees paid will be made. To receive the refund students will have to provide authenticated evidence of the student visa refusal to the institute and attach this evidence to a completed refund application form which is available from the Institute of Business and Management (Victoria) and can be sent by post, fax or email. The refund application must be used to apply for refunds and must be addressed to the CEO of the institute.

## IF THE INSTITUTE DEFAULTS ON DELIVERY OF QUALIFICATIONS

In the unlikely event that the institute is unable to deliver your course in full, you will be offered a refund of all the Tuition fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of Tuition and materials fees, or to accept a place with another provider. If you choose placement with another provider, you may need to sign a document to indicate that you accept the placement. In the case of provider default there is no requirement for a student to lodge a refund application form as the institute will initiate payment of the refund.

## IF A STUDENT DEFAULTS ON THEIR WRITTEN AGREEMENT

If students want to withdraw from their course after fees have been paid then refunds will be made in accordance with the written agreement that the student signs with the institute. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the Institute of Business and Management (Victoria).

## COOLING OFF PERIOD

Institute of Business and Management (Victoria) provides applicants a 7-day cooling off period. This means that if a student accepts an offer of a place and pays Institute of Business and Management (Victoria) relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$250 application fee) will be provided. Students must notify Institute of Business and Management (Victoria) in writing within 7 days of paying Institute of Business and Management (Victoria) any fees.

## REFUND CONDITIONS

1	Refund applications must be made in writing to the institute. The student refund application form, available from the institute, must be used as the written application. Institute of Business and Management (Victoria) will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.
Tuition Fees	<b>DEFINITIONS</b> Fees paid by the student to Institute of Business and Management (Victoria) for training and assessment services provided by Institute of Business and Management (Victoria). Tuition fees do not include any other fees e.g., materials fees, OSHC, enrolment fee, airport pick up fee etc.
Materials Fees	Fees paid by the student to Institute of Business and Management (Victoria) for course related materials but not limited to textbooks or IT resources.

<b>Application Fees</b>	Fee paid by the student to Institute of Business and Management (Victoria) for the costs of processing a student enrolment application.
<b>Tuition Fees</b>	Fee paid by the student to Institute of Business and Management (Victoria) for the costs of processing a student refund.
	<b>REFUND FEE</b> <b>VISA Refused-100</b> refund of Tuition fees
	Student Default: Withdraw from the course after fees have been paid before commencement. <b>100% refund of Tuition fees</b>
	Withdrawals notified in writing and received by the institute on the commencement date or after the semester commences <b>Refund of unused Tuition fee less an administration charge of \$250.**</b>
	Student breach of visa conditions, and suspension or cancellation of enrolment by the institute <b>No refund of current semester course fees paid.</b>
	<p>** If a student withdraws and has notified Institute of Business and Management (Victoria) on the commencement date or after the semester commences The Institute of Business and Management (Victoria) will issue a refund of unused Tuition paid to date.</p> <p><b>Refunds will be calculated as follows:</b> Tuition fee per week x number of weeks unused course the student has paid for at point of withdrawal.</p> <p><b>The weekly Tuition fee for the course will be identified by calculating:</b> Weekly Tuition fees = (Total Tuition fee/ number of calendar days in the course) X 7, roundup to the nearest whole dollar. E.g., = (1000/ 140) X 7 = \$ 50</p> <p><b>The number of weeks of course that have been paid for but remain unused will be calculated as follows:</b> The number of unused weeks = number of calendar days that have been paid but remained unused / 7 E.g., = 90/ 7 = 12.857, rounded up to the nearest whole week = 13 weeks E.g., Tuition fee of \$50 per week x 13 weeks unused course = \$650 refund paid to the student.</p> <p>Any refunded amount will have an administration charge of \$250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the institute.</p>

2.	In the unlikely event that the institute is unable to deliver your course in full, you will be offered a refund of all the Tuition and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place with another provider. If you choose placement in another provider, you may need to sign a document to indicate that you accept the placement.
3.	Fees not listed in the refund section are not refundable.
4.	Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the institute will sign once an application has been received, accepted by the institute and an offer made to the student. There is no obligation on the student or the institute until the Written Agreement is signed by all parties, funds have been cleared by the institute's bank and an official receipt is issued by the institute. The written Agreement and the availability of complaints and appeals processes does not remove the right of the student to take an action under Australia's consumer protection laws.

**Students are strongly advised to contact Institute of Business and Management (Victoria) with any questions they have about fees and refunds prior to submitting the application.**

**Contact: [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au)**

## **ISSUING QUALIFICATION AND STATEMENT OF ATTAINMENT**

Institute of Business and Management (Victoria) will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that the Institute is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to the Institute have not been paid.
- The student has not provided a valid Unique Student Identifier.

**Students should be aware that a:**

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in a training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a test amur and a record of results. A test amur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the student has achieved one or more units of competency because of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

## **ELICOS**

All ELICOS students finishing their enrolment receive a certificate indicating the duration of their enrolment, their exiting level and a grade for each of the four macro skills.

## **PLAGIARISM**

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism. If a Student copies another Student's work and passes this off as their own, then this is also a form of plagiarism and cheating. During assessment, you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g., passages from books or websites, then reference should be made to the source. For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au) Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

## **TRAINING GUARANTEE**

Institute of Business and Management (Victoria) will take all reasonable steps to ensure we provide a course to Students once it has been confirmed. In the unlikely event of Institute of Business and Management (Victoria) being unable to fulfil its commitment to provide a course at the agreed date, it will offer the student a full refund or re-schedule the course. Institute of Business and Management (Victoria) takes a collaborative approach with Student's and provides support to facilitate the successful completion of their course within agreed timeframes.

## **CURRENCY OF TRAINING**

Institute of Business and Management (Victoria) implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that Students are fully informed of the process and subsequent arrangements.

# **POLICY AND PROCEDURES**

## **DEFERRING, SUSPENDING OR CANCELLING**

### **STUDENT INITIATED DEFERRAL OR SUSPENSION OF ENROLMENT**

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute using the student deferral, suspension, or cancellation application form or in writing by email, fax, or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

### **INSTITUTE INITIATED SUSPENSION OR CANCELLATION OF ENROLLMENT**

The institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, non-payment of fees, poor attendance, or unsatisfactory course progress. If the institute is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal through institute's internal complaints and appeal process against the institute's suspension or cancellation. The institute will report any suspension or cancellation to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

## INSTITUTE DEFERRAL OF COMMENCEMENT

The institute may also decide to defer the commencement of a course. If the institute defers the commencement of a course the provider default conditions in the Written Agreement between the institute and the student will be triggered and the institute will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students. If approved, the institute will report its deferral of commencement to DOE which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881. Student cancellation of enrolment and Fee Refunds Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the institute and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the institute's Training Manager. The student refund application form, available from the institute, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated. The institute will report your cancellation of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881. Institute of Business and Management (Victoria) protects students' fees through the Tuition Protection Service (TPS). Where a cancellation is requested, students are required to complete a Request for Cancellation Form. A refund, if any, is governed by some conditions and will be processed only upon receipt of the Request of Refund. For more information, students can email at [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au) the updated Fee Refund Policy and Procedure from Website. You can download Institute of Business and Management (Victoria)'s Defer, Suspension and cancellation Policy from website.

## STUDENT TRANSFER TO ANOTHER PROVIDER

Under the ESOS Framework, the institute cannot enrol students seeking to transfer from another institute before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the institute for a letter of release. The six months is calculated as six calendar months from the first day of your principal course. Your principal course is usually the final course of study you will undertake. If you are considering requesting a transfer before completing 6 months of your principal course of study, please contact the institute administration for a copy of the transfer procedure and the application form. Letters of release will be issued to eligible students free of charge.

Students do not need a letter of release if:

- They have completed more than 6 months of your principal course.
- They are a government sponsored student, and their sponsor supports a transfer.
- Their current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course.

Transferring between providers may impact your student visa. Student should contact the Department of Immigration and Border Protection (DIBP) prior to transferring to another provider so they can establish how transferring will impact their visa.

## STUDENT TRANSFER POLICY AND PROCEDURE (NATIONAL CODE STANDARD 7)

The purpose of this procedure is to ensure Institute of Business and Management (Victoria) complies with standard 7 of the National Code of Practice 2018-part B standard 7. The RTO must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code. No fee can be charged to the student by the institute for issuing a letter of release. Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of Part B the National Code. If a letter of release is refused by a registered provider a student may appeal the provider's decision. For more information on this policy, please contact the institute at [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au) or collect the current copy of this policy from Institute of Business and Management (Victoria) office reception.

## COMPLAINTS AND APPEALS

If student is having an issue with any aspect of their training course, they should bring this to the attention of their trainer or another institute staff member. Institute staff will attempt to resolve this in an informal manner to the student's satisfaction. If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy. Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form from the Reception or from website (proposed). The appeal will be dealt with in accordance with the complaints and appeals policy and procedure. If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process. The Overseas Student Ombudsman is the external appeal body. The Overseas Student Ombudsman will review the case to identify if the institute has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal. Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student. Further information on the complaints and appeals process can be gained by contacting Institute of Business and Management (Victoria) at [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au) OR refer to our website.

## COURSE PROGRESS

Institute of Business and Management (Victoria) monitors the academic progress of international students to enable the identification and support of those at risk of not progressing academically. Institute of Business and Management (Victoria) monitors student's course progress to assist them in completing their course within the expected course schedule and implement intervention strategies where necessary. Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. For example, Institute of Business and Management (Victoria) will review the results of all international students at the end of each study period. At the same time, Institute of Business and Management (Victoria) will also check the student's progress towards completion of the program within the specified duration as per this policy. Institute provides support in accordance with the institute's Student support policy and procedure to assist international students completing their course within the expected duration. Institute of Business and Management (Victoria) may refer students to external resources if we are unable to sufficiently provide support for students learning needs. The institute may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress. Institute of Business and Management (Victoria) takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule. For more information on this policy, please contact the CEO or collect the current copy of this policy from Institute of Business and Management (Victoria)'s office reception OR from website.

## WORK HEALTH AND SAFETY (WHS)/OCCUPATIONAL HEALTH AND SAFETY (OHS) AND OTHER LEGISLATIVE REQUIREMENTS

Institute of Business and Management (Victoria) is committed to providing a healthy and safe workplace and to eliminate conditions and incidents that could result in personal injury or ill health. We have policies and procedures that promote a safe and harmonious studying environment, and which meet the various statutory compliances.

In summary, under our WHS/OHS Policy, students are:

- Required to take reasonable care of themselves and others in the institute.
- Have a responsibility to co-operate with all health and safety provisions.
- Have a responsibility to comply with relevant WHS/OHS management
- System policies, procedures, and programs, as appropriate
- Must not bypass or misuse systems or equipment provided for WHS/OHS purposes
- Are required to always carry a student identification card while on of Institute of Business and Management (Victoria) premises

For more details on WHS/OHS, please refer to Institute of Business and Management (Victoria)'s Compliance with Legislation Policy and Procedure. The document also includes policies and procedures on: Anti-Discrimination Emergency, Environment, Privacy, Bullying.

## CRITICAL INCIDENTS

Institute of Business and Management (Victoria) is committed to maintaining a safe and supportive environment for staff and students and has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken. Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises. Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and in Preston where the main campus is located. Information will include the contact numbers for emergency services and a senior staff member. Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. Information is also available from the Student Orientation Handbook supplied free to our students. The Student Orientation document also provides information for student safety. For the latest Critical Incident Policy and Procedure please email to [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au) OR from the website.

## USE OF PERSONAL INFORMATION

Information is collected during your enrolment to meet the institute obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and the National Vocational Education and Training Regulator Act 2011. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the National VET Regulator the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Tuition Protection Service (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law. It is a requirement of VET Quality Framework that students can access personal information held by the institute and may request corrections to information that is incorrect or out of date. Apply to the Training manager if you wish to view your own records. Once the request has been approved the Training manager will arrange a time for you to view your own records. You must view your records at the institute, and you cannot take records away from the institute.

## STUDENT SUPPORT SERVICES & RESOURCES

Institute of Business and Management (Victoria) students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

## STUDENT WELFARE AND SUPPORT SERVICES

In the first two weeks of your enrolment at the institute the Student support officer will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to settle in Australia and succeed at your studies. If you do have academic or non-academic welfare issues then assistance will be provided and the Student support officer will maintain regular contact with you until you have settled in and resolved your problems. There is no additional charge for this service. The Training Manager, Student support Officer, Teachers and Administrator are available to provide advice and assistance to you at no charge from the institute. The teachers are working with support and welfare teams on course progress monitoring, academic support/intervention programs.

Students requiring special or intensive assistance must contact support Officer who may deal with the problem or may refer students to external welfare and support services if required. The institute will not charge for welfare and support services it supplies or for referring students to external welfare and support services. Students will have to pay any fees charged by external welfare and support services that they use. However, Institute will not charge any referral fees. Some fees may be partly met by your overseas student health cover. First contact person for Student support services: Neha Sharma, Ph:03 9478 3163

## KEY INSTITUTE STAFF

Position	Name	Phone	Email
CEO	Kamal Parkash	0406528251	<a href="mailto:ceo@ibm.vic.edu.au">ceo@ibm.vic.edu.au</a>
Marketing Manager	Kamal Parkash	0406528251	<a href="mailto:mkting@ibm.vic.edu.au">mkting@ibm.vic.edu.au</a>
Student Support Officer	Mehroz Chogle	0460323792	<a href="mailto:support@ibm.vic.edu.au">support@ibm.vic.edu.au</a>
Student Enrolment Officer	Arthara	03 94783163	<a href="mailto:info@ibm.vic.edu.au">info@ibm.vic.edu.au</a>
ELICOS Director of studies	Nelum Chamari	03 94783163	<a href="mailto:trainer@ibm.vic.edu.au">trainer@ibm.vic.edu.au</a>
Business trainer	Manpreet Kaur	03 94783163	<a href="mailto:manpreet@ibm.vic.edu.au">manpreet@ibm.vic.edu.au</a>
Carpentry Trainer	Abidal Mosheem	03 94783163	<a href="mailto:Abidal@ibm.vic.edu.au">Abidal@ibm.vic.edu.au</a>
ELICOS Teacher	Muhmmad Atif	03 94783163	<a href="mailto:Atif@ibm.vic.edu.au">Atif@ibm.vic.edu.au</a>

## HELPFUL CONTACTS

FIRE, AMBULANCE AND POLICE EMERGENCY	PHONE 000
TRANSLATING AND INTERPRETING SERVICE	PHONE 131450
LIFELINE 24-HOUR COUNSELLING, ADVICE AND REFERRAL SERVICES	PHONE 131114
VICTORIA POLICE CENTRE	FAWNER POLICE STATION, HADFIELD VIC 3046, PHONE: (03) 9355 6000 637 FLINDERS STREET, MELBOURNE, VIC 3000 PH: 9247 6666
DOCTOR	MEDIQ BROADMEADOWS, 25 OLSEN PLACES, BROADMEADOWS. 0 9309 2088 MEDICAL ONE, 292 SWANSTON STREET, MELBOURNE. (03) 8663 7000



DENTIST	BLAIR STREET DENTAL, 136 BLAIR STREET, BROADMEADOWS. 03 9309 1426 MELBOURNE DENTAL HOSPITAL, 720 SWANSTON ST, CARLTON, VIC 3053. (03) 9341 1040
COMMUNITY HEALTH CENTRE	NORTH RICHMOND COMMUNITY HEALTH LIMITED, 23 LENNOX STREET NORTH RICHMOND 3121, PH 9429-5477
COUNSELLORS	LIFE RESOLUTION PRESTON, SUITE 401/398 SYDNEY ROAD, COBURG, VIC, 3058, PH: 0393483160. MINDTREAT PSYCHOLOGY, 182 GLENROY ROAD, GLENROY, 0401 825 512 FAMILY RELATIONSHIP INSTITUTE INC, 102/398, SYDNEY ROAD, COBURGH, VIC, 3058, PH: (03) 93548854. COUNSELLING IN MELBOURNE. SUITE 911, 530 LITTLE COLLINS ST, MELBOURNE VIC 3000. PH: 1300-967-734
PSYCHOLOGIST	HEALING MIND PSYCHOLOGY, 165 HILTON STREET, GLENROY. 1300 732 725
LEGAL ASSISTANCE	VICTORIA LEGAL AID, 1100 PASCOE VALE ROAD, BROADMEADOWS. 03 9302 8777 LEGAL AID, 350 QUEEN ST MELBOURNE VIC 3000. (03) 9269 0234
EXTERNAL APPEALS BODY (SEE COMPLAINTS AND APPEALS INFORMATION)	OVERSEAS STUDENTS OMBUDSMAN WEBSITE WWW.OSO.GOV.AU OR PHONE 1300 362 072
PHARMACIES	CHEMIST WAREHOUSE, 1099-1169 PASCOE VALE ROAD, BROADMEADOWS. 03 9309 0366 MELBOURNE CENTRAL PHARMACY, SWANSTON ST, MELBOURNE VIC 3000. (03) 9663 4747

PHYSIOTHERAPIST

RELIGIOUS  
INSTITUTIONS

DALLAS PHYSIOTHERAPY, 178 BLAIR  
STREET, BROADMEADOWS. 03 9302 1044

**ANGLICAN**

ALL SAINTS ANGLICAN CHURCH PRESTON, CORNER HIGH  
STREET AND MURRAY ROAD, PRESTON. 03 9471 9191

**CATHOLIC**

ST DOMINIC'S CATHOLIC CHURCH, BROADMEADOWS,  
408 CAMP ROAD, BROADMEADOWS. 03 93092575

**ISLAMIC**

AMC 13 CENTRAL GROVE, BROADMEADOWS.

**HINDU**

SHRI SHIVA TEMPLE, 52 BOUNDARY ROAD, CARRUM  
DOWNS. 03 9782 0878

SHIRDI SAI SANASTHAN, 32 HALLEY AVENUE,  
CAMBERWELL. 03 9889 2974

**BUDDHISTS**

MELBOURNE TIBETAN BUDDHIST CENTRE,  
1/246 GRANGE ROAD CARNEGIE VIC

INFO@MELBOURNETIBETANBUDDHISTCENTRE.ORG  
WWW.MELBOURNETIBETANBUDDHISTCENTRE.ORG

## ATTENDANCE/ACADEMIC ISSUES

Students are able to gain advice and support to ensure they maintain appropriate academic levels, attendance levels and general support to achieve satisfactory results in their studies.

## PERSONAL/SOCIAL ISSUES

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during normal Institute of Business and Management (Victoria) hours for advice and guidance on personal issues, accommodation issues or family / friend issues. For more information, please email [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au)

## SOCIAL ACTIVITIES

Melbourne is a vibrant city and Institute of Business and Management (Victoria) will occasionally organise social events that allow all students to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions, and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer at [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au)

## MEDICAL ISSUES

Student Administration and the Student Support Officer at Institute of Business and Management (Victoria) will always have an up-to-date list of medical professionals within range of the institute location. Any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional.

## LOCAL MEDICAL SERVICES ARE AS FOLLOWS

REFERRAL SERVICES AVAILABLE	NAME & LOCATION	CONTACT
HOSPITAL (EMERGENCY)	BROADMEADOWS HOSPITAL JACANA VIC	03-83455000
DOCTOR	BLAIR MEDICAL CLINIC 126 BLAIR ST, DALLAS VIC 3047	03-93090533
DENTIST	BLAIR MEDICAL CLINIC 136 BLAIR ST, DALLAS VIC 3047	03-93091426
OPTOMETRIST	CLEAR VISION OPTICAL 130 BLAIR ST, BROADMEADOWS, VIC 3047	03-93096464

## LEGAL ADVICE

REFERRAL SERVICES AVAILABLE	NAME & LOCATION	CONTACT
FREE LEGAL ADVICE	FITZROY LEGAL SERVICE 124 JOHNSTON STREET, FITZROY, VIC	9419 3744
INTERNATIONAL STUDENT LEGAL ADVICE CLINIC (ISLAC)	MS SANMATI VERMA	sanmati.verma@gmail.com OR 0410 923 041.
LAWYER	BLAIR MEDICAL CLINIC 136 BLAIR ST, DALLAS VIC 3047	9321 9988

Institute of Business and Management (Victoria) is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

## STUDENT WITH DEPENDENTS

Students who decide to come and study in Australia with their dependents are advised to make the necessary arrangements for their families, such as schooling arrangements for their school-age children, childcare and family accommodation. Students must also factor these costs in their cost-of-living calculations. Information on family and education services can be found through the following links:

<http://www.education.vic.gov.au>

<http://www.dhs.vic.gov.au>

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

# GENERAL INFORMATION

## UPON ARRIVAL IN AUSTRALIA-IMPORTANT THINGS TO REMEMBER TO DO

- Call home
- Settle into your accommodation.
- Contact Institute of Business and Management (Victoria)
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend student orientation.
- Request for a student ID card
- Advise health insurance company of address & get card.
- Open a bank account.
- Attend course specific orientation sessions.
- Get textbooks.
- Start classes.
- Apply for tax file number if seeking work.
- Get involved in student life and associations (e.g., music, sporting, and cultural clubs).

## IMPORTANT WEBSITES

1. Department of Immigration and Border Protection <http://www.immi.gov.au>
2. Department of Education [www.education.gov.au](http://www.education.gov.au)
3. Student hotline: 1300 363 079
4. Study in Australia <http://www.studyinaustralia.gov.au>
5. The Australian Commonwealth Register of Institutions and Courses for Overseas Students  
Website Link: <http://www.cricos.dest.gov.au>
6. IELTS <http://www.ielts.org.au>
7. City of Melbourne <http://www.melbourne.vic.gov.au>
8. [www.training.gov.au](http://www.training.gov.au)
9. <http://australia.gov.au/about-australia>
10. <http://www.abs.gov.au>
11. <https://www.melbourne.vic.gov.au/>



# THANK YOU

**IBM** is; i MEHT  
(VICTORIA)  
CRICOS Code: 037850 8TOCode: 4SS16

Email: [info@ibm.vic.edu.au](mailto:info@ibm.vic.edu.au)

Phone: +(03) 9478 3163

Address: 60 Belfast St BROADMEADOWS VIC 3047

