



INTERNATIONAL STUDENT HANDBOOK

**Learning Victoria Pty Ltd T/AS Institute of Business and
Management (Victoria)**

Building D, 60 Belfast Street, Broadmeadows, Victoria, 3047 | Ph: 03 9478 3163 | Email:
info@ibm.vic.edu.au

WELCOME MESSAGE from CEO

Welcome to IBM, where students achieve their goals. We are committed to providing high-quality teaching to students from a diverse range of backgrounds 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 behavior 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 ensures 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 and 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: 8:30 am to 5:30 pm

Problem	Website	Phone no.
Alcoholism	http://www.aa.org.au/	938 777 88
Anxiety (including phobias & obsessive-compulsive disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	http://www.serenityvic.com.au/	9740 9539
Accommodation	http://melbourne.gumtree.com.au/ http://www.domain.com.au/ http://www.realestate.com.au/ http://www.hostelworld.com/ http://www.reiv.com.au/	
Asthma	http://www.asthmavic.org.au/	1800 645 130
Abortion & Grief Counselling		1300363550
Consumer credit and debt	http://www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	http://www.lifelinesydney.org/	9951 5522 13 11 14
Depression	http://www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Department of Home Affairs	http://www.homeaffairs.gov.au/	131 881
Disabilities	http://www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Drug addiction: Narcotics Anonymous	http://www.na.org.au/	9418 8728
Drugs and mental health	http://www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	http://www.arafmi.org/	9805 1883
Eczema	http://www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	http://www.epilepsy.org.au/	9856 7090
Family planning information	http://www.fpahealth.org.au/	1300 658 886
Gay & lesbian counselling line	http://www.glccs.org.au/	8564 9596
Grief support	http://www.solace.org.au/	9519 2820
Hepatitis C	http://www.hepatitisc.org.au/	9332 1599
HIV/AIDS	http://www.sesiahs.health.nsw.gov.au/	9332 9700

Lifeline	http://www.lifeline.org.au/	9391 2244
Legal information and advice	http://www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	http://www.mentalhealth.asn.au/	9816 5688
Maternal and Child Health Line		132229
Police Assistance Line (nonemergency)		131 444
Pregnancy counselling	http://www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	http://www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	http://www.interrelate.org.au/	9745 5544
Schizophrenia	http://www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	http://www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48 /137848
Suicide Prevention	http://www.suicideprevention.com.au/	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Student Centre (SMSC)	http://www.studymelbourne.vic.gov.au/	1800 056 449
Telephone Interpreter Service		131 450
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

Our Obligation as your RTO and CRICOS Education Provider

As a Registered Training Organization (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognized training and assessment we deliver. We must always comply with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request.

In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable. As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Prospectus.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Prospectus.

Courses Offered by: Institute of Business and Management (Victoria)

- **BSB50120 Diploma of Business**
(CRICOS CODE: 105493A)
- **BSB60120 Advanced Diploma of Business**
(CRICOS CODE: 105494M)
- **BSB80120 Graduate Diploma of Management (Learning)**
(CRICOS CODE: 106515C)
- **SIT30821 Certificate III in Commercial Cookery**
(CRICOS CODE: 110662B)
- **SIT40521 Certificate IV in Kitchen Management**
(CRICOS CODE: 110595H)
- **SIT50422 Diploma of Hospitality Management**
(CRICOS CODE: 110591A)
- **SIT60322 Advanced Diploma of Hospitality Management**
(CRICOS CODE: 117447H)
- **CPC30220 Certificate III in Carpentry**
(CRICOS CODE: 107988F)
- **CPC30620 Certificate III in Painting and Decorating**
(CRICOS CODE: 117448G)
- **CPC40120 Certificate IV in Building and Construction**
(CRICOS CODE: 116172E)
- **CPC50220 Diploma of Building and Construction (Building)**
(CRICOS CODE: 107988F)



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 cafés around. Institute of Business and Management (Victoria) is in a busy suburb of Broadmeadows located just 14 km north from the center 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 another delivery location is situated on Level 1, 190 Queen Street, Melbourne CBD with access to public transport, food courts, retail and shopping outlets. A few minutes' walk to Flinders Street Station and past Flinders Street Station to Federation Square. 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) 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

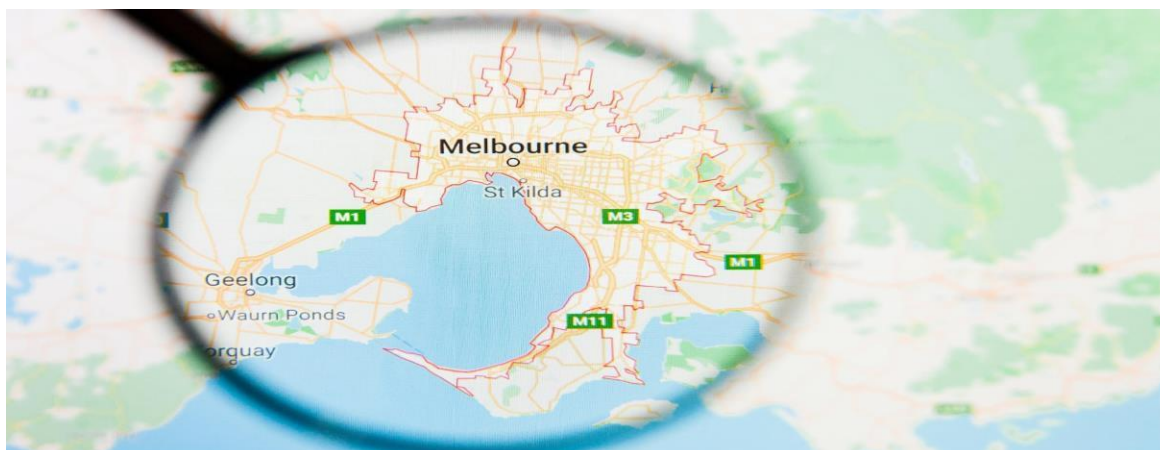
Third Party arrangements: We deal with education agents to recruit students to IBM(VIC) who are considered as third party. Institute of Business and Management (Victoria) will only work with reputable Education Agents who have an appropriate knowledge and understanding of the Australian international education industry. For more information, please request for education agent's policy.

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:

- **MAIN CAMPUS:** Building D, 60 Belfast Street, Broadmeadows, VIC, 3047.
- **CITY CAMPUS:** Level 1, 190 Queen Street, Melbourne, VIC, 3000 (Hospitality Courses only)
- **IBM WORKSHOP:** 61 Riggall Street, Broadmeadows, VIC, 3047
- **KITCHEN:** 170 Victoria Street, Richmond, VIC, 3121

MAPS



PUBLIC TRANSPORT

The main campus 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) 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

RETAIL

The Institute's delivery locations are very close 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 on 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-FRAME WORK/ESOSQUICKINFORMATION /ESOSEASYGUIDE/PAGES/ESO SEASYGUIDE.ASPX

It is the responsibility of all staff to ensure the requirements of relevant legislation are always met. Use the web sites indicated or contact the 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

Institute of Business and Management (Victoria) provides 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 the program offered by the institute will be selected in a manner that reflects access and equity principles. Students' 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 CoE 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 from institute's website or ask the reception

FOR VET COURSES

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

ACADEMIC CRITERIA

See course brocher for individual qualifications or our website (Different course has different academic requirements)

ENGLISH LANGUAGE PROFICIENCY

International Students applying for this qualification must have a minimum English language proficiency of IELTS 6.0 or an equivalent exam result recognized by the Department of Home Affairs.

Australian migration rules are based on Assessment Level (degree of safety) assigned to every immigrant nationality that goes from level 1 to level 4. The higher the Assessment Level means it can be difficult to get a visa.

For further information, please visit [Department of Home Affairs](http://www.immi.gov.au) website. However, for Assessment Level 1 countries, you may not be asked to provide evidence of English Language with your Visa Application.

Other equivalent English language proficiency level is deemed one of the following:

English language test providers	Minimum test Score	Minimum test score with either 10 weeks of ELICOS, Foundation Standard program or Pathway program	Minimum test score with either 20 weeks ELICOS or Foundation Extended program
International English Language Testing System (IELTS)	6.0	5.5	5.0

TOEFL internet-based test (only accepted if test is taken on or before 25 July 2023) *	64	46	35
Cambridge English: Advanced (Certificate in Advanced English) **	169	162	154
Pearson Test of English Academic (PTE Academic)	50	42	36

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

English Language Evidence Exemptions:

- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
 - you are an applicant who is a Foreign Affairs or, Defence sponsored student or a Secondary Exchange student (AASES)
 - you are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), a course registered to be delivered in a language other than English, or a registered post-graduate research course
 - you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
 - in the 2 years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.
- OR
- IBM (VIC)'s English proficiency Test
- OR
- any other form which satisfies the Institution during their pre-enrolment interview

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 the student. Applicants must then apply for a student visa at their Australian Student Visa issuing center 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 recognized by all Registered Training Organizations (RTOs) across Australia. In return, the Institute of Business and Management (Victoria) recognizes 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 recognized.

What IS 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 organizations. The training package also specifies the relevant qualification rules, including the compulsory core units in a course alongside 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 the Institute of Business and Management (Victoria), you will receive a nationally recognized qualification. The qualification is recognized within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognized 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 Organization 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 Organizations within Australia. A statement of results will be available to you upon request throughout your training. This will provide you with 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 in 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 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.

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 with 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 the 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 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. 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 enroll 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, students must inform the institute within 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 behavior 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 receive 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 enroll 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 on 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 can 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.

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
- 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

ARC Hotline Phone: 1300 793 993

Email: esosarcmailbox@education.gov.au

Department of Immigration and Border Protection for visa matters:

- 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 (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or

- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptionsindividuals/how-apply>

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

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 in 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, fueled 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 northwest 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 kilometers, 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 center served by an international airport, a cargo and passenger seaport, and rail links to neighboring States. Melbourne, once voted the world's 'most livable 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 center of the city. The city center is on the banks of the Yarra River, 5km from Port Phillip Bay. The city center features world class:

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

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:// 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 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 food 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 a validated ticket. Myki is a 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

Tourist students may drive in Australia on a valid overseas drivers' license but if the document is not in the English language the visitor must carry a translation with the permit. An international driving license 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 centers 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 kilometer 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 centers 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>

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. Travelers' cheques are easier to use if already in Australian dollars, however, banks will cash traveler's cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash traveler'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 branches in cities and regional centers. Most shopping centers 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.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. The coins used are the silver colored 5 cents, 10 cents, 20 cents and 50 cents and the gold colored \$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

Minimum Cost of living

The Department of Home Affairs has financial requirements you must meet to receive a student visa. Below is a guide on the requirements you must meet to study in Australia from 10 May 2024.

You: \$29710

Your partner: \$10,394

Dependent child: \$4,449

All costs are per year in Australian dollars. To convert to your own currency, you can visit www.xe.com.au

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au. If you experience financial difficulty while in Australia, talk to our student support staff for help and advice.

Note that the costs listed on this page are average K estimates and can change from time to time.

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 after 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: sacomm@studentaccommodation.com.au
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: www.homestaydirect.com.au 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 center. Students can expect to pay approximately \$150 - \$350 per week for a room in a shared house close to the city center. 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 organized 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

www.gumtree.com.au

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

OVERSEAS STUDENT HEALTH COVER (OSHC)¹

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

www.bupa.com.au

www.ahm.com.au

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

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 indicates 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 individual 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 students' 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 in the parking area of 60 Belfast Street, Broadmeadows.

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 on 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.

BOMB THREAT

Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located. Call the 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 with participant workbooks 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, 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.

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 any given study period. For further information please refer Attendance Monitoring Policy and Procedure on our website- 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. Several approaches to course assessment are used by the 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 are 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-enroll 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 student's 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 plagiarized 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 the 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 recognize 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 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) recognizes qualifications and statements of attainment issued by other Registered Training Organizations. 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.

FEES, CHARGES and REFUNDS

Institute of Business and Management (Victoria) charges a range of fees for the courses. Fee information is provided to students before enrolment, and it is also available on the institute's website <https://ibm.vic.edu.au>

The Fees and Refunds Policy and Procedure is implemented in compliance with the requirements of the Standards for Registered Training Organizations (2015) clause 5.3 and 7.3 and The National Code 2018 standards. It is available in full on our website <https://ibm.vic.edu.au>

It is important that you read this policy to familiarize yourself with all fees and procedures relating to fees and refunds.

For more information, please refer to the Fees and Refunds policy of IBM(VIC)

IBM(VIC) has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course

FEE SCHEDULE

Tuition fee, Application fee/ Admission fees	➤ Please refer to our website \$250
Materials fee	➤ \$250 for BSB courses ➤ \$1250 for Hospitality package ➤ \$750 for Certificate III in Carpentry ➤ \$1500 for Certificate IV in Building and Construction ➤ \$1500 for Diploma of Building (Construction)
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)	➤ \$350 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 www.oshcworldcare.com.au for fees

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

Full details of refund arrangements and conditions are in 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 the 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

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 the units of competency to receive the full qualification.

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 plagiarizing. 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. Submitting plagiarized 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 behavior through misbehavior, 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 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 enroll 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 are 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 government sponsored students, 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. Students 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 the 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 or collect the current copy of this policy from Institute of Business and Management (Victoria) office reception.

COMPLAINTS AND APPEALS

If a 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 reception or from the 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 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, the 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 organizations 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 eliminating 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 Broadmeadows, 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 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 authorized 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 a 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, the 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
Director	Kamal Parkash	0406528251	ceo@ibm.vic.edu.au
CEO	Kamal Parkash	0406528251	ceo@ibm.vic.edu.au
Marketing Manager	Preksha Juneja	0406528251	mkting@ibm.vic.edu.au
Student Support Officer	Mandeep Kaur	0460323792	support@ibm.vic.edu.au
Training Manager	Sandeep Saharan	0460323792	compliance@ibm.vic.edu.au
Student Enrolment Officer	Maaz	03 94783163	info@ibm.vic.edu.au
Hospitality Coordinator	Gurvinder Singh	03 94783163	gurvinder@ibm.vic.edu.au

ATTENDANCE/ACADEMIC ISSUES

Students can 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

SOCIAL ACTIVITIES

Melbourne is a vibrant city, and the Institute of Business and Management (Victoria) will occasionally organize social events that allow all students to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions, and sporting events. They will be organized as demand requires and any suggestions can be forwarded to the Student Support Officer at 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

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)
- Attending 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
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: <https://cricos.education.gov.au/>
6. IELTS <http://www.ielts.org.au>
7. City of Melbourne <https://www.melbourne.vic.gov.au>
8. www.training.gov.au
9. <https://australia.gov.au/about-australia>
10. <https://www.abs.gov.au>
11. <https://www.melbourne.vic.gov.au/>