

2019

Student Handbook

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The IIBT 2019 Handbook is provided free to all current students via electronic means on the IIBT website – ESSENTIAL INFO – DOCUMENTS AND FORMS – IIBT Student Handbook 2019. It contains information needed to understand your rights and responsibilities as an IIBT student. Information contained herein is reviewed and updated annually with website links ensuring the most up-to-date data is maintained.

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MY STUDIES

Contact staff

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

- Student Admissions and Support – Lisa Lyu / Zoe Qu (admissions@iibt.edu.au)
- Academic Dean - Dr Emma Nicoletti (emma.nicoletti@iibt.edu.au)
- English Programs Coordinator – Charlotte Faine (charlotte.faine@iibt.edu.au)
- Campus Administrator – Joe Farrelly (joe.farrelly@iibt.edu.au)

Important dates for 2019

All important dates for all courses are available on the IIBT website. <http://www.iibt.edu.au/>

If you need any further details, please contact the Student Admissions and Support staff.

Personal support

There are support services available which you can contact for personal support such as settling in, emotional support. Contact the Student Admissions and Support staff and they can refer to further. There are also other support systems which you can contact directly and many are for free.

- International Student Hotline

1300 363 079 Monday to Friday 8 am to 6 pm

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying. If you are having problems with your study, safety, accommodation or at work, you can call this number, which is operated by the federal Department of Education. There is no need to give your name or personal details when calling.

- Lita Santos admin@lifeskillsaustralia.com.au

You can make an appointment with a counsellor for support. Please contact them directly to arrange for an appointment.

Professional Counselling Support can be found at:

Lifeline	24 hours, 7 days	13 11 14
Mental Health Emergency Response line	24 hours, 7 days	1300 555 788
Salvation Army	24 hours, 7 days	1300 363 622
Men's Line	24 hours, 7 days	1300 789 978
Samaritans Crisis Line	24 hours, 7 days	1800 198 313

Kids Help Line (5 – 25 years)	24 hours, 7 days	1800 551 800
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DEPARTMENT OF HOME AFFAIRS (IMMIGRATION)

Ground Floor, Wellington Central

836 Wellington Street, West Perth WA 6005

Phone: 131 881 Monday - Friday 9.00am - 4.00pm

Refer: Department of Home Affairs (<https://immi.homeaffairs.gov.au>)

IIBT is obliged by law to report international students to Immigration if students have breached visa conditions (including poor progress, poor attendance and/or failure to pay fees).

Student responsibility

Satisfy all visa conditions (International Students only)

Meet the conditions stated in the IIBT 'Terms of Offer'

Maintain satisfactory course progress

Meet the attendance requirements stated in IIBT's Attendance Policy

Pay fees on time

Maintain Overseas Student Health Cover (International Students only)

Conduct yourself appropriately in class and on campus

Keep your address and contact details up to date at IIBT

Dress appropriately while attending the college

Not smoke on campus

Not discriminate or harass IIBT students and staff

Maintain approved accommodation arrangements (legal requirement for younger students)

IIBT responsibility

Provide Tuition Protection

Provide a free and fair Complaints & Appeals process

Publish its Refunds Policy

Ensure its courses meet accreditation requirements

Ensure its practices comply with legislative requirements including the ESOS Framework and the National Code

Help protect the health and safety of students while on campus

Protect the privacy of students' personal information

Ensure underage students have appropriate accommodation and welfare arrangements

Adapt assessment procedures and materials to enable students with disabilities to be fairly assessed

WELCOME TO IIBT

Welcome to IIBT, a vibrant and dynamic educational institution with a commitment to excellence.

Your academic program is delivered by leading education practitioners and qualified industry experts who provide real-life applications for your studies accompanied by contemporary theoretical application and workplace knowledge. Our goal is to equip our graduates to meet the challenges of a complex, interconnected and changing world.

Our administration and academic staff are here to assist you with any enquiries and help you familiarise yourself with our campus and programs.

You will find the key information you require as a new student here in the Student Handbook. More detailed information, especially in relation to Policies and Procedures, is available on the Student Portal and I encourage you to read them to fully understand your rights and responsibilities as a member of our community.

I wish you all the very best for your studies and trust that your time at IIBT is both personally and academically rewarding.

Dr Marita Naude

CEO

IIBT Service Principles

At IIBT, the needs of our students are our highest priority. Our focus is on encouraging you to explore, expand and enjoy your education. We are committed to the ongoing development of our programs and teaching staff to ensure you receive an outstanding, industry-relevant education.

The Student Charter sets out the standards of service that IIBT aims to provide you as a student.

It is hoped that together IIBT, its partners and students, will create a rewarding learning experience which promotes the growth of every graduate, academically, socially and personally.

We provide all students with equal opportunities in an environment free of any form of discrimination.

We respect the privacy of our students and prospective students by complying with the National Privacy Principles (NPPs) contained in the Privacy Act (Privacy Amendment (Private Sector) Act 2000).

We aim to provide students with fair, accessible and efficient administrative procedures and full, transparent information about these.

We have in place fair and efficient complaints and appeals procedures and promote their existence to our students via our website, through enrolment and course information and in our Student Handbook.

We provide a suitable and effective learning environment to meet diverse needs.

We provided for those students requiring additional assistance the access to extra training and support in literacy and numeracy.

Our Mission

The mission of IIBT Perth campus is:

To provide purposeful academic pathways for students in Australia to enter higher education or the workplace through academic excellence, accountability and innovation.

Our Vision

The vision of IIBT Perth campus is:

IIBT is a leading private education and training provider both nationally and internationally offering quality educational opportunities to the global communities in which it operates.

Our Values

IIBT Perth campus culture embodies the values of honesty, transparency, collegiality, merit, equity and accountability.

ACCREDITATION

IIBT Higher Education (Diploma) courses are accredited and monitored by the Tertiary Education Quality and Standards Agency (TEQSA).

IIBT Vocational Education Training (Certificate, Diploma and Advanced Diploma) courses are accredited and monitored by the Australian Skills Quality Authority (ASQA).

ELICOS programs and assessment procedures are based on NEAS criteria and designed to meet the English language needs of students.

ARTICULATION AGREEMENTS

Students who complete a higher education diploma award will have Advanced Standing at IIBT Partner Universities. As IIBT delivers courses that are accredited by TEQSA, these awards will be considered by universities throughout Australia for Advanced Standing status, however the amount of Advanced Standing may vary from one institution to the next. Students requiring advice on this are invited to seek the assistance of IIBT Admissions team.

For more information, refer to <http://www.iibt.edu.au/university-partners>

UNIVERSITY ENTRANCE

Completion of a Diploma entitles a student to apply for entry to university with Advanced Standing (see Exemptions – Advanced Standing).

IIBT partner universities and many other Australian universities recognise university-linked courses for Advanced Standing purposes. International students and a limited number of Australian students will normally be given entry into second year of the specialised programs of IIBT partner universities and other universities.

On completion, students will receive up to one year on completion of a Diploma program.

You need to contact IIBT Admissions team to have your study path well organised.

ESOS FRAMEWORK

The Educational Services for Overseas Students (ESOS) Act promotes quality education and consumer protection for International Students to ensure their rights are protected while studying in Australia. IIBT is required to undergo an audit from time to time, to ensure it meets all requirements of the ESOS Act 2000 and the National Code.

For further information, visit

Australian Education International (AEI)	https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-
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IIBT COURSES

Higher Education (University Pathway)

Diploma of Business Administration

The IIBT Diploma of Administration (Dip BA) has been specifically designed as an alternative pathway into the second year of related Bachelor courses at a range of leading Australian universities.

Diploma of Information Technology

The IIBT Diploma of Information Technology (Dip IT) has been specifically designed as an alternative pathway into the second year of related Bachelor courses at a range of leading Australian universities (currently under university approvals).

Vocational Education (VET)

Certificate IV in Business

The Certificate IV in Business equips graduates with the necessary skills in order to progress into the IIBT Diploma of Business Administration (and then on to university) or begin their career in a business related field.

Certificate IV in Information Technology

The Certificate IV in Information Technology is planned as a pathway option to the Diploma of Information Technology (currently being developed).

Students working at this level apply a wide range of knowledge and skills in basic networking, IT support, database development, programming and web development support.

Diploma of Business

This Diploma of Business equips individuals who may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Diploma of Information Technology

This Diploma of Information Technology provides the skills and knowledge for an individual to administer and manage information and communications technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general ICT technologies.

Persons working at this level provide a broader rather than specialised ICT support function, applying a wide range of higher level technical skills in ICT areas such as networking, IT support, database development, programming and web development.

Advanced Diploma of Business

This Advanced Diploma of Business reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

Advanced Diploma of Information Technology

This Advanced Diploma of Information Technology Business Analysis provides the skills and knowledge for an individual to be competent in business analysis in an information and communications technology (ICT) environment, either as an independent ICT specialist or as leader of a team. Individuals who complete this qualification will be competent to analyse, identify and coordinate relevant ICT business solutions to meet given organisational goals.

English programs

Academic English III and IV

Academic English courses III and IV are designed to provide the English requirement for direct entry into the Diploma of Business Administration at IIBT (Academic English III) and partner Australian universities (Academic English IV)

General English

General English is a study option for students who are looking to improve their English abilities for entry into Academic English III or for work, travel or social reasons.

These courses focus on the four key language skills of reading, writing, speaking and listening, as well as grammar, vocabulary and pronunciation.

General English allows students to build a solid foundation which will prepare them for further study in Academic English which is a pathway to the Diploma of Business and from there to second year of university.

ENROLMENT – COURSE

For international students, enrolment in a course occurs when the student accepts the offer and Confirmation of Enrolment (CoE) is issued by IIBT. For local students, enrolment in a course occurs when IIBT receives an acceptance of the offer.

For further information, refer to Enrolment Policy at <http://www.iibt.edu.au/policies-procedures>

ENROLMENT – ADD/CHANGE UNITS/INTAKES

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

Students may add/change units if classes are available, up until the end of Week 2.

For more detailed information regarding withdrawals and refund, please contact the Student Admissions and Support staff.

International students must take a minimum of 3 units (75% study load) in all courses.

Exceptions to this may be in the last study period or with special permission in cases where the IIBT Academic Dean deems exceptional circumstances beyond the control of the student applies.

ENROLMENT – CANCELLATION/REFUSAL

IIBT may cancel or refuse a student's enrolment if the student being found but is not limited to:

- Violence
- Academic misconduct such as Cheating, Collusion or Plagiarism
- Provision of fraudulent documentation (academic and nonacademic)
- Engagement in or threatening to engage in behavior that is reasonably believed to endanger the student or others; or
- Being at risk of committing a criminal offence
- A breach of course progress or attendance requirements
- Failure to pay the required amount to undertake or continue the course of study
- Where a student's conduct has been found to violate IIBT's rules of enrolment and where warning has been provided (if applicable), the Student Support Services Officer will:

Inform the student that their misconduct has been reported to IIBT management for a decision on their enrolment status

Provide a written report to the next IIBT management meeting detailing the misconduct offence and the manner in which their conduct has been dealt with thus far (the report should detail dates, times and persons involved).

International students, whose enrolment and/or visa is cancelled, are subject to Immigration rules which may prevent re-entry into Australia for up to three years.

Refer to Deferment, Suspension and Cancellation Policy at <http://www.iibt.edu.au/policies-procedures>

ENROLMENT – DEFERRAL

Deferral means to delay commencement or continuation of course studies normally for a period of one study period only. Students who have partially completed their course may apply for deferral in circumstances where there are medical grounds, special compassionate grounds, or other special unforeseen circumstances.

Deferrals will be accepted without financial penalty up until the end of Week 4. Financial Penalties will apply after Week 4. Deferral applications must be made in advance via Student and Academic Services (SAS) at the Welcome centre or via the Student Counsellor. International students (on a Student Visa) need to seek advice and obtain permission from Immigration to avoid placing their visa at risk. Local students who are receiving government funding or sponsorship are responsible for advising the relevant government authority and ensuring their approval is obtained otherwise they may be liable for fees owing.

Refer to Deferment, Suspension and Cancellation Policy at <http://www.iibt.edu.au/policies-procedures>

ENROLMENT – TERMS OF OFFER

The 'Terms of Offer' which accompanies each 'Letter of Offer' forms part of the written agreement between IIBT and the student. By accepting a IIBT offer, each student agrees to meet the conditions set out in the 'Terms of Offer'.

For further information, refer to Terms of Offer (International Students) <http://www.iibt.edu.au/policies-procedures>.

TRANSFERRING PROVIDERS

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

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

COURSE TRANSFER REFUSAL

IIBT may refuse an application for transfer where a transfer is considered detrimental to the student's study progress. The IIBT Complaints and Appeals process is available should a release from IIBT be refused.

COURSE TRANSFER APPROVAL

Should a request for Course Enrolment Transfer be granted, IIBT will record the date of effect and the reason for Release on PRISMS.

RECOGNITION OF PRIOR LEARNING (RPL)/EXEMPTIONS

IIBT recognises prior learning in the form of:

- Units successfully completed towards a course at any Australian University, TAFE or Registered Training Organisation, or overseas equivalents of these
- Non-accredited or informal study/learning, professional/work experience, volunteering or life experience where it is assessed that the prior learning is equivalent to the learning outcomes or competencies of an IIBT unit of study.

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

Refer to Recognition of Prior Learning (RPL) Policy, Refund Policy and Refund Fees Schedule at <http://www.iibt.edu.au/policies-procedures>

COURSE PLANNERS/STUDY PLANS

On enrolment, every student receives a Course Planner/Study plan outlining their course of study and the sequence of units they are enrolled in. The Course Planner will be monitored every trimester and may be varied during the course of studies at IIBT. This plan is intended to ensure that progress through the course meets the academic requirements for students to successfully complete within the time frame and under conditions required by student visas (International students).

WITHDRAWING FROM A UNIT

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

ATTENDANCE

Class attendance is a courtesy to fellow students and lecturers in the interest of your own academic progress and a condition of your student visa if you are an international student.

Class attendance is recorded for all students enrolled at IIBT and students should attend at least 80% of the scheduled classes for their program. This attendance percentage is the student's actual attendance in class plus approved absences. An approved absence is one which is supported by a medical certificate or other evidence of extenuating circumstances resulting in absence from class.

IIBT English students are required to attend at least 80% of their scheduled course hours. Students who fall below this percentage will be reported to DIBP. The IIBT Complaints and Appeals process is available to any student due to be reported to DIBP on the grounds of unsatisfactory attendance. If you are unable to attend school for a valid reason, please call reception or send a message to your teacher.

EXPLAINED ABSENCES

Students who have a valid explanation for an absence from class such as illness (supported by a medical certificate) or other compelling or compassionate circumstances should submit Explanation of Absences and submit either by hand or via email to the IIBT Reception or admin@iibt.edu.au no later than 3 days after the absence, unless you are admitted to hospital, in which case please call IIBT or ask a friend to advise the IIBT Reception staff.

By doing this students will ensure that their absence is recorded as an 'approved absence'.

English language (ELICOS) students who risk being reported to Immigration will be sent a warning letter and asked to see an ELICOS staff member. ELICOS students should take medical certificates to that meeting.

CLASSROOM BEHAVIOUR

All students are expected to comply with the following rules of behaviour whilst enrolled at IIBT:

- Demonstrate mutual respect for staff and fellow students.

- Turn off mobile phones, paging devices and portable personal music players during class times and examinations.
- Prepare for each class by completing the required reading and tutorial work.
- Attend all classes except when prevented by illness or exceptional circumstances. Class attendance is a courtesy to fellow students and lecturers in the interest of your own academic progress and a condition of your student visa if you are an international student.
- Arrive at classes at the scheduled time as late arrival is both disrespectful and disruptive to teachers/lecturers and fellow students.
- Work to the best of their ability.
- Participate actively in learning activities.
- Avoid all forms of general and academic misconduct.
- Provide constructive feedback when evaluating courses and lecturers.
- Refrain from any activities that might have a negative impact on other members of the IIBT community.
- Familiarise themselves with the responsibilities required of their course and program of study.
- Refrain from eating or drinking in classrooms at any time.
- Abide by any other rules of classroom behaviour as determined by, and/or negotiated with their teacher/lecturer or IIBT staff.

ASSESSMENTS

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

ASSESSMENT APPEALS

Students may appeal against final assessments and results of a unit within ten working (10) days of results being issued. Grounds for appeals must be made on the Appeal Form available on the IIBT website. At www.iibt.edu.au/documents-forms

EXAMINATIONS

Where your course includes examinations, it is your responsibility to ensure that they are aware of exactly when their exams are scheduled. You need to follow the rules for the examination. These rules will be stipulated by the invigilator.

Cheating in Examinations

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

Illness during Examinations

In the event that you fall ill prior to the commencement of an examination, you are advised to report your illness to IIBT staff and immediately see a registered medical practitioner who can provide a medical certificate. You

must submit the medical certificate and Special Consideration form no later than three working days from the examination date.

PROGRESS AND GRADUATION

IIBT is committed to monitoring the course progress of all students. Where a student is identified at risk, IIBT staff will provide the required support to assist the student.

A Course Progress Intervention Strategy will be initiated which may include, but is not limited to, providing the student with:

- Counselling concerning the appropriateness and suitability of courses undertaken by the student
- Reduction in course load
- Additional English language support
- Knowledge and practical skills support

UNSATISFACTORY ACADEMIC PERFORMANCE

Unsatisfactory academic performance occurs when a student:

- is below the pass mark in 50% or more of units undertaken in two consecutive study periods fails a unit more than once

When this happens, IIBT may commence enrolment cancellation procedures. Student will be notified in writing of its intention to report his or her unsatisfactory course progress to DHA (International students only). Students may appeal the decision via the IIBT Complaints and Appeals procedure.

Failure to progress will result in exclusion and possible reporting to Immigration. Students who are reported to Immigration may risk not being able to re-enter Australia for up to three years.

REPEATING UNITS

If students fail a unit, they will need to repeat the unit again to be eligible to graduate from their course. Students who need to repeat units need to pay the full fee for that unit.

Pathway students are required to make satisfactory course progress

Refer to Course Progress Policy at <http://www.iibt.edu.au/policies-procedures> for further information.

AWARDS

On successful completion of a IIBT accredited course, students will be issued with a transcript and an Award that is nationally recognised and accredited by the Tertiary Education Quality Standards Agency (TEQSA) or Australian Skills Quality Authority (ASQA).

STATEMENT OF ACADEMIC RECORD

A printout of the full Statement of Academic Record (also called a Transcript) will be issued to students at the time of graduation or if withdrawing from IIBT.

Each study period, results summarising performance will be available via the student portal. Access to results can only be obtained by using your Student ID and password. This report will provide details of units studied and your results expressed as a percentage and grade.

MISCONDUCT

Misconduct refers to any actions or wrongdoing which is deemed as a breach any of the guidelines outlined in the Code of Conduct may be considered to have engaged in official misconduct. Serious misconduct may result in the termination of a student's enrolment at IIBT. Misconduct includes, but is not limited to:

- any activity which could be subject to criminal or civil action
- threats, abuse, wilful or deliberate conduct that risks the health and wellbeing of others
- attending IIBT under the influence of illicit drugs or alcohol
- actions which risk the reputation of IIBT and/or its stakeholders Academic Misconduct: refer to Academic Misconduct heading. General Misconduct means misconduct, other than Academic Misconduct by a student and includes, but is not limited to, conduct which: W Page 25 of 35
- Breaches IIBT Terms of Offer, policies or rules.
- Constitutes a serious impediment to IIBT carrying out its functions.
- Is otherwise detrimental to IIBT, its partners and/or IIBT-linked colleges, staff or students

Refer to Student Code of Conduct Policy for further information at <http://www.iibt.edu.au/policies-procedures>

COPYRIGHT

Students and staff of IIBT are expected to observe all requirements related to statutory Copyright Regulations

For further information, visit Copyright Australia Council at <http://www.copyright.org.au>

REFERENCING

There are very strict rules that apply for referencing. You need to follow these rules. They are described in the material for the different courses. There are serious penalties for plagiarism.

ACADEMIC INTEGRITY AND MISCONDUCT

What is Academic Integrity and Misconduct

IIBT treats plagiarism and collusion as extremely serious academic misconduct. They are recognised as forms of cheating therefore severe penalties are associated with them including being expelled from the unit or course or being awarded a fail grade for the unit or piece of assessment.

IIBT defines plagiarism and collusion as follows:

- Using another person's words/ideas and passing them off as your own, with or without their consent.
- Collusion occurs when a student works with another person for a fraudulent purpose with the intent of obtaining an advantage in submitting an assessment or other work.

Plagiarism includes, but is not limited to:

- Paraphrasing of text without acknowledgement of the source
- Copying all or part of the text of another student's or students' assignment
- Copying of visual representations (e.g., cartoons, photos), computer programs, data, etc., without acknowledgement of the source
- Presenting the work of a group as if it is one's own

Please note that **unauthorised** collaboration is a form of collusion. However, when preparing group work, collaboration is expected and authorised.

Under the IIBT policy on plagiarism and collusion students are responsible for ensuring that:

- The work they submit is entirely their own
- Students take reasonable steps to ensure their work cannot be accessed by others who might seek to submit it in whole or part as their own.

All assessments must be accompanied by an Academic Integrity Declaration. For electronic submission, students are required to accept the Academic Integrity Declaration statement as part of the assessment submission process. For tests and exams, students will be provided with an Academic Integrity Declaration form at the time of assessment.

Penalties

All instances of academic misconduct are assessed by IIBT's Academic Management team and penalties will be imposed on any student who is found to have committed an act of academic misconduct such as plagiarism, collusion, cheating or unauthorised collaboration. These include:

- A reprimand.
- Allocation of a zero mark (or other mark as appropriate) for the given task.
- Allocation of a zero mark (or other mark as appropriate) for the given unit.
- Allocation of a zero mark for all units in which the student is enrolled.
- Possible expulsion from the program.

Students can ensure they are fully aware of the implications of plagiarism and collusion by referring the Student Handbook, particularly the section that addresses how to avoid plagiarism and collusion. All students who commit an act of academic misconduct will be recorded on the Academic Misconduct register.

How to Avoid Plagiarism and Collusion

Collusion and plagiarism are never acceptable at a tertiary level. To ensure the integrity of academic work, there are a number of things students should never do, including:

- Submitting an assessment piece without a full and correctly-constructed reference list and appropriate in-text reference notations.
- Copying one or more sentences from a reference source without formatting the material as a quotation.
- Using data in the form of numbers, tables, graphs, diagrams or other images without citing the source of the material.

- Using a program source code, even if it's freely available in the public domain without citing the source of that code.
- Taking material from referenced material and paraphrasing it (making it your own) without citing the source of the material.
- Using any idea created by another person without citing the source of the idea.

COMPLAINTS AND APPEALS

Any student of IIBT who experiences incorrect, inappropriate, or unfair treatment in the course of their relationship with IIBT is entitled to access the IIBT's Complaints and Appeals process. The Complaints and Appeals Policy and Complaints and Appeals Request Form are available on the website at

<http://www.iibt.edu.au/policies-procedures> and <http://www.iibt.edu.au/documents-forms/>

International students can lodge an external appeal with the Overseas Students Ombudsman who offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

See 'Overseas Students Ombudsman'. Complaints to the OSO can only be lodged after going through IIBT's three stage internal complaints process.

Local students can lodge an external appeal through the Department of Commerce. Complaints to the Department of Commerce (<https://www.commerce.wa.gov.au/consumer-protection>) can only be lodged after going through IIBT's three stage internal complaints process.

OVERSEAS STUDENTS OMBUDSMAN (OSO)

Sometimes, students have a concern with their institution which they find difficult to resolve – the OSO can offer support in these situations.

International students can lodge an external appeal with the OSO who offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

For further information, visit the <http://www.ombudsman.gov.au> or phone 1300 362 072.

Refer to Complaints & Appeals Policy at <http://www.iibt.edu.au/policies-procedures> for further information

MY LIFE

ACCOMMODATION

IIBT do not offer on-campus accommodation service. Off-campus options include house or unit/flat rentals, or hostels. Costs vary considerably depending on size, quality, and location. Renting normally requires you to sign a 6

or 12 month contract, pay one month's rent in advance, as well as pay a refundable deposit (bond) in the event of any damage during the rental period. Any lease or housing arrangements you agree to, are between you and the accommodation provider involved. For further information refer to the Department of Commerce website.

Student Support Services can provide information about both short term and long-term accommodation options.

IIBT works with Australian Homestay Network (AHN) to provide homestay accommodation for International students.

BEWARE! Especially when looking for accommodation on websites such as Gumtree. Here are some tips to protect yourself:

Be wary of offers that seem to be too good to be true (eg. luxurious apartments being offered for very cheap rent);

Always inspect the property yourself or, if you can't, get someone else to inspect it;

Be wary of paying via money wire transfer. Wire transfer is often a sign of a scam because the money is difficult to recover;

Make your own enquiries and don't rely on information provided to you from anyone recommended by the person advertising the property;

Use your common sense and be alert to inconsistencies in stories. Ask questions about who would do the rental inspections.

By law, any bond must be lodged with Bond Administrator.

For further information refer to the Department of Commerce website at

<https://www.commerce.wa.gov.au/consumer-protection/rental-agreements>

ADDRESS

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

BANKING

To open an Australian bank account, students need to take their passport, CoE(s), OSHC cards, Birth Certificate, Driver's Licence, etc. to prove their identity to a bank of their choice. Banks are usually found in shopping centres and are open Monday to Friday. Some banks are open on a Saturday morning. All banks are supported by the Australian Government.

BUDGET

To prepare and maintain a budget is important for reasons of personal security and to minimise anxiety associated with financial mismanagement. Students have different expectations of lifestyle and should ensure they have sufficient funds to cater for all requirements. A budget needs to include provision for the following expenses:

- Rent
- Food
- Utilities (Gas, Electricity, Water)
- Telephone and internet access
- Transport
- Other (entertainment, clothing, toiletries, medical, etc.)

Students will also need to cater for the cost of flights to and from their home country.

BULLYING, ANTI-DISCRIMINATION AND HARASSMENT

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

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

It is important that students understand they are free to talk to IIBT staff if they are having issues or feeling threatened in any way by any one. All discussions will be treated with confidentiality.

For further information, refer to the Bullying, Anti-Discrimination and Harassment Policy on the IIBT website at <http://www.iibt.edu.au/policies-procedures> .

BUYING A CAR

When buying a car, use a reputable dealer or consider having the car inspected by the RAC to ensure there are no major mechanical problems or accident damage. An inspection service is very inexpensive compared to what it might cost if the car turns out to be in bad condition and requires expensive repairs and servicing.

When purchasing a car privately, be VERY careful; take along a friend or relative who knows something about cars to provide a second opinion. Do not carry large sums of money; instead use direct debit facilities or a bank cheque to pay for a car.

Regardless of whether you are buying from a dealer or buying privately, check with PPSR (Personal Property Securities Register) to see if money is still owed on the car from the previous owner.

PPSR can tell you whether a vehicle has money owing on it before making a purchase. This is important because someone else (i.e. a bank or finance company) may be able to take back the car from you or you may have to pay extra money to keep it.

For further information about buying a car, car insurance and reporting accidents see:

PPSR <https://www.ppsr.gov.au>

RedBook <https://www.redbook.com.au>

Department of Commerce <https://www.commerce.wa.gov.au/consumer-protection/buying-vehicle>

Department of Transport <https://www.transport.wa.gov.au/licensing/my-vehicle.asp>

Reporting a road traffic accident <https://www.police.wa.gov.au/Traffic/Reporting-a-traffic-crash>

RAC <https://rac.com.au/car-motoring/car-servicing-and-repair/vehicle-inspections>

COMPLAINTS AND APPEALS SUPPORT

IIBT endeavour to ensure that any student lodging a formal complaint is given a fair hearing. As such, a Complaints and Appeals process is available to all students for internal and external appeal.

Refer to the Complaints and Appeals policy at <http://www.iibt.edu.au/policies-procedures> for more information.

DRESS

Students and staff are expected to wear clothing that is clean, modest, and appropriate. Sportswear (bicycle shorts, running shorts) and beachwear (swimwear, thongs) are not acceptable items of clothing to wear on campus.

Students are discouraged from wearing revealing clothing or clothing with offensive slogans or motifs. Bare feet are not acceptable for safety reasons.

DRIVER'S LICENCE

As a visitor to WA, students can drive on an overseas licence for up to 3 months from arrival or until their licence expires (whichever comes first). Students who intend to stay longer than 3 months or whose overseas licence expires within that time should apply for a WA licence.

To be able to drive on Western Australian roads with an overseas driver's licence (and International Driving Permit, if applicable), students must:

- Have a current licence that is not suspended or cancelled
- Carry the licence (and International Driving Permit, if applicable) at all times while driving
- Show their licence to a Police Officer when asked
- Drive only those vehicles that they are authorised to drive, and
- Comply with any other conditions of the licence (i.e. wear glasses if required)

If the overseas licence is not in English, it is advisable to carry an International Driving Permit or an approved English translation of the licence when driving.

If you are involved in, or witness a traffic accident and there is danger, serious injuries, or life-threatening concerns, telephone 000.

If you are a driver of a vehicle involved in a traffic crash, you must stop immediately and supply your name and address and the name and address of your vehicle's owner (if you are not the owner) and where required, your driver's licence to:

- the owner or driver of any other vehicle which has been damaged
- any person who has been injured
- any person whose property has been damaged
- a Police Officer NB: Any accident involving

NB: Any accident involving damage over \$1000 in value or personal injury MUST be reported to the police as soon as possible. For further information, visit Department of Transport

(<https://www.transport.wa.gov.au/licensing/my-drivers-licence.asp>). If you have an accident, report it to the Police (<https://www.police.wa.gov.au/Traffic/Reporting-a-traffic-crash>).

EMERGENCY NUMBER - 000

Ambulance/Police Emergency/Fire Brigade: 000

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

EMPLOYMENT

Students are limited to a maximum of 40 hours per fortnight of work during any given study period but full time work is possible during breaks. Students considering employment should be aware of the academic consequences and visa risk if employment takes a higher priority than their studies.

The Australian Fair Work Ombudsman (FWO) provides four tools/resources to help you know your workplace rights – these apply equally to international students as well as local students.

Tool	Resource Description
Multiple language content www.fairwork.gov.au/language-help	Language Help section of FWO website offers information in 30 languages and includes resources/information about common questions asked by international workers. It also includes in-language video resources in 16 languages

<p>General Information for International Students</p> <p>www.fairwork.gov.au/find-helpfor/visa-holders-and-migrants</p> <p>www.fairwork.gov.au/how-we-willhelp/templates-and-guides/factsheets/unpaid-work/unpaid-work</p> <p>www.fairwork.gov.au/pay/unpaidwork/work-experience-and-internships</p>	<p>Tailored information for visa holders, including international students, about basic workplace relations, common issues faced by students, such as unpaid work and the FWO's arrangement with Immigration to protect your rights</p>
<p>Record My Hours App</p> <p>www.fairwork.gov.au/how-we-willhelp/how-we-help-you/record-myhours-app</p>	<p>Assists you to easily record and store hours of work – the app is free on both Apple and Android, and was developed with young and migrant workers in mind. Available in 18 languages, it automatically detects language settings on your phone</p>
<p>Anonymous Reporting</p> <p>www.fairwork.gov.au/how-we-willhelp/how-we-help-you/anonymoustipoff</p> <p>www.fairwork.gov.au/how-we-willhelp/how-we-help-you/report-aworkplace-issue-in-your-language</p>	<p>Online interactive form to allow anyone to anonymously report workplace concerns. Information provided to the FWO helps it plan its education and enforcement activities and is available in English and 16 other languages.</p>

Income earned from employment is taxable. Students should complete a tax form available from the Australian Taxation Office (ATO). See Tax section below or apply online at the Australian Tax Office (ATO) at <https://www.ato.gov.au> . See Fair Work Ombudsman at <https://www.fairwork.gov.au/>

FACEBOOK

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

FEES

Full information about fees payable, due dates and non-refundable fees can be found in your Letter of Offer. Fees must be paid by the due date prior to the commencement of a relevant trimester or study period. For Diploma students, the due date is posted on the Student Portal at the end of the preceding trimester. Fee payment schedules are also provided to student on Orientation Day.

Students with exceptional /serious grounds for inability to make payment by the due date must submit valid documents to Student Support Services outlining the grounds for consideration, one week prior to the due date.

Unpaid Tuition Fees

Unless you are experiencing exceptional circumstances that are substantiated by written evidence submitted seven days before the fee due date, you will be penalised with a \$200.00 overdue fee if fees are unpaid by the due date. Any Diploma student who has outstanding overdue fees by the examination period start date will not be allowed to sit for exams.

How to Pay

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

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

International Institute of Business and Technology (Australia) Pty Ltd

Electronic Funds Transfer (EFT) to:

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

In person

You can pay by EFTPOS or in cash at IIBT Reception. Credit card surcharge will apply and please refer to Additional Fees & Charges below for more information.

Additional Fees & Charges

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

Administration		Academic	
ITEM	COST	ITEM	COST
Replacement Student ID Card	\$10.00	Late- Enrolment Fee per unit	\$50.00
Photocopying	20 cents per page	Reprint of Graduate Certificate	\$50.00
Colour	60 cents per page	Reprint of Academic Transcript	\$10.00
Overdue Payment Fee	\$200		
Credit card surcharge	2.5%		
Enrolment fee	\$250 (non-refundable)		
Materials fee	ELICOS: \$70 per module VET Business courses: \$70 per course VET IT courses: \$200 per course Higher Education diploma courses: \$400 per course		
Resource fee	\$250 per annum		

HEALTH AND SAFETY

IIBT has an obligation to ensure the health and safety of all students and staff in accordance with the Occupational Health & Safety Act 1984. Please be aware of your surroundings whilst on campus and report any situations or incidents to reception.

You should follow the health and safety instructions of IIBT staff at all times.

If you are involved in an incident or sustain an injury on campus, a written report must be made and an incident report form completed. You will be asked to provide personal details (e.g. name, address, contact number etc.) and details of the incident.

LEGAL ASSISTANCE

Several organisations provide assistance with legal problems.

Financial and Legal Support

- Anglicare WA Financial Counselling: www.anglicarewa.com.au 9325 7033
- Financial Counsellors Hotline: 1800 889 364
- Citizens Advice Bureau Legal Services: cab@cabwa.com.au 9221 5711
- Justice of the Peace: jps@justice.wa.gov.au 1300 657 788

Legal Services

- The Community Legal Centres Association of WA represents 29 Community Legal Centres in Western Australia. They primarily assist people who are unable to afford the services of a private lawyer.
- The following is the initial contact number:
- Community Legal Services Association www.communitylaw.net 9221 9322

MEDICAL CARE, HEALTH AND ACCIDENTS

IIBT has a list of local medical and dental practitioners. Ask at Student Support Services for a copy of our Guide to local doctors and dentists.

Medical Centres can be very busy and have specific opening times. To find an available appointment in your area and book online, go to Health Engine. If you are too sick to wait for an appointment and need emergency care, visit the Department of Health for your nearest hospital or call HealthDirect Australia on 1300 555 788.

HealthDirect Australia is a free 24 hour, seven day a week health advice line to all people calling from within Western Australia. *HealthDirect's* experienced nurses provide immediate advice on how urgent a health concern is and what to do about it.

NOTE: Most public hospitals have a 24-hour Accident and Emergency Department. Students should only use these services in an emergency. If visiting an accident and emergency department at a hospital, a nurse will assess the situation and if it is not deemed to be an emergency, the waiting time to see a doctor will be many hours. In the event of circumstances requiring urgent medical care, and where IIBT cannot contact the parent/guardian, the college is authorised to seek appropriate medical care for the student.

Please make sure you advise the IIBT Reception if you need to update your emergency contacts details.

For further information, visit Department of Health at <https://www2.health.wa.gov.au>, and HealthDirect Australia at <https://www.healthdirect.gov.au>.

For mental and emotional help, see Beyond Blue at <https://www.beyondblue.org.au/> or Reach Out at <https://au.reachout.com>.

Female students may like to visit the Ishar Multicultural Women's Health Centre at <https://www.ishar.org.au>.

MONEY

To avoid financial problems, do not lend money to other students or friends. For help with managing money, see BUDGET section.

OVERSEAS STUDENT HEALTH COVER (OSHC)

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

This type of cover assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

If you are in Australia on a student visa from the United Kingdom, Sweden, the Netherlands, Belgium, Slovenia, Italy or New Zealand, you can also apply for Medicare under your country's [Reciprocal Health Care Agreements](#). Students from Norway, Finland, Malta and the Republic of Ireland are not covered by the agreements with those countries.

Any Medicare coverage you are entitled to under a Reciprocal Health Care Agreement will be in addition to OSHC. Having reciprocal access to Medicare does not exempt you from needing to take out OSHC.

Students from Sweden, Norway, and Belgium may have [special arrangements under their own national schemes](#) - check with the [Department of Home Affairs](#) to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

What does OSHC cover?

OSHC policies assist to cover the cost of hospital and medical treatment.

Benefits are also paid for ambulance services but only limited benefits for pharmaceuticals apply, limited to \$50 per pharmaceutical item to a maximum of \$300 a year for single membership (\$600 for a family membership). You may face significant out of pocket costs if you need treatment with pharmaceuticals, particularly oncology (cancer) treatment which can cost tens of thousands of dollars.

Travellers entering Australia may bring in medicines and medical devices for immediate use and to import small quantities for personal use. For more information see the Therapeutic Goods Administration website - [Entering Australia](#) and [Personal Importation Scheme](#).

OSHC does not pay for general treatment (ancillary, or extras cover) such as dental, optical or physiotherapy. If you require cover for these treatments, you may take Extras OSHC provided by an OSHC provider or general treatment cover with any Australian private health insurer. You can also choose to supplement OSHC with other insurance such as international travel insurance.




Immigration Qualified OSHC Providers

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
BUPA Australia	www.overseasstudenthealth.com
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au
Allianz Global Assistance (Lysaght Peoplecare)	www.allianzassistancehealth.com.au/en/student-visa-oshc

IIBT works with Medibank to provide OSHC support for students. The Medibank Essentials OSHC covers the following area:

Cover that meets your student visa health insurance requirements (for all course types), while helping towards your hospital and medical needs. Purchase online quickly and easily.

What's included

 Hospital	
<ul style="list-style-type: none">• Comprehensive	
 Medical	
<ul style="list-style-type: none">• Included	
 Pharmacy	
<ul style="list-style-type: none">• \$300 per person (up to \$600 per policy)	
 Ambulance	
<ul style="list-style-type: none">• Unlimited emergency cover	

You can activate and manage your medibank OSHC membership at <https://www.medibankoshc.com.au>

Medibank Contact

Member Services Officer: 134 148 (in Australia) | +61 3 9862 1095 (Overseas)

Email: oshc@medibank.com.au

24-hour OSHC Emergency Helpline: 1800 644 325

PHONE SERVICES

To avoid financial problems resulting from expensive phone bills, be careful about who uses your mobile or home phone. It is your responsibility and a legal obligation to pay an account which is in your name.

Ask for itemised billing when installing a telephone. It is also possible to place a password on the telephone that will restrict access to overseas and interstate calls. Purchase a calling card, available from many shops such as the post office and newsagency, to minimise the cost of calls.

PRIVACY

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

Refer to Privacy Policy <http://www.iibt.edu.au/policies-procedures> for further information.

REFUND

Every student must sign that they have read the IIBT Refund Policy when applying for a place in a course at IIBT. A refund of tuition fees will only be granted in accordance with the IIBT's Refund Policy and Refund Fees Schedule. Students seeking a course refund should direct their initial inquiry to IIBT Reception.

Refer to Refund Policy and Refund Fees Schedule at <http://www.iibt.edu.au/policies-procedures>. Student can download Refund Request Form at <http://www.iibt.edu.au/documents-forms>.

RENTAL AGREEMENT

The Department of Commerce provides services and information to consumers, including advice to tenants. Make sure you read rent agreements/contracts very carefully. Breaking an agreement prior to the expiry date will incur additional costs. The person who signs the contract is legally bound to fulfil all obligations and pay any money owing.

For rental tip sheets or further information see Department of Commerce at <http://www.commerce.wa.gov.au/consumer-protection/housing-and-accommodation>.

SAFETY AND SECURITY

In Perth, as with all large cities, it is important students are aware of their surroundings at all times and follow some simple, but important personal safety rules:

- Travel in groups
- Carry your mobile phone
- Call flatmates/friends when you get off a train/bus or leave a venue to let them know when you expect to be home
- Introduce yourself to classmates and find out if they travel in the same direction to and from the campus as you do?
- Walk confidently; be aware and look confident
- Always shout out and/or run if you need to run
- Don't carry a laptop in a laptop bag – put it in a regular bag instead
- If someone knocks on your door, don't open it until you check who it is
- Lock your house
- Lock your car
- Be aware of cyber bullying and what can be done about it
- Try to avoid short cuts/dark alleyways
- Be aware that police culture is very different from some other countries – Australian police can be trusted to help you and do not accept bribes
- Don't leave any valuables in your car
- Be aware of drink-spiking and learn ways to avoid it
- Be aware that Transperth buses will drop you close to your home at night, as long as it does not deviate from the regular route

'Think Before' is a program designed to help you think about your safety and the actions you can take to keep you safe in various situations. (<https://www.youtube.com/watch?v=JaKOZvEH1tU>)

SMOKING

IIBT like all universities in Western Australia is a non-smoking campus. Smoking is not permitted within 100 meters of the IIBT campus.

Smoking is also banned in many public places including cafes, bars, night clubs, restaurants and movie theatres. Please be aware that many people in Australia find smoking offensive and may ask you to stop smoking or move away. Penalties of up to \$2,000 may apply for smoking in a public place.

Please carefully put all cigarette butts in bins provided in the community.

STUDENT REPRESENTATION

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

Committee members from each course are elected by their classmates and attend regular meetings at which their ideas and opinions about IIBT and the student experience are sought. This feedback is taken very seriously and will be implemented, by IIBT as part of its continuous improvement approach.

TAX

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

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

- Your entitlements
- Tax file number
- Tax returns

ATO address:

myGov Perth

Shop 15, Wesley Quarter
770 Hay St
PERTH WA 6000

Open 8.30am–4.30pm weekdays.

ATO support staff available daily 8.30am–4.30pm.

ATO interview available each Wednesday 8.30am–4.15pm.

To check if you need to visit ATO, phone 13 28 61.

Students who work must complete a Tax Return at the end of each financial year (after 30th June).

For further information, visit the Australian Tax Office (ATO) at <https://www.ato.gov.au>.

TRANSPORT - SMARTRIDER CARDS CONCESSION FARES

All full-time students are eligible for concession fares on Buses, Trains and the South Perth Ferry. Concession fares can only be purchased with a SmartRider card. Student ID cards or university cards of any description cannot be used to buy student fares as Transperth DOES NOT RECOGNISE any student ID cards as a valid form of ID – you MUST have a concession SmartRider card.

You need to fill in the Transperth Student SmartRider application form at IIBT Reception and apply in one of Transperth outlets.

If students are found to be using the wrong card by Transperth security, then Transperth will issue on-the-spot fines of \$100.00.

For further information, visit Transperth at <https://www.transperth.wa.gov.au>.

TUITION ASSURANCE

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

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

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

VISA CONDITIONS

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

Reporting may result in cancellation of the visa and a restriction from returning to Australia on a student visa for up to three years.

Refer to Department of Home Affairs to check your visa conditions (<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>)

SUPPORT AFTER RESULTS ISSUED

Support is available to students after results are released. Students will be contacted with IIBT recommendation which may include regular contact with Academic/Program Coordinators or a meeting with the Academic Dean. Please take up the opportunity to discuss your progress in order to make the best use of your time at IIBT.

Refer to Course Progress Policy at <http://www.iibt.edu.au/policies-procedures> for further information.

Campus Facilities

LOCATION

IIBT is located in the busy town area of Victoria Park, Western Australia. Our campus is located less than 10 minutes from the city centre and is easily accessible by bus and train. There is nearby street parking, and the campus is only a 10-minute walk from the train station and seconds from the bus stop. There is a bus route from the campus to most of the universities in WA and one of WA's major universities, Curtin University, is located approximately 10 minutes away.

STUDENT ID CARD

All students are issued with a Student ID Card after you attended the IIBT Orientation. The card features a colour photo, name, date of birth and IIBT Student ID.

The card is issued free of charge at Orientation and is again issued for free if it expires, or if it is stolen (please provide a Police report). For lost cards, there is a small replacement fee.

You **MUST** have an ID card for access to campus facilities, final examinations and for community-based discounts offered to students.

STUDENT PORTAL LOGIN

IIBT has a college management system whereby students can access their timetables, fee payments, attendance and results, as well as receive communications from Student Support Services.

Go " www.iibt.edu.au "
1. Click 'Login'
2. Input your username (your student number)
3. Input your password (your birthday 'DDMMYYYY', please change your password after first login)

STUDENT EMAIL LOGIN

All IIBT students are provided with an IIBT email account:

Go to "mail.google.com"	
Username	(your student number)@students.iibt.wa.edu.au
Password	Your birthday (your birthday 'DDMMYYYY', please change it when you first login)

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

MOODLE

Moodle is an online Learning Management System (LMS). It includes course outlines, course materials, assignment details, sample exam papers, useful links and other information that your lecturer has uploaded. It's an online resource just for you.

Moodle is used all over the world by many universities and colleges. Moodle can be found on the Log in to:

<https://moodle.iibt.edu.au/moodle30/login/index.php>

You will receive your log in details for Moodle.

COMPUTER FACILITIES

IIBT has a well-equipped computer laboratory, Internet and email access. The laboratory is to be used strictly for the purpose of learning. Information and rules about the use of the computer laboratory, including opening hours, can be found in the laboratory itself.

Food and drink must not be consumed in the laboratory.

LIBRARY

The IIBT library has a wide range of business and other texts, covering all major areas of teaching, including law, economics, management, marketing, professional communication, MIS, ecommerce, statistics accounting and finance and English. Please see Student Support Services if you wish to borrow a book.

PRAYER ROOM

Muslim prayer rooms are available on IIBT Campuses in the library room. Please contact IIBT Reception if you need this support.

HAZARD REPORT

In the event that a student identifies something on campus that could cause injury, please advise IIBT Reception staff without delay. A Hazard Report will be completed and the incident will be investigated and safeguarded against if required.

LOST PROPERTY

Lost property enquiries should be directed to the IIBT Reception.

