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## 万友优势 ADVANTAGE

### 客户信息私密性

录入系统后自动设置权限，除专属的案件专员其他内部人员及外部人员不可见

### 精英团队

文案专员为每位学生一对一定制专属方案，移民律师外部协助．团队为学生带来高质量服务

### 学生案件更新通知

当文案专员每完成一步，会更新在万友系统中，客户会以邮件的形式收到步骤更新通知，查看自己案件的最新进程

### 全程服务透明

无押金等不必要条款，客户案件信息透明，收费项会在案件开始前与客户协商一致，案件开始后无特殊意外情况，不会产生收费项目

## 提供服务 PROVIDE SERVICES

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# Student Handbook

## International and Domestic Students

**CRICOS Provider No: *****

**TEQSA ID PRV14369**

International Health & Science Institute
ABN: 49 643 456 339 CRICOS XXXXXX PRV14369
PO Box Q1676 Queen Victoria Building NSW 1230
Ph: +61-2-8806 6777
Email: info@ihsi.edu.au Web:https://www.ihsi.edu.au

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## WELCOME

International Health and Science Institute (IHSI) welcomes students from all over the World. Our students not only love learning with us, but the opportunities that they encounter are some of the most valuable experiences during their study in Australia.

With our modern educational facilities and experienced staff, the student will experience applied learning delivered in classrooms and college student laboratories as well as in real workplace settings.

Upon successful completion of our courses, these valuable 'real life' experiences will prepare each student to become industry ready. Highly professional academic staff, outstanding student support and a convenient location are a few reasons why IHSI is the right choice for you.

IHSI is closely linked to the IT industry, which enables us to create graduates that will cater for the needs of the sector and the ability to tailor courses to meet the growing industry needs; you will find that our courses are flexible and designed to suit your education level and lifestyle in Australia.

IHSI prides itself in having adopted a culture of quality based on three main pillars:

- World best governance
- Academic excellence and research
- Modern campus and learning resources

**IHSI's mission:**

IHSI gives our students the education, knowledge and skills for the jobs of the future.

**IHSI's vision:**

To create a skilled global workforce of choice.

**IHSI's principles:**

- Ethical in all we do
- Creating the workforce of the future
- Quality person-centred approach
- Embracing all cultures and nationalities
- Social support for our students

International Health and Science Institute (IHSI) is your pathway to the global workforce of the future.

Recurrent themes in IHSI's philosophy are the Quality (In everything we do, think, or perform every day), Humanity (commitment for a better, more tolerant society for all) and Sustainability (looking after planet Earth as individuals and as a community).

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## SECTION 1- INTERNATIONAL STUDENTS

The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

### *Why International Health and Science Institute?*

Students at International Health and Science Institute (IHSI) are supported in their learning to develop a strong link between theory and practical knowledge. The courses offered at the college are designed to progress the student from basic theory to become a competent, confident professional and practitioner.

IHSI academic staff are all fully qualified in their field and have current industry experience. All learning programs are taught in accordance with government and registered body requirements.

### *Purpose of this handbook*

The purpose of this handbook is to provide you with all the information you need to know to prepare for and while studying with IHSI. Please ensure you read it thoroughly before you arrive.

### *Locations*

International Health and Science Institute (IHSI) has two locations:

**Blacktown Campus**

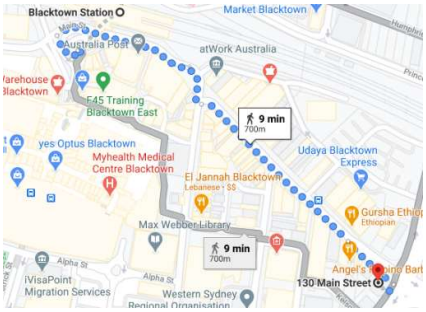
Level 1 130 Main St

Blacktown NSW 2148

**Tel**: +6 12 88066777

**Email:** admissions@ihsi.edu.au

**Web:** https:// ihsi.edu.au




The Blacktown campus is located within 9 minutes walking distance from the Blacktown Train station marked with T on the map (top left hand corner).

**Lithgow Campus**

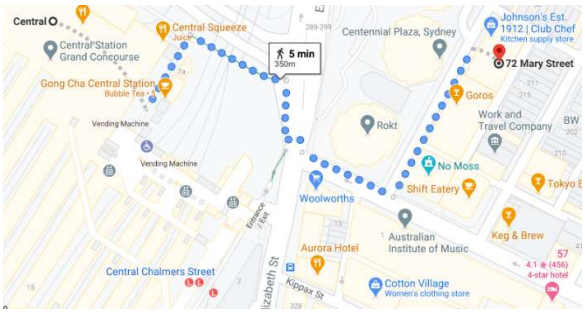
157 Main St,

Lithgow NSW 2790

**Tel**: +6 12 88066777

**Email:** admissions@ ihsi.edu.au

**Web:** https:// ihsi.edu.au




**City Campus**

There will be a new location for the city campus – yet to be finalised.

### *Contact information*

**Student Support officer**

Email: admissions@ihsi.edu.au
Tel: +61288066777

**Emergency Telephone Numbers:** Police,

Fire, Ambulance – Dial 000

**Department of Home Affairs:**

131 881

9 Wentworth St, Parramatta NSW 2150

**Web:** www.homeaffairs.gov.au

### *Local medical Centres Blacktown:*

**Blacktown Family Medical Centre**

1/117-119 Main St Blacktown NSW 2148

Phone: (02) 9671 8500

Located across the Main St road from the college

**Eastbrooke Blacktown GP Super Clinic**

112 Main St Blacktown NSW 2148

Phone: (02) 8834 0222

Located within 5 minutes of walking distance from the college

Appointments: eastbrooke.com.au

**Ochre Medical Centre Lithgow**

136 Main St Lithgow NSW 2790

Phone: (02) 6352 5685

Located within 5 minutes of walking distance from the Lithgow campus

Website: ochrehealth.com.au

### *Transport*

You can access transport information anytime, anywhere on this website: transportnsw.info

- Trip planning and timetables for train, bus, ferry, and light rail across NSW

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- Ticket and fare information
- School bus services information
- Travel to events, attractions and walks and cycling activities
- Accessible travel information for people with disabilities
- Service interruptions and developments across the transport network, including track work
- Facilities at stations, stops and wharves
- Customer information when travelling
- Customer feedback service
- TTY response for hearing and speech impaired customers - call 1800 637 500
- To access IHSI, you can use Trains on the Blacktown line – IHSI is located within 5 minutes of the train station.
- To access IHSI Lithgow, you can use the Trains on the BMT Line (Blue Mountains Line)

### *Local taxi companies*

- www.13cabs.com.au
- www.silvertop.com.au

### *Living and studying in Australia*

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Sydney.

This first section of the Handbook provides you with information about the courses we offer, how to apply, your rights and responsibilities as a student. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

### *Admissions and enrolment*

IHSI accepts applications from all students who meet the entry requirements published in the Course Overview, Course Brochure and described below. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a later intake.

### *Admission Criteria / Entry Requirements*

- ***Domestic Students***
  1) 18 years of age or older.
  2) Ability to read and comprehend course requirements.
  3) Intermediate to advanced understanding of computers and the internet to assist with conducting research and complete assessments.
  4) Completion of Advanced Mathematics in HSC and an ATAR of minimum 60 **OR** completion of the Diploma of Information Technology and Cybersecurity with AHSI.
  5) **Special Consideration for Mature Age and Indigenous Students**
     IHSI acknowledges the special consideration for mature age applicants who may be 21 or older and have not completed Year 12 or equivalent. Mature age applicants will be considered for entry on a case-by-case basis and must either successfully complete a Special Tertiary Admissions Test administered by a tertiary admissions centre

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or submit a portfolio of their previous work. Mature age applicants may also be invited to attend an interview with the Dean.

In accordance with IHSI's Reconciliation policy, IHSI also acknowledges the disadvantages faced by Australia's Indigenous people and seeks to address these through its Reconciliation Action Plan (RAP). IHSI formally supports the Uluru Statement from the Heart. Having its campus located in Western Sydney, specifically in Blacktown, which has one of the highest percentages of Indigenous people in NSW at 13% at the Census from 2021 (11,809), IHSI actively encourages the participation of First Nations community members. This is achieved through the establishment of affirmative selection procedures, encouraging access for all Indigenous members of the community, as detailed in IHSI's Reconciliation Action Plan.

Applications from Aboriginal and Torres Strait Islanders who do not meet the entry requirements will be considered on the basis of a personal statement regarding their education and experience and their results in an aptitude test and an interview.

IHSI undertakes to pursue the following actions as part of its marketing to Indigenous applicants and commitment to Reconciliation:

a) Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations, through local Aboriginal Community Development Officers
b) Build relationships through celebrating National Reconciliation Week (NRW) with local Indigenous groups and organisations
c) Promote reconciliation through our sphere of influence
d) Promote positive race relations through anti-discrimination strategies
e) Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning
f) Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols
g) Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week
h) increasing Aboriginal and Torres Strait Islander representation in IHSI staff.

IHSI will apply for the Australian government subsidy so that its students can benefit from using the Higher Education Loan Program (HELP). Through its connections with Blacktown Council, which offers scholarships to local residents studying Tertiary education degrees, IHSI will market its Bachelor to local high schools.

- ***International Students***
  1) Students must be 18 years or above.
  2) Completion of Pre-Enrolment Review prior to enrolment.
  3) Completion of a language, literacy and numeracy (LLN) assessment.
  4) Basic to intermediate level of computer skills.
  5) Completed studies in Mathematics in Year 11 and 12 and completed education level of Year 12 (or equivalent) **OR** completed Diploma of Information Technology and Cybersecurity with AHSI **OR** completed Bachelor or Masters degree with another provider
  6) Proficient in English. International Students require:
     a) IELTS level of 6.0 or above with no band under 5.5 OR
     b) TOEFL 46-60 (internet-based) OR
     c) Pearson Test of English Academic (PTE) 42-50 OR
     d) Cambridge English Advanced (CAE) score of 162-169 OR
     e) OET score of B for each test component

- ***Validation of Minimum Entry Requirements:***

  All students will undertake a Mathematics Test prior to enrolling, to allow the Dean and Course Coordinator to understand their level and whether they require a Mathematics remediation course for a period of 6 months prior to enrolling in the Bachelor of Information Technology and Cybersecurity.

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Students who have more significant gaps in knowledge in Mathematics that cannot be mitigated easily, will have their first Semester deferred and will be asked to undertake a Mathematics remediation course prior to Semester 1. The students whose gap is not significant will be offered the mathematics remediation weekly classes for up to 12 hours per week for the duration of respective Semesters where this knowledge is needed.

### *Courses offered by IHSI*

IHSI's course offering as of the date of writing and issuing this version is as follows:

- Bachelor of Information Technology and Cybersecurity
- Entry into Cybersecurity skillset

### *Enrolment process*

To apply to enrol in a course, you must complete an Enrolment Form. Once you have decided what course you want to study, you must apply by following the application process as outlined in this Handbook. You must complete an Application Form available on the IHSI website. All IHSI courses have entry requirements, which you will need to satisfy and provide the necessary documentary evidence (as indicated in the enrolment form) such as certified copies of qualifications, identification documents including your passport, previous education qualification and evidence of English Language proficiency for International students (test undertaken in the last 3 years) such as IELTS , PTE, TOEFL or any other English test that is accepted by Department of Home Affairs (DHA):

https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language/proficient-english

If you cannot provide evidence of English proficiency, you will be issued with a conditional letter of offer based on IHSI receiving evidence of your English Proficiency prior to commencement of your course.

You must have at least 6.0 average in an IELTS test or the equivalent TOEFL iBT, PTE or equivalent.

### *Overseas student health cover*

All international students must possess an Overseas Student Health Cover (OSHC). You will need to arrange OSHC before you come to Australia to cover you from the moment you arrive. The Department of Immigration and Border Protection requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by IHSI, or with the Australian OSHC provider of your choice. There are four providers of OSHC in Australia that would be recommended. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- NIB OSHC: www.nib.com.au/home/newtonib/overseasstudents
- Australian Health Management OSHC: www.ahmoshc.com
- Medibank Private: www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- Allianz care: www.oshcWorkdcare.com.au

Your OSHC will help you pay for medical or hospital care you may need while you are studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. IHSI can help you obtain a quote and has special arrangements with NIB if you choose to go with this insurance.

### *Applying for a student visa (international students only)*

Once you receive the IHSI electronic Confirmation of Enrolment/s (CoE), you are now eligible to apply for your student visa. Please ensure you check that you have met all the application requirements for your country in which you hold your

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passport. Further information about applying for a student visa can be found at:
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

### *Visa conditions (international students only)*

If you are granted a student visa, you must abide by its conditions as mentioned in the Visa Grant Letter. The information is also available at:

https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500

Failure to comply with these conditions may result in the cancellation of your student visa.

Conditions that you must abide by while studying with IHSI (but are not limited to) are:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify IHSI of your Australian address & your next of kin Australian addresses and any subsequent changes of addresses within 5 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider (IHSI) for 6 months; if you wish to transfer to another institution you will need a letter of release from IHSI and to submit a letter from the other institution stipulating that they have made you an offer of enrolment. IHSI may, however, not grant you a release letter earlier than 6 months, depending on your circumstances.

If IHSI extends the duration of any student's enrolment, IHSI must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### *Arranging travel and documents to bring (international students only)*

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation, to give yourself time to settle in.

Sydney Airport, also known as Kingsford Smith Airport, is the primary airport serving the Sydney city. The distance from Sydney Airport to IHSI is approximately 40 kilometres.

You will need to prepare a folder with all your official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (CoE).
- Health Insurance policy.
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by IHSI at the time of confirmation of enrolment.
- If you are travelling with your family, you will need to include their documents as well. Keep all the documents in your carry-on luggage. Prior to departing for Australia, make copies that can be left behind with family and sent to you if originals get lost.

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### *Entry into Australia (international students only)*

When you arrive in Australia, you will need to show your passport and arriving passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and given back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice any damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage, you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food, animal and plant items. You should declare any items that you are bringing in on the form given to you on the plane.

If customs officers decide that any of the items you are bringing in are not safe, they will be removed and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs. If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

### *Getting from Sydney Airport to your accommodation*

**Airport Shuttle (REDY2GO)**- REDY2GO has door-to-door shuttle services from Sydney Airport to your hotel or any place in the city: Sydney CBD (Central Business District), China Town, Mascot, The Rocks and many other popular tourist spots in New South Wales. More information about costs and timetables are found at:

https://www.redy2go.com.au/sydney-airport-shuttles

**Taxi services**- Taxi fares vary based on distance, location and time of travel. Additional charges apply on some public holidays, when booking in advance, making an electronic payment, using toll roads, or when you require a Maxi taxi which can take five or more passengers. For more information visit https://nswtaxi.org.au/fares-and-charges

**Airport Pickups**- Airport pickups and drop off at your organized accommodation can be arranged by the college upon request made at the time of application for a cost of $150.

**Train**- If your accommodation is close to a train station, the cheapest option to travel in Sydney from the airport is the train. In order to take the train you will need an Opal card, which you can purchase in the airport.

**Keeping in contact**

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

**Arranging your finances**

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive, but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Sydney you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while currency exchange outlets are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

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The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters

***Accommodation***

There are various accommodation options to suit different budgets and needs:

- Homestay- Popular with younger students, staying with a local Australian family.
- Shared Accommodation- Living in a flat (apartment) or house with other students.
- Lease a house or an apartment. You have the same legal rights as anybody else renting in Australia.

  You can find housing information at the following websites:

  - www.flatmatefinders.com.au
  - www.gumtree.com.au
  - www.domain.com.au
  - www.realestate.com.au
- IHSI can help you find accommodation through a number of agents that offer their services only for international students

***Bringing your family with you (international students only)***

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children less than 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows

- Centre-based childcare- $80 to $150 per day per child
- Family day care- $5.50-$16.80 per hour per child dependent on geographical location and service.

Find out more at: https://www.careforkids.com.au/articlesv2/article.asp?ID=77

For school children, current costs range from $ 8,159; to find out more about application processes and costs go to https://education.nsw.gov.au

You should also be aware that the above costs for childcare and schooling are in addition to living costs which are estimated approximately to:

- $21,041 a year for the main student.
- $7,362 a year for the student's partner.
- $3,152 a year for the student's each dependent child.

If you are including any school-age children in your student visa, add a schooling-cost of at least $8,296 per year for each child.

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### *Health, fire and other emergencies*

**Emergencies**

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want to fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you stay safe.

**Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts, call 000 no matter how small or large the fire may be.

**Ambulance**

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

**Medical assistance**

Emergency medical treatment is available 24 hours a day at the emergency department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet.

If you need to go to the hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### *Working in Australia (international students only)*

You cannot work in Australia until you have commenced your course with IHSI. Once your course has commenced, you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and up to 80 hours per fortnight when your course is **not in session**. The duration was extended to 80 hours per fortnight during the COVID19 pandemic, however you need to check that this is still the case on the website of the Department of Immigration (https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders)

Please note that:

- Work that is part of your course work placement/ Work integrated Learning (WIL) is not included in the limit of 40 hours per fortnight.
- If you are doing voluntary, unpaid work, it is also not included in the limit of 40 hours per fortnight if it:
    - is of benefit to the community.
    - is for a non-profit organisation.
    - would not otherwise be undertaken in return for wages by an Australian resident (that is, it is a designated volunteer position).
    - is genuinely voluntary (that is, no remuneration, either in cash or kind is received).

Visit the following website to find out more about working in Australia, including how to find a job.
http://www.border.gov.au/Trav/Stud/More.

You should also visit the following website to find out more about working in Australia, including your Employment rights and conditions. https://www.studyinaustralia.gov.au/english/live-in-australia/working

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If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

**Information for international students**:

https://www.fairwork.gov.au/about-us/our-role/corporate/open-letter-to-international-students

**Check your pay rate:** https://www.fairwork.gov.au/pay

**Find your award rate**: https://calculate.fairwork.gov.au/findyouraward

**Contact the fair work ombudsman if you are having problems** https://www.fairwork.gov.au/contact-us

### *Living costs in Australia*

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 23 October 2019, the basic rate of living costs under the Migration regulations increased. Under these regulations' prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- $21,041 a year for the main student.
- $7,362 a year for the student's partner.
- $3,152 a year for the student's every dependent child.
- $8,296 a year for each child's annual school cost.

The living costs may however vary between $21,000 to $27,000, depending on where you live. The inflation has risen in 2023/2024 by 4.3-5%. This raises the cost of living.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

### *Budgeting*

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

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## SECTION 2 – ALL STUDENTS

### *Confidentiality of information*

In collecting your personal information IHSI will comply with the requirements set out in the Privacy Act 1988 and its National Privacy Principles, this means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government, as well as the purpose of disclosing this information e.g. for statistical purposes. We will also disclose your personal information to the Work placement organisations that IHSI has partnered with to provide you with work placement opportunities.
- We will not disclose your personal information to another person or organisation unless we have made you aware that information of that kind is usually passed to that person or organization and without your written consent.
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- The disclosure is required or authorised by or under law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing pecuniary penalty, or for the protection of the public revenue.
- The exception will be you medical and healthcare information which will not be release without a court order.

### *Access and Equity*

The principles and practices adopted by IHSI aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with IHSI.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

IHSI provides equity in access to the level of support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their learning outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education.

This policy acknowledges the barriers students may face in their educational journey before and while studying at IHSI. These include:

- Language, literacy or numeracy skills
- Low levels of formal educational achievement,
- Racism
- Sexism
- Low socio-economic status
- Ageism.
- Digital skills

IHSI actively encourages the participation of a cross-section of the community. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community.

IHSI particularly acknowledges the disadvantages faced by Australia's Indigenous people and seeks to address these through its Reconciliation Action Plan (RAP). IHSI formally supports the Uluru Statement from the Heart. IHSI's Reconciliation Policy refers to affirmative selection procedures that widen access for all Indigenous Australian members of the community through active recruitment via IHSI's extensive community networks. The Reconciliation policy is specific to Aboriginal and Torres Strait Islander people.

### *No Objection Certificate*

Due to the high stakes and professional and ethical requirements of the professions for which IHSI teaches courses, you will be asked to participate in interviews at various stages of your enrolment:

- Pre-enrolment – you may be invited to an interview with the Dean
- Before being assigned a work placement / WIL (Work integrated Learning)
- If there are any issues, or complaints against you from IHSI academic or administrative staff or work placement / WIL (Work integrated Learning) provider staff
- Duration a suspension or before being re-instated as a continuing student
- Before separation (through withdrawal or suspension/ cancellation of studies with IHSI) your status will be subject to the NoC – No objection Certificate.
- The Certificate will be signed by the Dean and will allow you to either be enrolled, or continue to work placement / WIL (Work integrated Learning), or be re-instated as a student following a suspension or cancellation of enrolment.

### *Equipment required for attending IHSI courses*

To study with IHSI, you will need to have a laptop which you must bring to the college every time you attend courses. Additionally, students will need to source their own Raspberry Pi, a device used in some Laboratories.

IHSI provides free Wi-Fi for use in the classroom. YouTube use for entertainment is not allowed on the premises and at the expense of the college.

IHSI has a number of spare laptops, which can be hired at cost in cases of emergency when students forget their laptop.

### *Video surveillance and Biometric data*

IHSI uses video surveillance in all the classrooms. This is to protect students, to monitor student engagement in the classroom and also as a condition set by its insurance provider, to have recordings of the video surveillance.

IHSI will maintain the records of footage taken by cameras and can use this in scenarios of student or staff complaints, cases of theft or break-ins.

To better monitor the student and staff attendance, IHSI may introduce biometric data capture (fingerprint or face recognition) and will use this to record the exact time a student arrives at the campus or leaves the campus. The attendance evidence is backed up by the Roll call taken by academic staff for each Lecture or Tutorial.

All students will be asked to sign a form that explains clearly the use of such data, the security with which it must be kept and who has access to this data.

The evidence is kept and monitored to ensure students attend a minimum of 80% of their classes.

The video surveillance or biometric data capture on premises other than IHSI (work placement facilities, venues for conferences, venues for other events) differs from venue to venue and can be advised before attending such events or entering other facilities.

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### *Modes of Delivery of Classes*

In normal circumstances, the mode of delivery is face to face. There will be no recordings of classes, as the Lectures and labs/ tutorials will be interactive and IHSI will have a strict attendance policy. For students who miss classes due to compassionate circumstances or illnesses, there will be make up classes, offered in one-on-one sessions.

Whilst IHSI will conduct all classes face-to-face for international and domestic students, there may be occasions (such as the recent COVID19 pandemic and the associated lockdown periods) when IHSI will deliver the classes either via zoom or other video conferencing channels (example Vimeo).

When classes are delivered via video or phone conferencing facilities (such as but not limited to zoom), academic staff will request students to have their camera on and participate in the classroom, to ensure full participation. Failure to do so, will lead to academic staff giving a warning, which if not headed, will allow them to disconnect the students and mark them absent.

Also, ALL zoom classes will be recorded and kept safely by IHSI.

***USI (Unique Student ID)***

All students must acquire a Unique Student ID before starting courses with IHSI. You can do this at Orientation time and get help from one of our Student Admin officers.

Please apply to https://www.usi.gov.au/ and advise IHSI when you have obtained one. You will not be enrolled in classes without having your USI.

### *Orientation*

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- Introducing students to staff.
- Facilities available and locations on campus.
- Outline the course structure, duration, attendance.
- Information about what is expected during student laboratory.
- Explain key policies such as assessment, course progress requirements deferral, extension, cancellation, course transfer, fees and refunds, complaints and appeals.
- How to access and use resources such as computers, Internet, Moodle and library and support.
- Explain Health and Safety and emergency procedures.
- Overview of professional associations.

### *Care for the college property*

While you are studying with IHSI, you are required to take care of the IHSI property and resources and notify the IHSI staff of any damage you see.

IHSI will also not tolerate the destruction or theft of college property. Students are expected to act responsibly while on college premises. If any college property is found damaged or stolen, and evidence shows that a student was responsible for this damage, the responsible student will be charged for the damage. Students are also not permitted to move items, furniture or resources from the room without permission. For malicious damage, the student will pay a fee of $1,000 or the price of the item damaged for each incident, whichever is higher.

IHSI has video cameras on its premises, as required under its insurance policy and staff will find the evidence required in case of damage.

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IHSI management may choose to report the student who damaged property to the Police and DHA which will take adequate action.

### *Dress code*

The dress code at IHSI depends on the specific circumstances of the activity undertaken. It is important that in all situations you come to college or venue chosen for the activity with clean clothes and respect hygiene rules.

Please consider that you are undertaking a course that will lead to you becoming a future IT professional and so you should dress and behave accordingly.

**Dress code during classes:**

- Wear comfortable shoes suitable for the season. Flip-flops (thongs) are not allowed, due to concerns in the case of a fire evacuation.
- Wear comfortable clothes, that one would expect to wear in a class environment. This means neat, clean, casual attire.
- The type of clothes you could wear: Women- T-shirt and trousers, or shorts, blouse and skirt, dress that do not display offensive language and/or image. Men – T-shirt and trousers.
- Please consider that you will be tomorrow's IT professionals and should dress accordingly.

**Dress code during laboratory classes:**

- Wear enclosed comfortable shoes
- Short nails and if you have long hair, it must be tied so that it does not interfere or get caught in the devices you will be using

**Dress code during work placement/ WIL (Work integrated Learning) :**

- The work placement/ WIL (Work integrated Learning) activities may require stricter rules than the class rules: i.e. no shorts or revealing tops.
- Nails cut short.
- Enclosed shoes.
- Some facilities may require that you wear the IHSI badge.

**Dress code during religious understanding events:**

- IHSI offers quarterly events that facilitate a religious understanding, which is undertaken for all qualifications at IHSI.
- The dress code for these events is stricter than all other codes and may include covering your head with a scarf if visiting a mosque, taking the shoes off when visiting a Hindu temple, no short sleeves, no revealing tops, etc.
- Enclosed shoes.
- Any other requirements mandated by the specific facility, place of worship or organisation.
- Make-up kept to a minimum.

**Dress code during conferences and lectures with invited guests:**

- IHSI organises special guest events with either the Academic Board or Board of Directors members.
- IHSI also sponsors students to participate in industry conferences, tradeshows and partner organisation events.
- The dress code must be professional; no shorts or short skirts are allowed, no revealing tops and make-up kept to a minimum.

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### *Fees and charges*

An enrolment fee applies to all our courses. This fee is due at the time of accepting your Letter of Offer.

A Material fee is payable at the commencement of the course you are enrolling in with IHSI. This fee covers a name badge, student laboratory products, some educational trips, some of the events and special training and classes. For some of the courses, the Material fee covers the textbooks and software licences.

You can find up to date fees and charges information by visiting our website www.ihsi.edu.au

***Method of Payments***

You can pay your fees by the following methods:

- Electronic Bank transfer
- Cash or Bank Cheque
- Internet via the website https://ihsi.edu.au/make-a-payment/

***Electronic Bank transfer:***

| | |
|---|---|
| **Bank:** | Westpac |
| **Account Name:** | International Health and Science Institute Pty Ltd – Trust Account |
| **BSB:** | 032 - 135 |
| **Account Number:** | 693250 |
| **Swift code:** | xxxxxxxx (Overseas transfers only) |

***NOTE: Please ensure to provide your student ID and name as a reference when transferring your fees.***

All fees and charges will be outlined in the Letter of Offer showing the due dates for each payment. You can pay your fees using the methods described above and indicate the method of payment. All prepaid fees are protected in line with the requirements of the Higher Education Standards Framework which outlines the threshold standards for the provision of higher education in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students.

At IHSI, student fees are protected under the Tuition Fees Protection Service (TPS) and Australia's consumer protection laws.

Please visit www.tps.gov.au for more information.

Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the course fees.

However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed only. For the subjects you failed, you will be required to redo the subject and pay the associated fee, resit the part of the course that the assessment relates to and pay a resitting fee. Re-sitting fees will be calculated as total cost divided by total number of hours for the course and multiplied by total Subject hours.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 7 days of the due date mentioned in your Offer letter. It is important that you pay your fees on time to maintain your enrolment. If you are unable to make the payments, you must contact us at admissions@ihsi.edu.au immediately and book an appointment with the Student Support officer or Principal Executive Officer.

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***Additional charges***

IHSI has the following of additional charges:

| | |
|---|---|
| Application Fee (also known as Enrolment Fee) | $300 |
| Change of COE | $100 |
| Course Material Fees for Bachelor of Information Technology and Cybersecurity (if you wish IHSI to purchase the books for you) | $1000 per annum |
| Overdue tuition fee per week (for each week you are late in your payment) | $200 |
| Deferment of Enrolment | $150 |
| Re-Assessment of the subject (within 28 days) | $200 |
| Late Submission Fee for each week following the due date | $200 |
| New Enrolment & Re-enrolment fee | $300 |
| Holiday Reference Letter | $30 |
| Enrolment/Attendance Letter | $30 |
| Leave Letter | $30 |
| Invitation letter for Family Members | $30 |
| Release Letter | No Charge |
| Re-issuing of Certificate/Transcripts/Letter of completion/ Letter of work placement<br>(this includes all former 4Life students/ graduates) | $150 |
| Student ID Card | $50 |
| Re-issue of Student ID Card | $75 |
| RPL Fee per unit | $500 |
| First Aid Course – provided by a Third party (variable price up to $125) | $125 |
| Withdrawal form fee | $500 |
| Failure to turn up to the Work placement/ WIL (Work integrated Learning) arranged by IHSI on the date due or lack of documents required for the Work placement /WIL at the time of the Work placement/ WIL schedule will attract an additional fee per instance of non-compliance with IHSI rules | $300 |
| CoE deferment / suspension in cases of compassionate or compelling circumstances | $500 |
| Fee for reenrolment in a subject | 100% of subject fee for each subject that needs to be repeated |

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| | |
|---|---|
| When a student triggers a Termination of the entire contract between a Work placement Provider and IHSI through his/her behaviour this will trigger a serious fine. The student, if not suspended or cancelled by IHSI, will need to find his/her own work placements, which must be approved by IHSI | $10,000 |
| When a student triggers a Termination of his/her Work placement Provider contract/Tripartite Agreement through his/her behaviour this will trigger a serious fine. The student, if not suspended or cancelled by IHSI, will need to find his/her own work placements, which must be approved by IHSI | $5,000 |
| When a student requests to attend another WIL provider than the one offered by IHSI, IHSI will charge a fee for analysing if this is a suitable WIL provider and for organising the contracts. The fee is not refundable if the WIL provider proposed by the student is not suitable. | $1,000 |

Please note that any outstanding fees for more than a Term without any prior payment arrangement with IHSI management will be given to a Debt Collection Agency and you will incur additional fees and charges required by the Debt Collection Agency.

Failure to pay your fees will also attract immediate temporary closure of your Moodle accounts, no access to the lecture recordings and no further access to lectures or laboratories. The access will be restored within 2 business days of your payment.

***Refund Policy***

The purpose of this Refund Policy is to set out the principles and procedures to be followed when a student applied for tuition fees refund due to withdrawal from a course, deferral or cancellation of course. This policy also outlines the criteria under which a full or partial refund may be granted.

Students have the right to obtain a refund for services not provided by IHSI in the event the:

- Arrangement is terminated early, or
- IHSI fails to provide the agreed services, or
- Other situations as set in the Cancellation, withdrawal, suspension policy, further in this document.

***Provider Default Occurs***

In the unlikely event of default by IHSI, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the circumstances of provider default where the refund option is chosen by the student, IHSI must refund the student all course fees.

Under section 46A of the ESOS Act a registered provider default, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

***Notifying the Secretary, the TPS Director and students***

- Under section 46B of the ESOS Act, IHSI must notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. Under section 46B IHSI must also notify students in relation to whom IHSI has defaulted.
- The notices must be in writing and meet the requirements of section 46B.

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***Provider obligation period***

- Under section 46D of the ESOS Act, IHSI has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student as set out in the section.
- If IHSI fails to discharge its obligations to the student under section 46D, it is an offence under section 46E of the ESOS Act and serious penalties apply.

***Notification of the outcome- discharge of obligations***

- Under section 46F of the ESOS Act, IHSI has 7 days after the end of its obligation period to give notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F.
- If IHSI does not meet its obligations, affected students may be assisted by the TPS Director.

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at IHSI's expense, then IHSI is relieved of its liability to make the payment. The student must advise IHSI in writing whether they agree to the alternative arrangement.

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

| **Initial fees** | |
|---|---|
| Enrolment Fee | Non-refundable part |
| Administration fee | the lesser of 5% of the amount of course fees received by IHSI or $500 |
| **Tuition Fees** | |
| Visa refused prior to course commencement | Full refund minus the Administration fee |
| Withdrawal at least 10 weeks prior to the agreed start date | 90% refund minus the Administration fee |
| Withdrawal at least 5 weeks prior to the agreed start date | 70% refund minus the Administration fee |
| Withdrawal less than 4 weeks prior to the agreed start date | No refund |
| Withdrawal after the agreed start date | No refund |
| Visa cancelled due to actions of the student | No refund |
| Visa extension is refused | Return of unused tuition fees |
| Withdrawal from the study - current students | Refund of unused tuition fees (of the following term/s) *(Notification of Withdrawal* form must be received 4 weeks prior to term commencement by Student Administration) |
| Compulsory Health Insurance<br>(Student Visa holders only) | Refer to OSHC provider terms and conditions |

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| | |
|---|---|
| Airport Pick-up | Full Refund if service cancelled 5 days prior to flight arrival |
| Assessment of RPL | Up to $2,500/subject |
| Work placement/ WIL component for online courses | Varies from course to course |
| Penalty for lack of preparedness for Work placement/ WIL. Applies to:<br>● Going to WP/ WIL without a valid police clearance<br>● Not turning up to the work placement / WIL facility without a medical reason (substantiated by medical certificate) when the WP / WIL was organised by IHSI | $300 |
| Penalty to re-open Moodle account once it was blocked due to lack of attendance (dropping below 80%) | $200 |
| Penalty to re-open Moodle after the period of submission (2 weeks after the subject finished) closed | $200 |

Tuition fees **will be not refunded** under the following circumstances:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course at the location (either before or after the agreed starting day); or
- The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
  - The student failed to pay an amount payable to the provider for the course.
  - The student breached a condition of their student visa.
  - Misbehaviour or misconduct by the student.

All requests for refund should be made in writing on the Refund Application Form with documented evidence of the reason for withdrawal and refund and forwarded to Student Support.

Eligible refunds will be refunded within 28 days of receipt of the said claim. The administration fee will be charged and is equal to the lesser of 5% of the amount of course fees received by IHSI or $500. These payments refer to students who have not yet commenced the course.

***Refund Calculations***

All refund considerations are strictly limited to the total fees IHSI has received. The refund calculation will not include:

- The non-refundable part of the initial deposit.
- The part of expenses for travel, bank charges, accommodation and other domestic services that cannot be offset by providing the services to someone else.
- The cost of books, equipment and other materials needed for the course.
- The proportion of course money received for the proportion of the course provided to the student before the default date.

All refunds will include a statement outlining the calculations for the refund amount. A refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

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All refunds will be provided in Australian currency and where the refund is required to be made in a foreign currency it will be made at the current exchange rate as of the day of deposit. Students will have the currency exchange fee taken out of the refund total amount paid.

This refund policy does not remove students' rights to take further action under the Australian Consumer Law.

**Deferral of Commencement**: The Enrolment Fee has a non-refundable part, and students are not required to pay an additional application fee when re-commencing the course.

**Suspension of Studies**: All suspension of studies for compassionate or compelling reasons may be eligible for fee transfer to a new term. For any reason the suspension of studies will attract 50% term fees for admin, processing and organising one on one tuition.

### *Cancellation of Enrolment*

- If a student visa is rejected, the total amount paid minus the lesser of $500 or 5% of the deposited amount will be refunded upon proof of visa rejection from DHA.
- Refunds only apply 4 weeks prior to a term commencement. Once this period has lapsed, no refund will be issued.
- There are no refunds for public holidays or days when a student is absent from class.
- If the cancellation is initiated by IHSI for breaches of the Code of conduct or breaches of the CoE, the student will be charged until the last day of their enrolment. The remaining fees will be refunded following the successful request and Refund form sent by the student.

Any request for refunds must be made in writing using the correct forms and can be lodged either via email or letter to admissions@ihsi.edu.au. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate. IHSI reserves the right to seek a medical opinion to verify the veracity of any medical certificate.

You will be advised of the outcome of your request for a refund in writing within 14 days and all refunds will be paid within 28 days of the refund form received (if the refund application is approved).

In unforeseen circumstances where IHSI is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

### *Recognition of Prior Learning / Course credit*

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in two ways without completing the Unit/Subject: through recognition of qualifications and statements of attainment issued by another university or college, through credit transfer (in a course where the students were deemed Competent) and through Recognition of Prior Learning (RPL).

Credit will be granted for studies, and RPL for experience, completed within a period of maximum 3 years from the time of the application. Students must apply within two weeks of enrolling in the Bachelor of Information Technology and Cybersecurity. IHSI has a limit of maximum two subjects for which it gives Credit or RPL. Assessing the student for each Credit Transfer or the RPL will attract a fee up to the value of one Subject.

### *Credit Transfer*

Under recognition arrangements, if you have AQF qualifications from another university or college that directly match the subjects in the course you're enrolling in, you may be eligible for course credit. To apply for credit, you must indicate your

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request on the enrolment form and provide a certified copy of your qualification, including a record of results or a statement of attainment. There is no charge for Credit Transfer. However, IHSI will not award course credit if you have failed any units at other institutions. In some cases, IHSI may test your knowledge to determine whether credit should be granted. If you do not pass the test successfully, credit will not be awarded, and you will be required to attend the unit. Additionally, IHSI limits Credit Transfer to a maximum of two (2) subjects.

### *Recognition of Prior Learning*

Recognition of Prior Learning (RPL) allows you to receive credit for skills and knowledge gained through work experience, life experiences, and training outside formal education. IHSI has designed a structured process to make this option as efficient and supportive as possible while minimizing time and costs for applicants.

If you plan to apply for RPL to meet entry requirements, you will receive an RPL kit to help you gather the necessary evidence for assessment. This may include a portfolio of work, third-party references, and documentation of sector-specific experience. Academic staff members are available to guide you throughout the application process. In some cases, you may need to undergo assessments to verify your knowledge and competencies. There are applicable fees for RPL testing, and detailed fee information will be provided upon inquiry.

If you cannot demonstrate sufficient knowledge and experience for the units, you are seeking RPL for, IHSI reserves the right not to grant RPL. For more details on the application process, you can contact the Course Coordinator or Academic staff using the information provided in the Student Handbook.

IHSI limits RPL to a maximum of two (2) subjects, with an RPL fee of $500 per unit. Please note that undergoing an RPL assessment does not guarantee approval. If your knowledge is deemed insufficient, you will be required to complete the subject through IHSI, and any RPL fees paid are non-refundable. Once you apply for Credit Transfer or RPL, you will receive an outcome notification within 14 days of IHSI receiving your application.

### *IHSI course delivery and assessment methods*

#### *Learning and assessment processes*

At IHSI, the learning and assessment processes are designed to equip you with the knowledge and skills required to meet industry performance standards. You will undertake a series of subjects that collectively form your qualification, with each subject aligned to specific workplace-relevant skills and knowledge. IHSI is responsible for developing, implementing, monitoring, and evaluating quality teaching, learning, and assessment strategies in line with the Higher Education Threshold Standards set by TEQSA. This commitment to quality is upheld through IHSI's governance structure, including accountability to the Board of Directors and the Academic Board, the adoption of a continuous improvement approach (Kaizen methodology), integration of industry research, and feedback from quarterly student surveys.

#### *Assignment submission*

Summative written assignments/assessments which require essays/research-based reports submitted via IHSI Moodle will be checked for plagiarism by Turnitin (Similarity check software). Students are expected to submit original work done by themselves. Copying from peers, old assignments, and use of AI software is not allowed.

Summative written assessments must be submitted with a completed Assessment Cover Sheet to confirm originality. Electronic submissions are preferred, though you may occasionally need to submit scanned assignments. It’s important to keep copies of all your submissions, as IHSI is not responsible for lost work. Feedback is provided by tutors and lecturers through Moodle, class discussions, or one-on-one sessions. You can also seek further support through email, live classes, or brief telephone inquiries.

#### *Assessment integrity*

Most summative assessments are completed online in class using a locked browser under the supervision of invigilators. This ensures the integrity of the assessments by preventing the use of AI tools (such as ChatGPT, Perplexity AI) or other

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online resources. The locked browser restricts access to software programs, system functions, and external websites, ensuring you stay focused on the exam.

### *Managing risk to academic integrity posed by Generative AI*

To manage the risk to academic integrity posed by Generative AI, where there is suspicion that AI has been used in written assignments, students will be required to undergo a further assessment by an oral interview. If academic staff are satisfied that the student produced their own work without the use of AI, the original mark for the written assignment stands. If the academic staff are not satisfied that the student's work is original and authentic, the student is required to resubmit the task with the maximum mark allowable being 50%.

### *Summative and formative assessments*

Assessment methods vary by subject and include both summative and formative assessments:

- **Formative Assessments:** These are integrated into weekly class projects, tutorials, and practical demonstrations. Each lab or tutorial will have both a lecturer and an industry representative, maintaining a student-to-staff ratio of no more than 15:1. This structure allows lecturers to understand your progress and address any knowledge gaps in real time. You will receive immediate, tailored feedback. Examples of formative assessments include:
    - Work Observation
    - Personal Journal
    - Short Questions
    - Case Studies/Scenarios
    - Research Activities
    - Portfolio of Work
    - Demonstrations
    - Practical Exercises
    - Group Activities
    - Written Assessments
    - Projects
    - Presenting and discussing topics in the lab
- **Summative Assessments:** These occur three times during the semester, with a final exam at the end. Most will be conducted in class under invigilated conditions with a locked browser. Additionally, after submitting essay assessments, you will be required to attend an interview to confirm your understanding and ensure your submitted work reflects your actual level of knowledge.

### *Reasonable adjustments in assessments*

IHSI accommodates students who require assessment modifications through reasonable adjustments, including:

- Adapting facilities, environments, or equipment
- Adjusting assessment conditions without creating unfair advantages
- Modifying evidence collection methods (e.g., oral responses instead of written answers)
- Rephrasing questions for clarity

### *Appealing assessment decisions*

If you wish to appeal an assessment decision, you can do so by following the complaints and appeals procedures outlined in the Student Handbook.

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### *Assessment moderation*

At the end of each semester, the Course Coordinator will oversee assessment moderation. If your assessment includes reports or essays, a second marker may be assigned to review your work. If the difference between the original and second marker's scores exceeds 20%, the Course Coordinator will determine the final grade. The number of assessments subject to moderation depends on the total number of submissions, estimated error levels, and confidence levels in the validation process.

### *Mandatory attendance requirements*

You must attend at least 80% of your classes to be eligible to submit assessments.

### *Resources provided to the students*

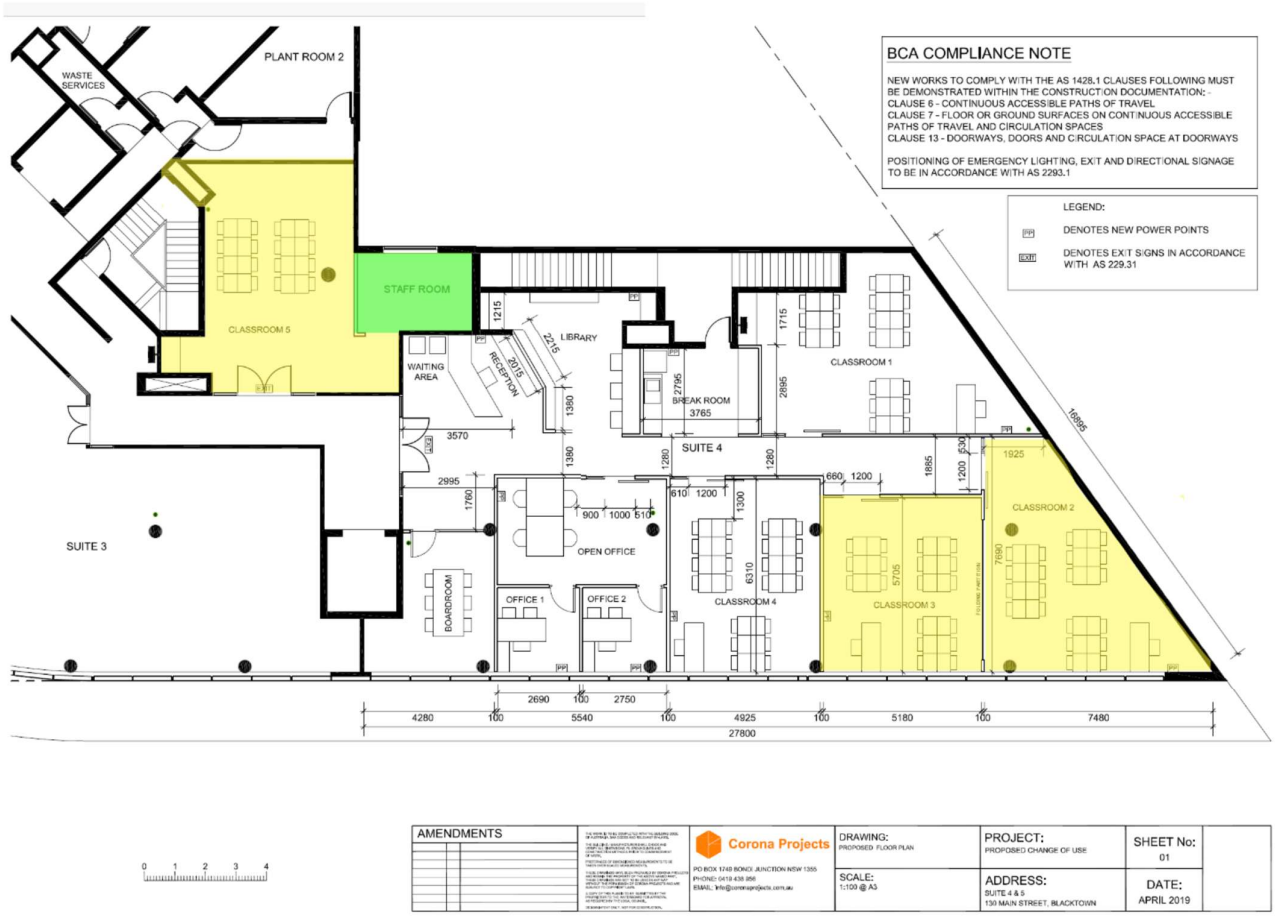
To help you settle into IHSI, you will receive access to the following resources:

- Induction pack, including the Student Handbook and orientation presentation
- Student Assessment Booklets for each subject (some assessments are online)
- Moodle login for access to learner guides, handouts, and reference materials
- Library access with a day-borrowing option for physical books (upon form submission); most books are available in electronic format
- ProQuest subscription access, allowing you to read books referenced in Moodle
- Free web-based Microsoft Office access
- Materials for class projects and IHSI-organized activities

### *Campus facilities*

The building at 130 Main St Blacktown, where IHSI shares premises with its sister vocational college, AHSI, suites and has 5 classrooms (Rocks, Forest, Fire, Water, Air), a library, workshop area, library and lunch break area for students.

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The campus is modern, vibrant, has plenty of sunlight and has welcoming feeling to students, staff and visitors.



Mr Ollie – our therapy dog



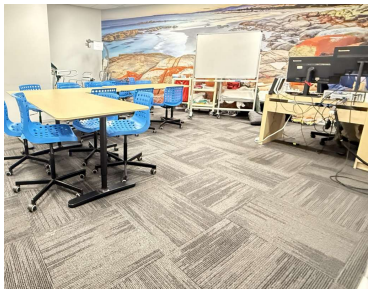
Staff room



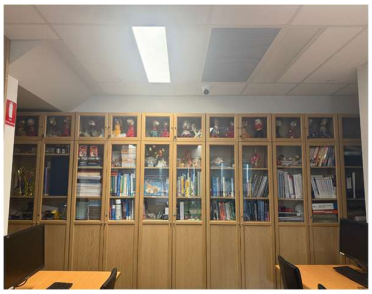
Board room



Fire room



Rocks room



Library

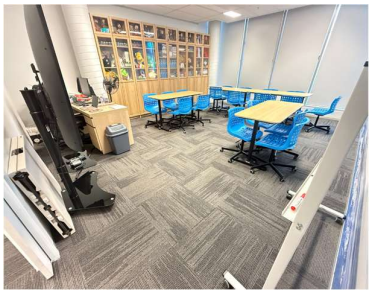
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Air room



Break room



Air room

All the requirements for the dress code in different situations (classroom, laboratory, work placement/ WIL, special events, religious understanding events, conferences, meeting with external guests, etc) are detailed in the Dress code policy on page 19.

***Facilities in and around Blacktown***

Blacktown is one of the most multicultural suburbs in Western Sydney with over 180 nationalities speaking 185 languages.

**Present:**



International Sports Park and centre



Aquatic centre



Rehab Neuro – physio clinic



Blacktown arts centre

**Future:**

Before 2028, the entire centre of Blacktown will be rebuilt according to a contract signed by Blacktown Council and Walker corporation.

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Future Blacktown centre



Spine and brain centre Prof Charlie Theo

### *Student work placement/ Work Integrated Learning (WIL) and rules*

All students enrolled in the Bachelor of Information Technology and Cybersecurity course must complete 300 hours of Work Integrated Learning (WIL), divided into two blocks of 150 hours each. You will undertake 150 hours of WIL (spread over 15 weeks, at 10 hours per week) at the end of Year 2 and Year 3, from November to January. Alternatively, the WIL provider may allow you to attend WIL for 40 hours a week for a shorter duration if this is more advantageous for you, provided the total number of hours stays the same. The schedule of work may differ depending on the employer. Work placement allows you to apply the skills learned in the classroom in real-world cybersecurity environments.

IHSI will organize work placements for you based on your chosen interests in specific cybersecurity roles and tasks, aiming to secure opportunities in organizations located near your residence whenever possible. If you wish to change your work placement provider, you must seek IHSI's approval to ensure suitability. A change can only occur after IHSI has assessed the new organization and signed a contract with them. Additionally, during the Employability Module EMP 1.1.4, you will select your preferred specialization, and IHSI will make every effort to align your WIL experience with your career goals.

***Work Placement (WIL) Requirements***

To qualify for work placement, you must meet the following criteria:

- Hold a National Criminal Police Check
- Be physically, mentally, and emotionally fit to meet personal and professional demands
- Possess a First Aid Course certificate
- Have an up-to-date immunization card, including COVID-19 vaccination
- Pass all subjects**:**
    - Year 1 and Year 2 subjects for WIL 1
    - All Year 3 subjects for WIL 2
- Repeating WIL placements is not allowed, except in cases where: the work placement provider was inadequate and did not provide meaningful learning opportunities. An incident occurred due to the provider, leading IHSI to terminate the placement in the best interest of the student.

Some of these requirements may incur an additional cost payable to the respective organisation.

Failure to turn up to the work placement/ WIL facility without these documents without prior approval will attract a penalty. Failure to turn up to the work placement facility without a valid medical reason will incur a penalty when the work placement/ Work integrated Learning (WIL) was organised by IHSI.

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Students are expected to follow the instructions of the work placement supervisors, engage in activities undertaken for the benefit of the clients, undertake all tasks as required and follow the instructions of the work placement/ Work integrated Learning (WIL) supervisors.

Students are expected to be punctual, learn the rules of the work placement/ Work integrated Learning (WIL) providers that apply to the tasks undertaken.

Failure to engage in activities as instructed and expected at the level of the course you are undertaking may lead to the work placement/ Work integrated Learning (WIL) supervisor cancelling your work placement/ Work integrated Learning (WIL).

In certain circumstances, you may apply to IHSI to choose or find your own work placement/ Work integrated Learning (WIL) facility. In all such cases, a contract between IHSI and the new provider must be in place before you start your work placement/ Work integrated Learning (WIL).

Students who have their work placement/ Work integrated Learning (WIL) cancelled by a work placement/ Work integrated Learning (WIL) provider due to their behaviour, lack of engagement, not respecting the rules of the work placement/ Work integrated Learning (WIL) provider and any other reasons provided by the work placement/ Work integrated Learning (WIL) provider, will need to source their own work placement/ Work integrated Learning (WIL) in order to complete the course.

This may also lead to the cancellation of enrolment.

The students will have to find a work placement/ Work integrated Learning (WIL) provider, which must be approved by IHSI as adequate to offer the full list of tasks that must be undertaken for the specific qualification. Failure to find a work placement/ Work integrated Learning (WIL) provider in such situations (where the student had its work placement/ Work integrated Learning (WIL) cancelled by the provider organised by IHSI) may lead to the student not being able to complete the course. In such cases, IHSI will offer the student the transcript of the subjects completed and cancel the enrolment.

Failure to turn up to interviews or meetings with work placement/ Work integrated Learning (WIL) providers without a medical justification will lead to IHSI not introducing the students to providers and not organising a second work placement/ Work integrated Learning (WIL) provider.

### *Integration of WIL with CAPSTONE*

Your WIL provider will be selected based on your preferences, knowledge, professional goals, and skills. The Capstone project will be closely connected to a WIL provider that offers a learning-focused environment with mentoring from professionals in the field.

Your second WIL block can be chosen to provide you with a different perspective or sub-domain within cybersecurity, allowing you to gain broader industry experience.

The Capstone project is closely integrated with the WIL component to ensure alignment between your chosen WIL provider and your Capstone research focus. You have two scheduling options for the Capstone project:

- **CAPSTONE Version 1 (Starts During WIL 1 and Continues Through WIL 2)**
  - You will begin your Capstone project while undertaking WIL 1, allowing you to apply academic concepts to real-world projects assigned during your work placement.
  - Your progress will be structured around research methodologies, with milestones in Week 9 and Week 15 of WIL 1.
  - In Year 3, Semester 2, you will continue working on your Capstone, ensuring you have sufficient time to develop your project while aligning it with your WIL experiences.

- **CAPSTONE Version 2 (Separate from WIL 1, Integrated with WIL 2)**
    - You will discuss your Capstone preferences with your lecturer and industry representative, choosing a specific Capstone focus and potentially a different cybersecurity domain for your WIL placement.
    - WIL 2 will involve strong integration with your Capstone project, allowing you to conduct research and apply your findings in a professional setting.
    - You may choose to work with the same WIL provider for both placements or explore two different domains within the IT & Cybersecurity sector to gain diverse industry insights.

The integration between the WIL and the overall course will be very strong and specific to the type of organisation that will be chosen as the particular WIL provider for a student. The subjects that are highly relevant can be grouped into the following categories:

- Intro to Cyber DEV 1.1.2, Computer Networks labs with Kali Linux and IDS/IPS (intrusion detection and protection systems), Network 2.1.3 and ADM 2.2.1 Operating systems will have a strong relevance to any IT environment.
- Intro to Databases DTA 1.2.4 will have close relevance to the Database department of an organisation or the work undertaken with the Database administrators in a smaller enterprise.
- Intro to Cyber DEV 1.1.2, Computer Networks labs with Kali Linux and IDS/IPS (intrusion detection and protection systems) and Computer Security CDA 2.2.2 will have relevance to the Cybersecurity and defence department or specialists dealing with the cyber security in an organisation.
- The EMP 1.1.4 employability Module is a foundational module for work in the IT department of any organisation.
- The more specialized Units like CRY 1.1.3 Probability and Statistics, Cry 2.1.4 Discrete Maths and Intro to Cryptography 2.2.3 are relevant to any work done in programming of Block chain and secure algorithms and protocols in a Cryptographic lab.
- The DEV 1.1.1 Intro to Programming, DEV 1.2.1 Object Oriented Programming, DTA 2.1.1 Data Structures would lead to a solid grounding in a Programming Lab or company.
- FOR 3.1.1 Computer Forensics, ASA 3.1.3 Malware Analysis and CDA 3.2.3 Ethical Hacking and Defense would be mandatory Units to integrate and understand the work of a Cybersecurity Company.
- The EMP 1.1.4 Employability Module, PMA 3.2.1 Project Management and the MGT 3.1.4 Communications Module would be the foundation to understand the project management function in an enterprise.

### *Referencing in assignments and essays*

The referencing system used at IHSI is Harvard style. If you are using a quote or have sourced information that is not your own work, then use the following style.

Two types of citations are included:

**In-text citations** are used when directly quoting or paraphrasing a source. They are in the body of the work and contain a fragment of the full citation.

Depending on the source type, some Harvard Reference in-text citations may look something like this: "After that I

lived like a young rajah in all the capitals of Europe…" (Fitzgerald, 2004).

**Reference Lists** are located at the end of the work and display full citations for sources used in the assignment.

Here is an example of a full citation for a book found in a Harvard Reference list:

Fitzgerald, F. (2004). *The Great Gatsby*. New York: Scribner.

### *Book referencing*

Generally, Harvard Reference List citations follow this format:

- Last name, First Initial. (Year published). *Title*. City: Publisher, Page(s).

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Citations are listed in alphabetical order by the author's last name.

If there are multiple sources by the same author, then citations are listed in order by the date of publication.

### *Website referencing*

When citing a website, use the following structure:

- Last name, first initial (Year published). Page title. [online] Website name. Available at: URL [Accessed Day Mo. Year].

When no author is listed, use the following structure:

- The website name, (Year published). *Page title*. [online] Available at: URL [Accessed Day Mo Year].

Further information can be found at https://www.citethisforme.com/harvard-referencing

### *Plagiarism, cheating and collusion*

IHSI has a zero-tolerance policy for plagiarism, cheating and collusion. Students are always expected to act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or conspiring, IHSI will take the necessary steps to detect if this has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or conspired, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or conspired, we will take disciplinary action which is likely to require you to re-sit the assessment.

Your tutors and lecturers will compare the level of your spoken and written English demonstrated in class with the level in your Assignments submitted online. If they feel there is a substantive difference, you may be asked to re-sit the Assignment in classroom conditions with an IHSI staff being present (invigilator). IHSI will not allow contract cheating (term given to commissioning of work to other individuals and presenting it as their own).

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

### *Support services*

All students will be provided with a range of learning support options and resources to help them achieve competency. Students have the following support at our Campus:

- Necessary IT skills to submit assignments and work online.
- Free courses in presentation and public speaking run by the IHSI staff on a quarterly basis.
- Twice a year, a Referencing course is run by IHSI to teach students how to reference correctly.
- Resume preparation and Interview short courses.
- Revision days are provided throughout the duration of the course.
- Face-to-face assistance available on request for additional tutoring/mentoring.
- Have access to a Student Support officer, Student Counsellor and Course Co-ordinator on Campus.
- Internet and computer access available on Campus (IHSI requires however that you bring your own laptop, as the library has 8 Desktop PCs to be used in an emergency when a student has forgotten the laptop).
- Interpretation and understanding of the learning content or assessment activities.

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- Preparation for practical skills assessment.
- Make-up classes on request (reasonable situations where the student could not attend due to illness or serious misfortune, which must be documented or have evidence presented); the make-up classes may incur additional fees.
- The application of knowledge and skills in the student laboratory under the guidance of a professional supervisor.

Where additional support needs have been identified, an Individual Support Plan will be developed; this may include:

- Mentoring from tutors.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services/courses.
- Reasonable adjustment to assessments which do not compromise the quality of the assessment.

The provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

IHSI's Student Support Policy and Procedure describes what will be done in each situation and how it will be reported or escalated. The support will encompass but not be limited to:

- mental health or emotional issues – students will be invited to speak with the IHSI counsellor
- health issues – the students will be referred to GPs close to IHSI and accompanied if required by the Student Counsellor
- financial needs – if students do not manage to get a job, IHSI will introduce them to a wide range of partners who can employ them
- academic issues – the students will be offered Support plans and remediation classes (one on one with the Lecturer or the Course coordinator).
- issues with accommodation – IHSI can put them in contact with Homestay and other student accommodation organisations
- issues with domestic violence – IHSI can refer the students to Harman Foundation, a partner of AHSI, which deals with homelessness due to domestic violence and who can organise immediately accommodation.
- social isolation – the Dean will organise introductions to networks from the same ethnical background; additionally, Blacktown is a melting pot of over 130 nationalities. It is very easy to connect to one of these groups and undoubtedly they will help the new comer.

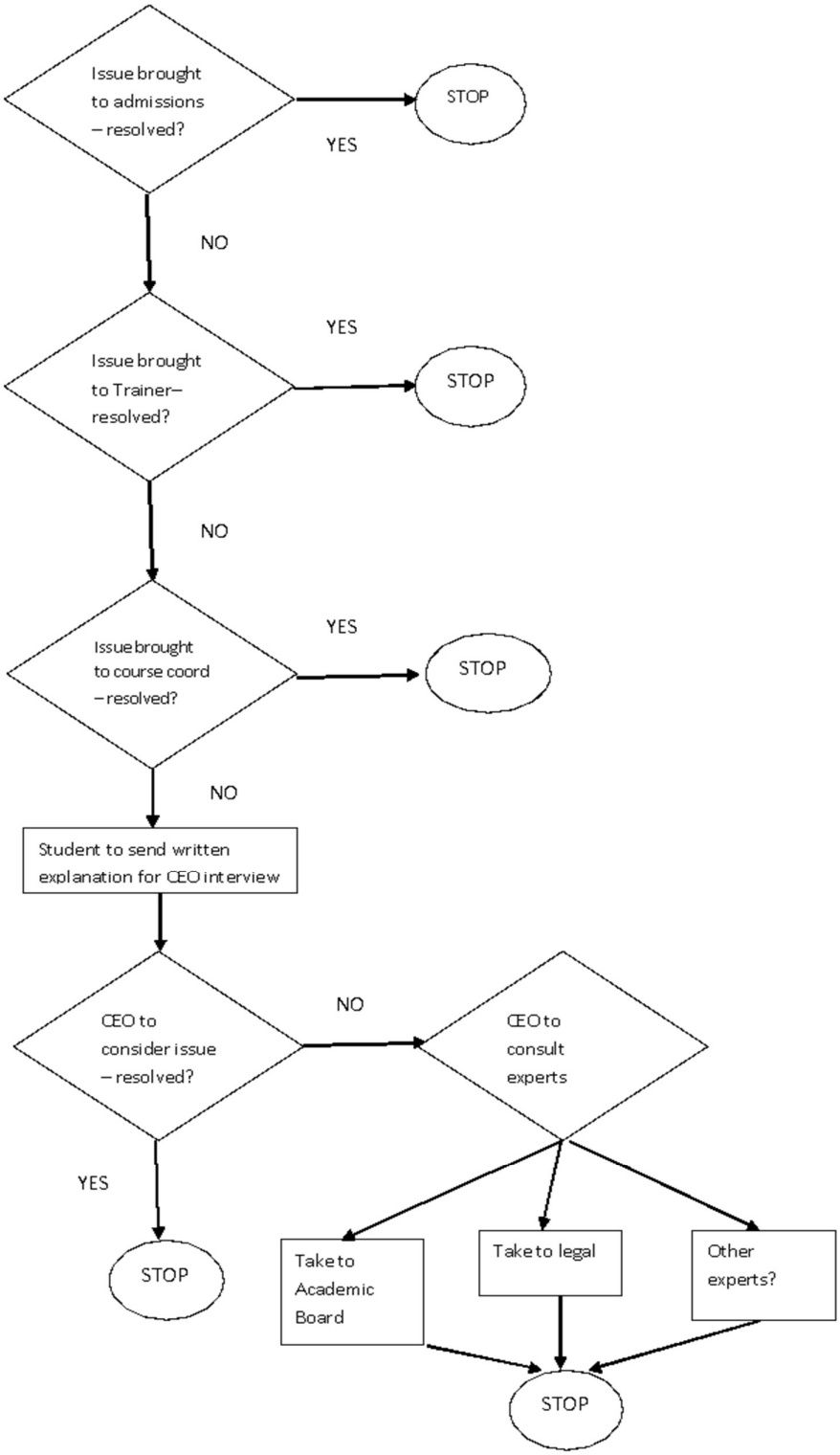
Additionally, as per IHSI's Special Consideration policy, a student can apply for (or recommended by staff to apply for) special consideration of their needs which may include:

- medical conditions or events;
- psychological trauma, impairment or incapacity arising from an event;
- physical trauma leading to impairment or incapacity resulting from an accident;
- financial hardship arising from substantial change to economic circumstances beyond the student's control;
- substantial change to routine employment arrangements or status beyond the student's control.

The nature and extent of IHSI's student support services are designed with student safety and wellbeing in mind.

If a student's matter is not resolved by the Admissions and Student Support team within 5 business days, or for any risks and issues escalation, the student must follow the process detailed below:

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### *Welfare services*

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual wellbeing of international students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues. In a limited number of cases, IHSI may introduce you to potential employers in the Healthcare space.

IHSI has two student Counsellors and at least one of them is on campus or available via zoom every day during school terms.

Contact us at 02 8806 6777 or admissions@ihsi.edu.au for details about welfare services you would like to be referred to.

### *External support services*

1. **Reading and Writing Hotline**

   Telephone: 1300 655 506

   Web: http://www.literacyline.edu.au/index.html

   The Hotline can provide you with advice and a referral to one of the 1200 providers of courses in adult literacy and numeracy.

2. **Australian Human Rights Commission**

   Telephone:1300 656 419

   Web: https://www.humanrights.gov.au/

   The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

3. **Legal Aid NSW**

   Telephone: 1300 888 529

   Web: https://www.legalaid.nsw.gov.au/

   Legal Aid NSW helps people with their legal problems. Their legal services include legal advice, help at court and family dispute resolution. They can help in most areas of criminal law, family law and civil law.

4. **Disability Advocacy NSW**

   Telephone: 1300 365 085

   Disability Advocacy NSW (DA) is a program of Advocacy Law Alliance Inc.

   DA believes that people with a disability have the same rights (and responsibilities) as people who do not have a disability. DA's core purpose is to ensure that people with a disability realise these rights in practice by advocating with and for them.

5. **International Student Legal Service NSW**

   Based in Redfern Legal Centre and provides free legal advice to international students. Advice is provided on an appointment basis on Wednesday nights and can be attended in person, via video link or over the phone.

   Telephone: 02 9698 7645

6. **Lifeline**

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

7. **Reach Out**

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

8. **The Overseas students Ombudsman**

- Provides a free service.
- Is independent and impartial and does not advocate for the student or the provider—that means the Ombudsman does not take sides, can investigate your dispute impartially and may recommend that your provider changes a decision or an action: http://www.ombudsman.gov.au/about/overseas-students/international-students

9. **National Students Ombudsman**

**https://www.nso.gov.au/**

- Provides free advice

**Services:**

- Complaint resolution through a variety of pathways including restorative engagement, alternative dispute resolution and formal investigations.
- Proactively addressing systemic issues, that are identified through our complaints data, various media reports, and stakeholder engagement.
- Undertaking education and outreach activities across the higher education sector.
- Sharing findings with higher education providers and regulators, recommending actions to improve their policies and practices.

10. **Community based organisations**

- There are many community-based organisations that can help you improve your English skills and learn more about life and civilisation in Australia.

***Maintaining your enrolment and course progress***

**International students:**

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You must meet the course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

IHSI will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or recommendations for English courses. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter; failure to address the issue, you will be sent an ITR (Intention To Report email) inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue to not meet course progress requirements in two consecutive study periods, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal IHSI's decision to report you to DHA. However, an appeal will only be considered if IHSI has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

**Australian resident students:**

IHSI will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or recommendations for English courses. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter; failure to address the issue, you will be sent an ITR (Intention to report email) inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

**All students**

Circumstances that are compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes. Any such medical certificate may be subject to scrutiny and IHSI may seek a second opinion at its own expense to ascertain the validity of such healthcare claims.
- Bereavement of close family members such as parents, siblings or grandparents.
- Major political upheaval or natural disaster in the home country (for international students) requiring emergency travel which has impacted on the student's studies.
- A distressing experience that has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports.
- Where IHSI is unable to offer a pre-requisite course or subject.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa (international students).

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- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.
- You must notify IHSI and provide proof of any such circumstances as soon as they occur. IHSI may reject the application of the student for consideration of compassionate or compelling circumstances.

### *Attendance*

As well as meeting course progress requirements, you must also meet attendance requirements as part of your enrolment conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes. You must however attend 100% of all practical assessments, work placement/ Work integrated Learning (WIL)s and demonstrations, as make up classes may not be available. To satisfactorily pass all subjects, you must complete the work placement/ Work integrated Learning (WIL) component.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements.

**International students:**

Once we enact the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

**All students:**

Your attendance must be at least 80% to qualify for the work placements/ Work integrated Learning (WIL).

If your attendance drops below 80%, your Moodle account will be blocked. You may be charged a fee to unlock it.

### *Compulsory course completion requirements*

To be eligible for the award of the degree of Bachelor of Information Technology and Cybersecurity, the students are required to pass (excluding the units for which Credit Transfer/RPL is granted and thus do not require the students to sit the assessments and the exam) all the units in each semester pass the CAPSTONE, and successfully complete 300 hours of mandatory WIL.

### *Exit pathways, articulation arrangements, pathways to further learning*

This qualification provides a pathway for students to continue their studies at a postgraduate level. For instance, students can apply for the Master of Cyber Security at Griffith University.

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## *Deferral, suspension, cancellation or withdrawal policy & procedure*

**Purpose**

The first purpose of the Policy and Procedures is to enable students from the International Health and Science Institute (IHSI) to withdraw, defer, suspend or cancel their studies and also to understand how to appeal (internally and externally where the case may be) the decisions of the IHSI academic management body.

The second purpose is to inform the IHSI academic management on their obligations and processes for supporting students and making decisions with respect to their enrolment with IHSI in cases of deferral, suspension, cancellation or withdrawal from the studies with IHSI.

**Scope**

This Policy sets out the way deferral, suspension, cancellation or withdrawal of enrolment of overseas (international) students will be managed, including those requested and those actioned due to other circumstances. This Policy is consistent with the *National Code 2018* and the *Education Services for Overseas Students Act 2000 (Cth)*.

The Procedures for each of the deferral, suspension, cancellation or withdrawal show the steps that must be followed by IHSI staff and the student involved in the particular process.

The policy and procedure apply to all IHSI campuses and all overseas students, with some exceptions for the procedure.

The policy and procedure should be read and understood by:

- IHSI students
- IHSI staff and management
- IHSI agents

**Compliance**

The deferral, suspension and cancellation policy and procedures adhere to the Higher Education Threshold Standards (Part A, Section 1.1 Admission, 2(c)), ESOS Framework (ESOS Act 2000) National Code 2018 Standard 9.

According to Standard 9 from the National Code 2018:

*Registered providers must:*

- *have a documented process for assessing, approving and recording a deferment, suspension or cancellation of study.*
- *notify the overseas student in writing of the intention to suspend or cancel their enrolment.*
- *tell the overseas student to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled.*
- *not let a suspension or cancellation take effect until the overseas student has been given a chance to complete an internal appeals process, unless their health or wellbeing, or the wellbeing of others, is likely to be at risk.*

**Definitions**

| Term | Definition |
|---|---|
| CEO | Chief Executive Officer |
| CoE | Certificate of Enrolment |
| Cancellation | CoE is cancelled. Student must re-apply if he or she wishes to continue study. |

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|---|---|
| Commonwealth Ombudsman | The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia.<br><br>https://www.ombudsman.gov.au/making-a-complaint/overseas-students<br><br>The Ombudsman represents the authority for external complaints handling, once the international decision and its subsequent internal appeal are not satisfactory to the International (overseas) student. |
| Compassionate and compelling circumstances | These circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:<br><br>● serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes; IHSI may reserve the right to verify such claims at its own expense by seeking a second medical opinion.<br><br>● bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided).<br><br>● major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies.<br><br>● a traumatic experience, which could include:<br>○ involvement in, or witnessing of a serious accident; or<br>○ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports).<br><br>● where the registered provider was unable to offer a pre-requisite subject, or the overseas student has failed a prerequisite subject and therefore faces a shortage of relevant subjects for which they are eligible to enroll.<br><br>● COVID-19 or other pandemic induced social distancing rules leading to students loosing their jobs or suffering as a result of their families in their own countries being affected.<br><br>IHSI will use its professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, IHSI will consider documentary evidence provided to support the claim and will keep copies of these documents in the overseas student's file.<br><br>IHSI may reject the application of the student for consideration of compassionate or compelling circumstances. |
| Deferment | A request by the student prior to the commencement of the study period to temporarily postpone study (Student initiated). |
| DHA | Department of Home Affairs |
| DET | Australian Government Department of Education and Training |
| ITR | Intention to report – this is the final warning that IHSI gives a student for a breach of visa conditions, a breach of the CoE or Offer letter. The student will be given 20 business |

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| | |
|---|---|
| | days to contact IHSI and participate in the meeting with the IHSI academic staff to put in place a plan to correct the breaches. |
| International (Overseas) Student | IHSI defines an International (Overseas) Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc.) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g.: Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass. |
| Leave of absence | A request by the student to temporarily postpone study after the commencement of the study period (Student initiated). |
| ESOS Framework | Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students. |
| Offer letter | Offer letter is a formal letter of offer, which includes information on students' program of study, tuition fees, deposits, start date and any academic/non-academic conditions and the student agreement. |
| Dean | Dean – Ultimate Academic authority in charge of the academic matters and decisions in IHSI |
| Suspension | When the enrolment of a student in his or her course of study is suspended for a period of time, after which the student may recommence study. |
| PRISMS | Provider Registration and International Student Management System |
| TEQSA Higher Education Threshold Standards 2021 | A legislative instrument describing the minimum standards to be met by higher education institutes. The Higher Education Standards Framework is aimed at achieving greater national consistency in the way providers administer higher education: https://www.legislation.gov.au/Series/F2021L00488 |
| Misbehaviour | This is defined in the *Student Code of Conduct* (in the Student Handbook) and includes breaches of any IHSI Code of Conduct or instruction or fails to comply with the lawful direction of an IHSI staff member. This includes breaches of any IHSI policies, including those relating to intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards. |
| Relevant Acts | • National Code of Practice for Providers of Education and Training to Overseas Students 2018<br>• Standard 8: Overseas student visa requirements- National Code of Practice for Providers of Education and Training to Overseas Students 2018<br>• Standard 9: Deferring, suspending or cancelling the overseas student's enrolment- National Code of Practice for Providers of Education and Training to Overseas Students 2018<br>• Standard 10: Complaints and appeals- National Code of Practice for Providers of Education and Training to Overseas Students 2018 |

| | |
|---|---|
| | • Education Services for Overseas Students, ESOS Act 2018<br>• Department of Home Affairs, DHA (Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth) National Code |

**Structure**

This part of the document is divided into two clearly differentiated sections: the Policies and the Procedures.

The Policy applies to all International students and describes the principles for assessing, approving and recording a deferment, suspension, cancellation or approval of withdrawal.

The Procedure will apply to all overseas students and will describe the steps involved; some of the steps such as raising a variation of the CoE (Confirmation of Enrolment) in PRISMS will only apply to overseas students on a student visa and follows IHSI's obligation to record all such variations.

The Procedure also refers to internal appeals to the Dean and to external appeals to the Commonwealth Ombudsman (https://www.ombudsman.gov.au/making-a-complaint/overseas-students).

IHSI advises all overseas students to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled (https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder).

### Policies

The Policies for Deferment, cancellation and suspension affirm the commitment of IHSI and explains the principles of deferment, cancellations, suspension and withdrawal for international students and ensures that IHSI meets its reporting obligations. These principles are listed below:

- IHSI programs of study have a set duration which is specified in the Offer letter and the CoE.
- In the circumstances where the student's CoE is varied, as a result of a deferral or suspension, IHSI will make arrangements to help the student reintegrate in the program of study, in a way that does not jeopardise his/her study, the number of subjects that must be completed and the quality of learning. The duration of the CoE may be varied however, depending on the subjects the student missed.
- IHSI can defer the enrolment of a student if it believes that are compassionate or compelling circumstances, which must be substantiated by evidence provided to IHSI when the request is made.
- IHSI can suspend the enrolment of a student at the student's request in compassionate or compelling circumstances or as a result of a disciplinary action triggered by the student's breach of the CoE and Offer letter conditions (listed below):
    - Misbehaviour by student or breach of the Code (see Definition in the Code of Conduct further in this document).
    - Failure to pay the fees listed in the Letter of Offer or the subsequent Payment Plan (which is created at the student's request when they are unable to pay the fees at the dates listed in the Letter of Offer).
    - Breach of the course academic progress or attendance requirements; some of the assessments occur only in the face to face (or Zoom classes – when COVID conditions impose social distancing rules). The thresholds for the course attendance and requirements for academic progress are:
        - 80% attendance to be able to complete the Moodle assignments.

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  - 80% attendance is required to qualify for the work placement.
  - Some of the simulation assignments will be done in class and failure to attend will attract a penalty or fee to repeat them.

- Such breaches may also attract the cancellation of the student's enrolment and CoE, which may have visa implications.
- IHSI may cancel the student's enrolment when a serious breach of the visa or enrolment conditions has occurred
- IHSI will follow the procedure of informing the student, giving them the opportunity to correct their behaviour and action (in most but very serious cases) and appeal the decision (internally followed by an external process in some cases)
- Breaches of academic progress: Before a suspension or cancellation is initiated, IHSI will send the student two warning letters (at 10 business days apart), after which IHSI will send the student an ITR (Intention to Report) and give the student 20 business days to appeal. If the student choses to not respond to the letters, emails or calls from IHSI for the entire duration of the 20 business days from the day IHSI sent the ITR, this will be taken as the student's acceptance of IHSI's decision to cancel the CoE, the student's choice not to appeal the decision and the student's choice not to appeal the result of any investigation by IHSI or an external body such as the Commonwealth Ombudsman. After the expiry of the 20 business days period without having any response from the student, IHSI will cancel the CoE in PRISMS for the reasons stated in the previous warning letters and ITR.
- Breaches of academic progress: If the student choses to contact IHSI to reverse its decision, the student will meet with IHSI academic staff within the 20 business days; if the decision to cancel the CoE is upheld by IHSI, the student has the opportunity to appeal it by writing to the Dean. If the decision is upheld by the Dean, the student must inform IHSI if he/she wishes to appeal externally. In such cases, the final cancellation of the CoE will not occur until the external appeal has been concluded and finalised. The student must inform IHSI of this external appeal.
- Non-payment of fees will attract the same cancellation process by IHSI, however the external appeal stage is no longer required and IHSI may proceed with the CoE cancellation following the student's lack of action after two (2) consecutive warning letters, sent at an interval of ten (10) business days, followed by the ITR and twenty (20) business days after the ITR passed.

IHSI manages the enrolment of overseas students and maintain up to date enrolment information in the Student Management System.

The IHSI Letter of enrolment, which must be signed by student prior to enrolment, represents the contract between IHSI and the student and stipulates the obligations of the international students including but not limited to payment of fees, attendance, course progress, obtaining various approvals required for work placement (such as Police clearance).

All the documents signed by IHSI and the overseas student will be uploaded and maintained in the Student Management system and can be made available to the student or government agencies upon request.

The status of the student and his/her progress may be communicated and reported by IHSI to the Australian Government's Department of Education.

All the obligations of the overseas students and of IHSI as a provider of higher education courses are listed in the Student handbook (www.ihsi.edu.au) , which may be updated from time to time – available for download on the IHSI website. The main policies can also be found on the IHSI website or inside the Student Handbook.

IHSI can defer, suspend or cancel an overseas student's enrolment under certain circumstances set out in this policy. IHSI can approve or reject a withdrawal request from an overseas student in certain conditions.

Students can apply, in writing, for deferral, suspension or cancellation or withdrawal from their course enrolment using the *Defer, Suspend, Cancel or Withdraw from Enrolment Form – Overseas students* in the circumstances set out in this Policy.

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IHSI advises all overseas students to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled.

***Deferral Policy***

A deferral is the postponement of commencement date of the course and can only be initiated by a student. A student may only apply to defer their enrolment in compassionate and compelling circumstances. The student must notify IHSI of the intent to defer commencement of a course using the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student* citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy* (at the end of the document).

Commencement of a course may not be deferred more than six (6) months and acceptance of the deferral request is at the discretion of the IHSI. Deferral can only occur at the beginning of a Term and must be sent to IHSI seven (7) business days before the beginning of the Term.

The student must produce proof of such circumstances within seven (7) business days of the change in circumstances.

If, for any reason, the reason for deferral is due to a medical emergency or has a severe medical condition, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; any medical conditions that incapacitate the student for more than two (2) weeks, this must be substantiated by a medical certificate issued by a Medical Specialist.

***Suspension Policy***

A suspension is an interruption to the student's course and can be initiated by either the IHSI or the student.

A student may only apply to suspend their enrolment in compassionate and compelling circumstances. The student must notify the IHSI of the intent to suspend a course using the *Defer, Suspend, Withdraw or Cancel Enrolment Form – Overseas student* and citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy.*

Students can only suspend up to 6 months of their course over their time at IHSI and will only be allowed a maximum of two (2) suspension periods (totalling up to 6 months). Approval of the student's suspension request is at the discretion of the IHSI.

If, for any reason, the reason for suspension is due to a medical emergency or has a severe medical condition, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; any medical conditions that incapacitate the student for more than two (2) weeks must be substantiated by a medical certificate issued by a Medical Specialist.

If the suspension is initiated by IHSI, IHSI will inform the student in writing of its intention to suspend the student's enrolment and follow the Procedure steps detailed below.

IHSI may suspend a student's enrolment due to any misbehaviour resulting in a breach of the code of conduct.

Any claim of extenuating circumstances must be supported by appropriate evidence.

***Cancellation Policy***

Cancellation is withdrawal of the student from enrolment in a course initiated by IHSI for reasons stated below.

IHSI may cancel a student's enrolment if either of these events occur, following the procedure for Cancellation:

- The student significantly breaches the *Student Code of Conduct* (found in the Student Handbook) or as a consequence of other significant student misbehaviour as set out in the *Student Code of conduct*.

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- The student has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- The student is disruptive and fails repeatedly to comply with the reasonable requests of the trainer.
- The student fails to pay fees as stated in the Letter of Offer or the Payment Plan that has been approved by IHSI admissions.
- The student breaches course progress or attendance requirements (in line with the *Attendance Policy and Procedure and Academic Progress Policy & Procedure – Overseas students)*. Breach of the course academic progress or attendance requirements; some of the assessments occur only in the face to face (or Zoom classes – when COVID conditions impose social distancing rules). The thresholds for the course attendance and requirements for academic progress are:
    - 80% attendance to be able to complete the Moodle assignments and NOT have Moodle access **suspended.**
    - 80% attendance is required to qualify for the work placement/ Work integrated Learning (WIL).
    - Some of the simulation assignments will be done in class and failure to attend will attract a penalty or fee to repeat them.
- The student is or will be unable to meet the entry requirements and / or conditions of enrolment for a course. This includes failure to obtain and maintain a Police Clearance Certificate or approval to work with children through a positive Working With Children Check (or its equivalent, unless an exemption applies) and / or a valid first aid certificate, where these are required as part of the work placement components of courses. Additionally, all students wishing to enrol in a Healthcare course must have their Red Card for vaccinations including the COVID19 vaccine.

Any claim of extenuating circumstances must be supported by appropriate evidence.

IHSI can report a student in PRISMS for non-payment of fees after it issues two (2) warning letters, followed by an ITR (Intention to Report) and the student does not contact IHSI for a period of twenty (20) business days after the ITR was issued. In this circumstance, IHSI may terminate the CoE in PRISMS immediately.

IHSI will only report a student in PRISMS for unsatisfactory course progress after satisfying the following conditions of Standard 9 of the National Code 2018:

- The internal and external complaints processes have been completed, and the breach has been upheld.
- In all cases where the student does not respond to IHSI requests sent via the two (2) consecutive warning letters and the ITR within the period of twenty (20) business days from the day the ITR was sent, IHSI considers the student agrees to its decision to cancel the CoE and has declined IHSI's invitation to remedy the lack of academic progress, the invitation to access IHSI's appeal process and the initiation of the external appeal process.
- All the subjects the student did not attend will need to be repeated, at the student's additional cost (calculated by dividing the total Tuition fee by the number of subjects of the course, multiplied by the number of subjects the student missed out). Failure to pay the additional cost to complete such subjects will lead to the cancellation of enrolment.
- The student cannot appeal to TEQSA prior to firstly discussing with IHSI academic team the remedy and/or following the internal appeal process.

***Withdrawal Policy***

Withdrawal from study with IHSI is initiated by the student.

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A student may initiate a withdrawal from their enrolment at any time for any reason. The student must notify IHSI of the intent to suspend a course using the *Defer, Suspend, cancel or withdrawal Enrolment Form – Overseas student*. Students who initiate a withdrawal should consider the financial penalties they may incur when submitting an application (refer to the *Refund Policy* found in the Student Handbook).

IHSI will not accept withdrawals in the following conditions:

- The student fails to submit a valid Letter of Offer showing the intended course(s) and registered provider of transfer.
- The student is requesting to transfer due to lack of financial capacity to cover tuition, living, or travel costs.
- The student has outstanding fees owed to IHSI.
- The withdrawal request occurs earlier than six months (6) from the commencement of the highest qualification to be undertaken with IHSI.
- The transfer will result in a breach of the mandatory and discretionary visa conditions.
- The transfer is considered detrimental to the student's education or welfare.
- The request to transfer to another education provider does not comply with the Department of Immigration policies.
- The student academic progress status is **Suspended** from access to Moodle (learning management system) or participation in work placement for poor academic performance or lack of academic progress.
- The student is requesting to transfer after failing to meet tuition payment obligations, course attendance, or course progress requirements and it is deemed that the reasons to transfer are solely to avoid IHSI obligatory report of student visa non-compliance to DHA, in accordance with the National Code 2018.

The conditions in which IHSI would consider providing a letter of release are listed in the Letter of Offer and include but are not limited to:

- IHSI is unable to offer a course that meets the student needs.
- IHSI is unable to offer a course at the location stated in the Offer letter.
- IHSI varies substantially the structure of the course.
- Any other condition listed in the Offer letter for such circumstances.

***Suggestions, Feedback and Complaints***

IHSI encourages students to come forward and offer suggestions for improvement via quarterly surveys. The management analyses the responses to these surveys and acts on them accordingly.

Students have the opportunity to provide feedback or suggestions by contacting any member of the IHSI student administration team (in the office, or via email to admissions@ihsi.edu.au or in writing via the forms found on the Reception desk. They can fill in the forms and put them in the Suggestion/Feedback box which is checked regularly.

The complaints or suggestions are resolved promptly by IHSI, however in cases where the student is not satisfied with the outcome, they may appeal to the Dean. Failing a satisfactory resolution from their point of view, they can follow the External complaints process (by contacting the Commonwealth Ombudsman).

Procedures

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| Student obligation | IHSI obligation |
|---|---|
| The student ensures they meet all the conditions listed in the policy above that can lead to IHSI approving a deferral form.<br><br>The student obtains advice from DHA (Department of Home affairs) regarding the impact to their visa status. | |
| Overseas/international students intending to defer their course(s) should notify IHSI in writing via the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student.* (Forms available via IHSI Website or Reception of IHSI).<br><br>Students must produce evidence to substantiate their deferral application within seven (7) business days of submitting their application to IHSI.<br><br>Please note that students will not be allowed to defer for an excess of six (6) months and deferment will only be allowed at the start of the term. | |
| | IHSI will respond within 5 business days from receipt of the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student.*<br><br>IHSI will inform the student that approving an application for a deferral from their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information. |
| | If approved, the Administration team will make the required changes to the student's enrolment in PRISMS, including by entering the following information within 28 days as per the ESOS Act:<br><br>● The day the deferral starts; and<br><br>● The expected duration of the deferral; and<br><br>● The learner's residential address, phone number and email address.<br><br>If, at any point during the leave of absence, the end date of the leave of absence is changed, the Administration will make the required change in PRISMS.<br><br>IHSI will maintain a record of all communication with the student regarding their deferral application, along with all relevant documentation, in the student's file. |

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| The student receives the outcome of the application.<br>1. Where an application is successful and the request to defer is approved, the student will receive a new COE and a new offer letter informing them of their new study duration at IHSI.<br>The student must sign the new Letter of Offer and return it to the administration team before their deferral starts. | IHSI will create a new COE for the student and issue a new offer letter with the updated study duration the student is expected to have at IHSI. |
| | Deferral of a student's enrolment will be reported as soon as practicable after the student has been granted deferral (within 7 days of approval). |
| The student receives the outcome of the application.<br>2. Where an application is unsuccessful and the request to defer is refused, the student will be informed of the reasons for this refusal. The student is entitled to submit a new application that addresses the reasons for refusal.<br>Where an application is unsuccessful, the student has the right to lodge an appeal with IHSI. If the appeal is unsuccessful, the student must commence their course on the specified date. | If the application to defer is refused by IHSI and the student chooses to appeal the decision within 20 working days, IHSI will apply its normal complaints and appeals process within 10 business days of the formal lodgement of the complaint or appeal.<br>If the IHSI Dean upholds the decision, then this decision is final. |

***Suspension Procedure***

There are two types of suspension:

- suspension initiated by IHSI and
- suspension initiated by the student.

| **Student obligation** | **IHSI obligation – Suspension initiated by IHSI** |
|---|---|
| | Suspension of the studies is a temporary measure taken by IHSI to correct the student's behaviour taken when the student violates IHSI's Code of Conduct.<br>IHSI will inform the student that a suspension of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information. |
| | IHSI will notify the student, in writing, of its intention and allow the student twenty (20) business days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student or it has a negative impact on other students or staff: |

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| | • is missing.<br>• has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing.<br>• has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or<br>• is at risk of committing a criminal offence.<br>• the behaviour of the student impacts negatively the staff or other students. |
| If student chooses to appeal the suspension decision, they must complete a *Complaints and Appeals Form* detailing the reasons why they are not satisfied with the decision.<br><br>The student has twenty (20) business days to appeal the decision and can access the IHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy*. | If, after 20 working days, the student does not access the College's internal complaints and appeals process, this constitutes the student's agreement with IHSI's decision and implicit decision not to appeal the decision both internally and externally.<br><br>The Admissions team will notify the Department of Education of the change to the student's enrolment status through PRISM. |
| If the outcome of the appeal is successful for the student, the student's enrolment is maintained and IHSI will determine an appropriate management plan to allow the student to continue their studies. | If, within 20 working days, the student does access the IHSI's internal complaints and appeals process, IHSI will apply its normal complaints and appeals process within 10 business days of the formal lodgement of the complaint or appeal.<br><br>The student making the appeal will be provided with the opportunity to formally present their case to the IHSI Academic Board or Academic Monitoring Committee.<br><br>The student and all other parties in the appeal will be provided with the opportunity to ask questions and will be requested to provide answers to questions which are asked by members of the IHSI Academic Board or Academic Monitoring Committee.<br><br>Each student making a complaint or appeal is given a written statement of the outcome, including details of the reasons for the outcome. A written notification of the outcome of the appeal will be emailed to the student within five (5) working days of the second meeting. |
| If the outcome of the external appeal is unsuccessful for the student, the student's enrolment is suspended. The Administration team will make the required changes to | If the student's enrolment is suspended IHSI will notify the Department of Home Affairs via PRISMS, including by providing the following information within 14 days: |

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| the student's enrolment in PRISMS and inform the student in writing. | • The day the student's studies are terminated/suspended<br>• The last day of the student's studies; and<br>• The student's residential address, phone number and email address.<br>IHSI will maintain a record of all communication with the student regarding their suspension, along with all relevant documentation. |
| | Any suspension or cancellation of the student's enrolment cannot take effect until the internal complaints and appeals process is completed, unless extenuating circumstances relating to the welfare of the student apply.<br>The student will be issued with the relevant Cancellation Notice on the same day. If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment. |

| **Student obligation - Suspension initiated by the student** | **IHSI obligation –** |
|---|---|
| The student applies to suspend his/her enrolment for compassionate or compelling reasons by filling in the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student form* and substantiates the claim and circumstances. | IHSI will review the application within five (5) business days from the receipt of the form. The IHSI academic team may request to interview the student and will make a decision and inform the student within the five (5) business days from receipt of the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student form.*<br>IHSI will also inform the student that a suspension of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information. |
| | If the Suspension request is approved, the IHSI admissions team will suspend the course for the period required (not longer than six – 6 – months in aggregate).<br>Depending on circumstances, IHSI may require to:<br>• Cancel the initial CoE and issue a new one<br>• Put in place a Learning plan for the student to help him/her progress in the studies<br>• Ask the student to repeat any unfinished subjects of competency which will need to be retaught, at an additional cost (calculated by dividing the total |

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| | cost of the Tuition fee by the number of subjects and multiplying it by the subjects that should be repeated).<br>● Refer the student to external agencies (hospital, police, charities)<br>● Report the change to the CoE within 14 days |
| | If the Suspension is not approved, the IHSI admissions team will inform the student in writing of the decision, the internal appeal and the external appeal processes.<br>The student must follow the internal appeal process before going to the external appeal body (the Commonwealth Ombudsman). |
| If the student chooses to appeal the suspension decision, they must complete a *Feedback & Complaints Form* detailing the reasons why they are not satisfied with the decision.<br>The student has twenty (20) business days to appeal the decision and can access the IHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy*. | If, after twenty (20) working days, the student does not access IHSI's internal complaints and appeals process, the Admissions team will notify the student that the Suspension will take place and notify the Department of immigration if this affects the student's CoE.<br>By not accessing the internal appeal process, the student agrees to IHSI's decision and if the student does not notify IHSI of a decision to access the external process it is implied the student does not wish to pursue the external complaint pathway. |
| If the outcome of the complaint or appeal is successful for the student, the student's enrolment is maintained and IHSI will suspend the studies for a duration no longer than six (6) months and will determine an appropriate management plan to allow the student to continue their studies. | The student will be notified in writing of the outcome of the appeal and be offered a study plan to maintain academic progress. |
| If the outcome of the complaint or appeal is unsuccessful for the student, the student's enrolment is suspended. The Administration team will make the required changes to the student's enrolment in PRISMS and inform the student in writing. | If the appeal of the student is unsuccessful, the IHSI academic team will inform the student of the decision and give the student a further ten (10) business days to lodge an appeal with the external provider (Commonwealth Ombudsman). |
| The student has the obligation to inform IHSI of the decision of the Commonwealth Ombudsman. | If the decision of the Commonwealth Ombudsman is similar to IHSI's decision, the request to suspend enrolment will be rejected.<br>If the Commonwealth Ombudsman advises the student's enrolment should be suspended, IHSI will give effect to the requested suspension and advise the student if additional costs will be incurred to |

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| | repeat the subjects that were not finished/ completed.<br><br>If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment. |

At all times, the student must follow the process detailed above, otherwise it may trigger an earlier suspension/cancellation.

***Cancellation procedure***

A cancellation of the enrolment can only be initiated by IHSI. A student cannot initiate a cancellation of studies. The student may initiate a Withdrawal, as see in the next section.

| **Student obligation** | **IHSI obligation** |
|---|---|
| | If the cancellation is initiated by IHSI, IHSI will inform the student first in writing through the ***F**irst and **S**econd warning letters* for either *non-payment of fees* or *unsatisfactory course progress* which are sent two (2) weeks apart. For cases when the student breaches the student Code of Conduct, IHSI will initiate a cancellation within 20 days of notifying the student and the student does not engage in breach remediation process. |
| Student can adhere to the warning letter and pay their owing fees and/or improve their academic progress.<br><br>Student must also attend an intervention meeting with a student support officer and implement an intervention strategy.<br><br>If these stops are followed, the cancellation process will stop here. | |
| | If there is no improvement in student progress an ITR (*Intention to Report)* will be sent of its intention to cancel the student's enrolment and notify the student in writing that they have 20 working days to access IHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy – **Overseas students***).<br><br>If the appeals process is activated, the cancellation of the student's enrolment cannot take effect until the complaints and appeals process is completed or timeframes exhausted, unless extenuating circumstances relating to the welfare of students apply. |
| The student can adhere to the previous warning letters and ITR and attend an intervention meeting with a student support officer. An intervention strategy will be | |

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| implemented, if successful, the cancellation process will stop here. | |
| If student chooses to appeal the ITR decision they must complete a *Complaints and Appeals Form* detailing the reasons why they are not satisfied with the decision.<br><br>The student has 20 working days to appeal the decision and can access the IHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy - International*).<br><br>The student also has the right to contact an external Appeal process (the Commonwealth Ombudsman (www.ombudsman.gov.au).<br><br>If the appeals process is activated, the suspension of the student's enrolment cannot take effect until the complaints and appeals processes (internal and external) are completed or timeframes exhausted. | If a student chooses to appeal the ITR decision a review of the decision will be undertaken by IHSI. The student will be notified in writing of the outcome of the review within 20 working days of lodgement of the appeal. Further appeals can be made to the IHSI management team.<br><br>IHSI will advise the student about the external complaints process via the Commonwealth ombudsman.<br><br>IHSI may inform the Commonwealth Ombudsman and verify if it should change in any way its decision |
| The student will be issued with the relevant Cancellation Notice on the same day.<br><br>If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment. | If the student chooses not to appeal the decision within 20 working days, IHSI has the right to notify the Department of Education and Training through the Provider Registration and International Student Management System (PRISMS) as soon as practicable, after the complaints and appeals process is completed or exhausted (within 20 days), that it wishes to permanently cancel (terminate) the overseas student's enrolment.<br><br>Once this process is complete, the overseas student's CoE status will be listed as 'cancelled' IHSI will provide the following information to PRISMS within 31 days as prescribed by subsection 19(1A) of the ESOS Act:<br><br>1. The day the student's studies are terminated (whether or not the termination takes effect on that day); and<br><br>2. The last day of the student's studies; and<br><br>3. The student's residential address, phone number and email address.<br><br>The Department of Home Affairs may cancel the learner's student visa within 28 days of the cancellation. |
| | If the student has any owing fees remaining, IHSI will forward their details to the contracted debt collection agency to reclaim the owing monies. |

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***Withdrawal Procedure***

The full process can take a minimum of 10 days from application to full decision communicated to the student if all the conditions are met:

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| Student obligation | IHSI obligation |
|---|---|
| The student ensures they met all the conditions listed in the policy above that can lead to IHSI approving a withdrawal form. | |
| Students intending to withdraw from a course(s) should notify IHSI in writing via the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student.* (available via IHSI Website or Reception of IHSI) | IHSI will respond within 5 business days from receipt of the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student.* |
| The student will pay the $500 fee for withdrawal.<br>(please note if the student has outstanding tuition or material fees, the amount will be applied firstly to the outstanding fees). | IHSI will process the payment and notify the student and the agent.<br>If there are outstanding amounts they must be paid firstly, and the payment will be applied in the order of outstanding fees. |
| | IHSI will check and advise the student if any of the conditions listed under the Withdrawal Policy above is not met, to rectify the situation.<br>Any non-conformances (missing documents) will be advised by IHSI to the student. |
| The student must meet all conditions listed as non-conformant by the student within three (3) business days; all missing documents or conditions must be met.<br>The student must advise IHSI of completion of the conditions. | IHSI will respond to the student, after considering all the documents within two (2) business days.<br>(this brings the total consideration by IHSI to ten - 10- business days). |
| | If the student does not produce all the documents, or meet all conditions then the application will be automatically rejected and the fee forfeited (retained by IHSI for processing). |
| The student receives the outcome of the application.<br>1**. If the application is successful**<br>The student may be invited to an exit interview with an IHSI admissions representative. | IHSI will print and give/send the student the online version and the printed certificate or Transcript of subjects completed within 5 business days.<br>IHSI will make the student's record inactive in Student Management System. Additionally, the student's Moodle account will be locked. |

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| The student receives the outcome of the application.<br><br>2. **Where an application is unsuccessful** and the request to transfer is refused, the student will be informed of the reasons for this refusal. The student is entitled to submit a new application that addresses the reasons for refusal.<br><br>Where an application is unsuccessful, the student has the right to lodge an appeal with IHSI. The student must continue to study their course until the appeal has been heard and a decision issued.<br><br>The student must complete a *Complaints and Appeals Form* detailing the reasons why they are not satisfied with the decision (which will be used to improve the withdrawal process in IHSI as part of its Quality Management System).<br><br>The student has 10 working days to appeal the decision. Throughout this period, the student will continue to owe fees to IHSI and the student's enrolment with IHSI will be maintained.<br><br>The consideration by IHSI was of a maximum of ten (10) business days, which combined with these business days give the student the opportunity to have the application & appeal processed within twenty (20) business days. | Where a transfer request from IHSI has not been approved, the student will be provided with written reasons for refusing the request.<br><br>If the student is not satisfied with the decision, they may apply for a review of that decision within 10 working days of receipt of the application outcome.<br><br>A review of the decision will be undertaken by IHSI. The student will be notified in writing of the outcome of the review within 20 working days of lodgement of the appeal. Further appeals can be made to the IHSI management team.<br><br>IHSI will advise the student about the external complaints process via the Commonwealth Ombudsman.<br><br>IHSI may inform the Commonwealth Ombudsman and verify if it should change in any way its decision. |
| | If the student lodges and appeal, IHSI must consider the student's appeal and inform the student of the outcome within the next 10 working days from the date the student lodged the appeal.<br><br>If further evidence is needed, IHSI will ask the student to provide such evidence, however, will not delay the decision of the appeal if additional evidence is not produced.<br><br>IHSI will communicate the decision of the appeal. |
| If the appeal decision is successful, the student will be notified and asked to complete the *Complaints and Appeals form* and attend an Exit interview. | |
| If the initial IHSI decision is upheld and the student application is refused, the student has the right to apply to an External complaints body (Commonwealth Ombudsman). | IHSI will communicate with the External complaints body and inform them of the decision process. |

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**Record Keeping**

IHSI will fully document, and keep on record in the student's file, all correspondence, documentary evidence and associated materials of the assessment of the student's application for deferral, suspension or cancellation of enrolment.

All information about the student payment, attendance, correspondence is kept by IHSI in the Student Management System.

**Forms**

- *Complaints and Appeals form*
- *Student Deferment, Suspension, Cancellation and Withdrawal form*
- *IHSI Refund form*

### *Medical Certificate Requirement*

As you are aware it is a condition of your student visa that you are required to maintain satisfactory attendance and achieve satisfactory academic results.

In line with the requirements of the National Code 2018 IHSI attendance and course progress policies state that students are required to attend at least 80% of all scheduled classes (unless specified otherwise).

If you are unwell and unable to attend classes, you should visit a General Practitioner and ask for a Medical Certificate. The Certificate must specify the dates and duration of your absence from studies due to the need to recover from the illness.

If are unable to attend classes for more than two weeks, you will need a specialist certificate.

*Can a medical certificate excuse me from missing class?*

A medical certificate does not excuse your absence from a scheduled class or give you a class credit. An absence supported by a medical certificate will be counted towards the student's total absence when calculating total attendance. Arriving late or leaving early from a class also counts toward a student's total absence, regardless of if a student has a medical certificate.

This means if a student is sick and absent for a period of more than 20% of the course or subject, a medical certificate does not influence the standard attendance and course progress policies. This includes the obligation of IHSI to report any policy breach to DHA.

*What happens if I am sick and miss more than 20% of classes?*

IHSI understands that students cannot avoid missing classes due to health conditions. Outlined below is a list of actions recommended a student should take in this situation:

The student must see a medical practitioner and get a medical certificate as evidence as soon as is practicable

- Provide copies of medical certificates to the Student Support officer either in person or by scanned copy via email.
- Keep copies of your medical certificates in the event DHA must be notified.
- Contact the Student Support officer as soon as you can about your condition and absence to discuss options available to you.
- Request from the Student Support officer your current attendance status due to the missed classes from illness.

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- Talk to the Student Support officer to assist in booking in for make-up classes as soon as is practicable.
- Never wait till the end of the term to explain why they missed classes.
- Never assume that a medical certificate is an exemption for missed classes.

***Can I continue my course if I miss more than 20% due to illness?***

Depending upon a student's individual situation the student should be able to continue with their course either based on course progress considerations, catch up classes or repeating a term of studies that may require an extension of their original COE and visa.

Should students be required to apply for a deferral, including a retrospective deferral, students need to speak with the Student Support officer about their options and contact DHA for information on how it may or could impact on their student visa.

*Does my attendance breach get reported to immigration if I was sick?*

If the attendance policy is breached due to illness, and no intervention action has been taken by the student such as to request for deferral of studies, then IHSI must fulfil its obligation to report to DHA.

In this event, IHSI will advise DHA of the reasons for the breach. IHSI strongly advises students keep copies of all medical certificates as supporting evidence for IHSI.

Please feel free to seek advice from the Student Support officer should you have any questions in relation to medical certificates and course deferrals.

### *Change in visa status*

Deferment, suspension or cancellation of a student's enrolment status with IHSI may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, IHSI will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site (https://www.homeaffairs.gov.au/) or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon their visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by IHSI, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, IHSI will suspend an enrolment for an agreed period - to a maximum of 6 months. If the suspension is required for longer than 6 months the student shall have to re- apply once the initial suspension period has finished. If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

IHSI will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa

### *Complaints and appeals process during deferral, suspension or cancellation*

Where IHSI initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access IHSI's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

IHSI will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeal process as per IHSI Complaints and Appeals Policy. In the case of an external appeal, IHSI is not required to wait for the outcome of the external appeal before notifying the Department of Education of the change to the student's enrolment status.

In most cases, IHSI will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with course work that can be completed outside of the classroom environment. If the student does not engage with IHSI in the management of the Complaint or Appeal, then IHSI is under no obligation to provide course materials, or recordings of classes.

### *Code of conduct*

It is important to uphold the Values, Principles and Vision of IHSI, which adopted a Quality management system embracing the Kaizen methodology (continuous improvement). IHSI wishes to maintain a high quality and positive environment in which to learn, grow, be mentored and develop with the utmost concern for the welfare of students, staff and Work placement/ Work integrated Learning (WIL) and community partners. IHSI is committed to providing a safe, caring and academic environment to ensure that students have the opportunity to learn.

Students have an obligation to always behave in a professional and respectful manner in a way that is commensurate with studying in a professional organisation. A student must always maintain a positive approach to studying and display appropriate behaviour while engaged with the College, either within the premises of the College, online via video conferencing facilities or at any other location where students may be engaged in course delivery or work placement/ Work Integrated Learning (WIL). A breach of student conduct will attract disciplinary action by IHSI. In some cases, this may result in the cancellation of a student's enrolment.

An instance of misconduct (inappropriate behaviour) is a disciplinary offence. Misconduct includes both academic misconduct and behavioural misconduct.

At no time will IHSI tolerate disrespect or aggression towards other students, staff members or clients.

**Respectful and positive learning environment**

As a student of IHSI, either within the premises of the College, online (via video conferencing) or at another location used by IHSI for work placement/ Work integrated Learning (WIL)s, students have responsibilities to support a positive learning environment for all students, staff and IHSI stakeholders and partners.

Expectations include but are not limited to:

a. Abidance by the Student Code of Conduct and all IHSI policies and procedures.
b. Active participation in the classroom.
c. Showing a general interest in the teachings delivered.
d. Following teaching staff's instructions.
e. Being respectful to fellow students and teaching staff.

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f. Familiarising themselves with the Student Handbook prior to each term.
g. Being respectful and following the instructions of work placement supervisors and staff.

All members of IHSI (students and staff) are prohibited from engaging in the following behaviours whilst on IHSI premises or undertaking IHSI activities on work placement partner premises, regardless of the location of the activities:

a. Harassment, bullying or vilification.
b. Racial vilification or racist behaviour.
c. Sexual harassment.
d. Discrimination based on a personal characteristic such as age, gender, relationship status, pregnancy, sexuality or race.
e. Discrimination on the grounds of disability or medical condition.
f. Discrimination on the grounds of religion, political opinion, criminal record (when irrelevant), freedom of movement or trade union activity.
g. Discrimination on the grounds of family responsibilities.
h. Discrimination because of an association with someone identified based on a personal characteristic.
i. Victimisation of any member of IHSI who makes a complaint under this policy.

For the purposes of this policy, harassment and bullying do not include:

a. Reasonable direction from a staff member.
b. Fair application of appropriate teaching, including guidance and assessment feedback.
c. Implementation, with procedural fairness, of academic or non-academic misconduct procedures.
d. Requests from academic staff to comply with normal procedures, engaging in the classroom with the teaching staff or colleagues, writing on the whiteboard, undertaking class practical activities, group activities, simulations of tasks that are usual to the industry for which the student is being prepared.
e. In the case of video conferencing, the students must turn the camera on if so required by academic staff.

**Visitors/ Support persons/ Family members of the students**

Any visitor / support person / family member of a student must behave in a respectful manner and respect the Code of Conduct when:

- Visiting the college either alone or together with a student.
- Communicating with the IHSI staff.
- In writing or verbally.

Any breach of the Code of Conduct by a person related to a student will have an impact on the student situation and relationship with IHSI and may trigger all the consequences and penalties that would be triggered if the student acted in a manner contradictory to the rules in the Code of Conduct.

**Medical Conditions**

The medical and psychological condition of a student must be notified if affected in any way prior to enrolment or during enrolment as soon as changes occur. IHSI has a duty of care towards its partner organisations and their Clients/Patients/Participants (which may be vulnerable members of the community).

If at any time before or during the enrolment with IHSI a condition or event that may jeopardise the safety of these IHSI partner clients, the enrolment will be terminated and a Statement of attainment for completed subjects will be issued.

It is the student's responsibility to advise IHSI in writing:

- Prior to enrolment, if the student is pregnant or has any medical condition that may put them or the IHSI Partner Clients at risk during their training and course of studies.

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- If a student's medical condition changes adversely during their studies, that may from that point onwards put them or the IHSI Partner Clients at risk, the student is responsible to undertake no further classes until they advise IHSI and get written advice from their practitioner if they can continue their studies.
- If the student is in any doubt of medical conditions that may put them at risk during their course, the student needs to seek medical advice from a suitably qualified Australian registered health practitioner for clarification before studying with IHSI.
- If a student requires any changes to the standard delivery of their program with IHSI, they should request reasonable adjustments via the admissions@ihsi.edu.au

**Breaches to the student code of conduct**

The following outlines possible breaches to the Student Code of Conduct:

***Academic Misconduct***

Academic misconduct includes but is not limited to:

- *Contract cheating (submitting assignments in the name of a student that were not created by that student)*– including supporting others in cheating.
- *Plagiarism, collusion* – including working in groups not approved by the teaching staff, electronic plagiarism (refer to the ***Plagiarism, cheating and collusion*** chapter in this document).
- *Falsifying* information.
- *Ghost writing* someone else's assignments or answers to questions.
- *Sharing the password to the Moodle account with other students to see one's answers.*
- *Impersonating IHSI staff in front of Publishers and other IHSI partners to obtain free resources or advantages.*

IHSI has preventative measures for academic misconduct including**:**

- formative assessments that take place on a weekly basis that allow academic staff to talk about academic integrity and pick up on any potential breaches before assignments are submitted
- having all written assignments will be uploaded to TurnItIn (plagiarism detection software) as part of submission
- students being asked to attend an interview with academic staff where there is suspicion or evidence that plagiarism or academic cheating may have occurred. If academic staff are satisfied that the student produced their own work without the use of AI or plagiarism, the original mark for the written assignment stands. If the academic staff are not satisfied that the student's work is original and authentic, the student is required to resubmit the task with the maximum mark allowable being 50%
- using the locked browsers for exams, a secure test environment that restricts access to other software programs, system functions, and web resources (URLs), ensuring that students remain fully focused on designated tasks.

To safeguard academic integrity in the evolving landscape of generative AI, IHSI will implement the following immediate actions:

1) enhancing awareness of AI capabilities
2) promoting ethical understanding of AI's role
3) minimizing dependence on AI detection tools
4) leveraging expert guidance
5) fostering student partnerships
6) engage in conversations with students as assessment.

***Behavioural Misconduct***

Behaviours that will not be tolerated include but are not limited to:

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- **Major offences**
  - Breaches of Commonwealth or State law which underlie IHSI's operations.
  - Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the Colleges.
  - Refusing or failing to identify themselves truthfully (either for enrolment or during video conferencing classes where the teaching staff request to have the cameras turned on, on the premises of work placement/ Work integrated Learning (WIL) partners, during visits organized by IHSI to different places of worship, libraries, court, etc).
  - Any act or failure to act that endangers the safety or health of any other person.
  - Actions that impair any person's participation in a legitimate Institute activity or, by act or omission, disrupts the peace or good order of the Institute or work placement/ Work integrated Learning (WIL) provider premises.
  - Acting in a way that causes students or staff or other persons within the Institute to fear for their personal safety.
  - Acting in a way that causes damage to IHSI's property.
  - wilfully obstructing or disrupting any official IHSI meeting, ceremony, activity, class or examination/assessment.
  - Any form of harassment, whether based on gender, race, age, ability, sexual preference or religious belief.
  - Wilfully damaging or wrongfully dealing with any College property, or the property within the Colleges of any person, including theft.
  - Being under the influence of prohibited drugs and/or substances including alcohol.
  - Possession of dangerous articles or banned substances.
  - Trespassing or knowingly entering any place within the premises of the Institute that is out of bounds to students.
  - Engaging in abusive behaviour verbally and/or physically.
  - Rudeness or aggression towards fellow students or teachers and staff of IHSI.
  - Any form of bribery, flattery, coercive behaviour or cheating.
  - Making threats to staff or colleagues.
  - Displaying risky, unruly and disrespectful and disruptive behaviour in the classroom, during breaks, during visits to other places while under IHSI supervision, or under the supervision of IHSI work placement/ Work integrated Learning (WIL) Partners.
- **Minor offences**
  - Making a false representation as to a matter affecting student status such as medical condition, absence from a class, payment of fees, etc (minor if this is a one-off).
  - Sleeping in the class during lectures.
  - Inappropriate use of electronic devices during class time, including, but not limited to mobile phones, iPods, iPad, video recorders and any other devices of a similar nature. Inappropriate usage refers to the use of devices in the classroom for anything other than educational purposes, including, but not limited to, accessing social media, entertainment, and making or receiving phone calls and texts.

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- Failing to comply with the reasonable directions of the IHSI staff (if this is the first time, if the behaviour is repeated it is a Major).
- Speaking in another language than English in front of colleagues and staff that do not understand the language.
- Demanding information that is not relevant to the course of study and is personal to the trainers. Demanding information about the financial aspects of the Institute.
- Asking trainers to speak with agents or undertake tasks on the student's behalf.

**Consequences of breaching the student code of conduct**

The Student Support team will determine the level of the misconduct breach and will take appropriate action as determined below. If the breach of the Code of Conduct is severe, the matter will be escalated to the Dean.

In some behavioural breach cases, the Dean will seek guidance from the Insurance Broker (that covers the insurance for students while on Work placement/ Work integrated Learning (WIL)) and if the advice given is that the student's profile presents a risk for the work placement/ Work integrated Learning (WIL), the student will not be covered by the Student volunteer insurance.

Not being able to attend the Work placement/ Work integrated Learning (WIL) component of the courses will automatically disqualify the student from completing the qualification and this will lead to the termination of enrolment.

In such a case, the enrolment will be terminated, and the student will be issued with a Statement of Attainment for the Subjects completed that do not require work placement/ Work integrated Learning (WIL). Any advance fees for such subjects will be repaid to the student upon filling in the Refund form.

**First offence and/or minor breaches**

The goal of IHSI is to empower lecturers to manage situations in their classrooms. Where suitable, situations should be addressed between the trainer and a student by referencing this policy.

Should a situation arise whereby a student is acting as a first offence and/or minor breach of the Student Code of Conduct or other policies and procedures of IHSI, the Dean with the assistance of the Student Support team should investigate and resolve within 5 business days.

A student facing allegations of misconduct will be provided in writing with specific information about the allegations and with an opportunity for the student to respond and/or provide evidence on this matter.

After the investigation, the Dean may decide:

- That the investigation concluded that the allegations were not substantiated, and no further action was required.
- That the student is directed to cease actions that are subject to the allegation.
- The student is directed to provide a formal apology to the aggrieved party.
- That the student provides an undertaking in writing to not repeat the misconduct.
- The student will be given a written warning.

The student will be advised in writing of the determination and the reasons for reaching the determination.

The Student Support team can refer the allegation to the Dean at any time during the investigation if it becomes clear the allegation is too serious or complex to be dealt with at the local level.

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Once the investigation is completed, the Student Support team will include the details of the misconduct and action decided in the student's profile in the Student Management System.

If the breach is related to risky behaviour and the student is no longer approved for participating in work placement/ Work integrated Learning (WIL), then the enrolment will be terminated as soon as possible, and the unused fees will be refunded.

**Repeated offence and/or major breaches**

In cases of serious misconduct or repeated offence, this must be referred to the Dean. In cases of criminal offences, IHSI will immediately refer the matter to the relevant external authorities (Police, Department of Human Affairs, etc).

Any student facing allegations of misconduct will be provided with specific information about the allegations and with an opportunity to respond and/or provide evidence on the matter. After investigating, the Director of Academic & Student Engagement (or delegate) may make one of the following determinations:

- that no further action is required, as the investigation concluded that the allegations were not substantiated.
- that the student is given a second and final written warning.
- that the student pays restitution to the value of repair/replacement costs for property damaged or stolen.
- that the student's results be adjusted (where the misconduct involved a form of academic misconduct relating to the subject). Note: this may result in non-issuance of a qualification or the revocation of a previously provided qualification.
- that the student's enrolment be suspended for a defined period. For further information, please see the *Deferral, Suspension and Cancellation Policy and Procedure*.
- that the student's enrolment with IHSI be cancelled. For further information, please see the *Deferral, Suspension and Cancellation Policy and Procedure*.

In determining the penalties, IHSI will take into account:

- the nature and seriousness of the misconduct.
- the student's previous record of misconduct and the penalties imposed.
- whether there are any mitigating circumstances.
- whether there are compelling and compassionate circumstances
- whether the student admits their misconduct and has expressed remorse.
- the potential impact on the student, including their capacity to complete their course.
- the potential impact on any other students or staff members involved.
- the potential impact on the Clients/Participants/Patients of the work placement/ Work integrated Learning (WIL) provider – should the student continue or commence the Work placement/ Work integrated Learning (WIL).

The student will be advised in writing of:

- the determination and the reasons for reaching the decision.
- for international students, if the determination was a suspension or cancellation of the student's enrolment, IHSI will send a notification with an intention to suspend or cancel the student's enrolment. Once the internal appeal process is complete, IHSI will notify the Department of Home Affairs through PRISMS.

Once the investigation is completed, the Dean will include the details of the misconduct and action decided in the student's profile in Student Management System.

The availability of internal misconduct resolution processes does not preclude IHSI from referring a student to external authorities.

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**Records of misconduct**

When misconduct is determined to have taken place, a full record will be kept of all stages of misconduct proceedings including all actions, evidence, correspondence, meetings and minutes. These records must be saved in the student's profile in the Student Management System.

Any email from the student sent to the direct IHSI staff member email must be quoted and copied into Student Management System response to the student or if there is no response, the email will be saved in Student Management System under a folder called Correspondence (in Uploads).

**Internal Appeal**

Under the Complaints and Appeals Policy, a student may lodge an internal appeal against a misconduct decision made under this policy within 20 working days of the date of notification of the decision.

The Procedure for the internal Appeal is shown below:

| **Student initiates internal appeal** | **IHSI obligation –** |
|---|---|
| The student applies to appeal the decision made by IHSI to suspend or cancel the enrolment.<br>Student must complete the *Appeal form* | IHSI will review the application within five (5) business days from the receipt of the form. The IHSI academic team may request to interview the student and will make a decision and inform the student within the five (5) business days from receipt of the *Appeal form*.<br>IHSI will also inform the student that a suspension of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information. |
| The student will be able to appeal to external bodies within the 20 days from initial appeal | IHSI will inform the student of the final decision within 5 business days from the interview or Intervention meeting.<br>IHSI will maintain the student enrolment while this process is taking place. |

**Exception to these rules:**

If the student lodges a complaint with TEQSA, the Overseas Students Ombudsman, or any other external body, IHSI is no longer obliged to follow the internal process and the appeal.

IHSI will suspend the student's enrolment, investigate any complaint (either made by the student or internal complaint against the student) internally and inform the external body of its decision.

**Code of conduct – online and virtual delivery**

IHSI expects students to behave professionally and respectfully whilst attending face to face as well as online and virtual classes. This includes, but not limited to, forum discussions, webinars, emails, social media platforms.

Interactions with the trainers and other students:

- Communicate with IHSI's team members, teaching staff and other students politely and in a courteous manner.
- Not use obscene, threatening or disrespectful language or images.

- Consider the views and opinions of others.
- Respond in a timely manner when dealing with requests and requirements of the course.
- Communicate and act honestly.
- Respect any confidential information.
- Acknowledgement and being responsible for their own actions.
- Ensure compliance with IHSI's Policies and Procedures, Student Handbook, legislation and regulations at all times.
- Value diversity and respect differences between people.
- Awareness and respect of cultural backgrounds, race, age, gender, marital status, religious belief, political affiliation, disability or sexual preference.

**Online and Virtual Professional Behaviour**

- Dress appropriately for virtual classrooms.
- Allow others to speak and respect other's ideas.
- Be aware of any background noise. The student should keep distractions to a minimum or mute the microphone.
- Avoid side conversations or multitasking.
- Turn on the camera if teaching staff requests so
- Turn off your microphone if you are in a noisy environment when you are not speaking
- Dress appropriately for virtual classrooms.
- Allow others to speak and respect other's ideas.
- Be aware of any background noise. The student should keep distractions to a minimum or mute the microphone.
- Avoid side conversations or multitasking.

The attendance will be taken by the teaching staff at every lecture or laboratory; if you are present online but not responsive, you will be marked absent for the entire day.

The procedure outlined above will also apply for any misconduct during online or virtual delivery.

### *Student laboratory code of conduct*

When working in the Student Laboratory students are expected to:

- Wear IHSI College uniform (if provided), name badge, black or navy-blue pants and closed shoes (not runners).
- Be ON TIME for the agreed laboratory hours.
- Perform all duties and tasks as directed by the Laboratory Assistant or member of teaching staff.

### *Student work placement/ Work integrated Learning (WIL) code of conduct*

IHSI has a number of conditions that students must abide by before being accepted for a Work placement/ Work integrated Learning (WIL), which includes but are not limited to:

- Police clearance certificate.
- Red card (vaccinations up to date according to Australian healthcare requirements).

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- Other study requirements (subjects that must have been completed) – please discuss the course by course requirements with the Academic and work placement/ Work integrated Learning (WIL) Manager.

Some of these requirements may incur an additional cost payable to the respective organisation.

When working on the premises of the Work placement/ Work integrated Learning (WIL) provider & partner of IHSI, students are expected to:

- Wear IHSI College uniform (if provided & if requested/allowed by the work placement/ Work integrated Learning (WIL) provider), name badge, black or navy-blue pants and closed shoes (not runners). Please note that some of the Disability services providers will require students to come in their usual clothes so as not to overshadow their participants/clients in the activities undertaken.
- Be ON TIME for the agreed work placement/ Work integrated Learning (WIL) hours.
- Perform all duties and tasks as directed by the Work placement/ Work integrated Learning (WIL) Supervisor, IHSI Academic and work placement/ Work integrated Learning (WIL) Manager or IHSI teaching staff.
- Sign the Tripartite Agreement between the Student, IHSI and the Work placement/ Work integrated Learning (WIL) provider prior to commencing the work placement/ Work integrated Learning (WIL), which will be provided upon being accepted as a Student of IHSI.

If the Work placement/ Work integrated Learning (WIL) provider lodges a complaint against a student or terminates the Work placement/ Work integrated Learning (WIL) due to the student's misconduct, the student will be informed and invited to discuss with the Academic & Placements Manager the issue.

If the student is offered a second and final Work placement/ Work integrated Learning (WIL), this will incur a fee as per the Fees table shown earlier in the document.

If the student commits another breach of the Code of Conduct in the second work placement/ Work integrated Learning (WIL), then IHSI will no longer organise a third one. The responsibility will belong to the student to find a third provider. This provider must however sign the Work placement/ Work integrated Learning (WIL) contract/MoU (Memorandum of understanding).

### *Legislation and you*

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

#### *Education Services for Overseas Students*

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

https://internationaleducation.gov.au/Regulatory-information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf.

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

#### *Workplace Health and Safety*

Under the Workplace Health and Safety Act 2011, IHSI must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. IHSI has policies and procedures in place to ensure your safety and on commencement of your course you will provide information about health and safety.

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As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with IHSI emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).
- Respect and do not damage the property of IHSI and report immediately to the Office Manager if you notice that one of your colleagues has damaged any item that belongs to IHSI or to any student.
- Report if you see any damage to the property of IHSI to the Office Manager.

***Harassment, Victimisation or Bullying***

IHSI is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. IHSI will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person. Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment.
Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, speaking in another language that other colleagues don't understand. The only language accepted on the premises of the college is English. If you do not respect this rule, you may be asked by a Trainer or Staff member to leave the college premises and you will be marked as absent.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow the steps instructed below:

- If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop.
- However, if you are not comfortable doing this, you should lodge a complaint as per IHSI Complaints and Appeals procedure and detailed in this Handbook.

***Equal opportunity***

The principles and practices adopted by IHSI aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with IHSI.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

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IHSI provides equity in access to the level of support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their learning outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education.

***Tertiary Education Quality Standards Agency Act 2011***

As a student in Australia's vocational education and training (VET) sector, you should expect a high-quality education in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Higher Education Institute that is registered with the Tertiary Education Quality Standards Agency (TEQSA), IHSI is required to comply with the Tertiary Education Quality Standards Agency Act 2011. This involves meeting a series of Standards that ensure that the learning and assessment and support services are provided to you in accordance with nationally mandated standards.

***Australian Privacy Principles***

In collecting your personal information IHSI will comply with the requirements set out in the Privacy Act 1988 and its National Privacy Principles, this means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government, as well as the purpose of disclosing this information e.g. for statistical purposes. We will also disclose your personal information to the Work placement/ Work integrated Learning (WIL) organisations that IHSI has partnered with to provide you with work placement/ Work integrated Learning (WIL) opportunities.
- We will not disclose your personal information to another person or organisation unless we have made you aware that information of that kind is usually passed to that person or organization and without your written consent.
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- The disclosure is required or authorised by or under law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing pecuniary penalty, or for the protection of the public revenue.

## Access to your records

You may access or obtain a copy of the records that IHSI holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Student Support officer using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an IHSI staff member. Where copies of records are to be provided via post, records will only be sent to the home address IHSI holds on file for the student.

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A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file.
- giving access to the student to review their file.
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

### Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

### Recordings photos media

Your photo and details will be recorded by IHSI in its student management system.

You will be recorded in all meetings that are conducted face to face and also via video conferencing means. You will participate in the NSW Government COVID app and login in when you come to the premises of IHSI.

You may have to use the Face/Fingerprint recognition system when you come to any of the IHSI premises.

## *Complaints and appeals policy*

***Purpose***

The purpose of this policy is to set out a framework for handling all the complaints and appeals and ensure that all the complaints and appeals are addressed quickly and resolved in a timely manner to the satisfaction of all parties involved.

***Policy***

IHSI takes all complaints and appeals seriously and investigates these to resolve them quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals is fair, objective and accessible.

The internal complaints and appeals processes take place at no cost to the student who lodges the complaint or appeal. Any decision to be implemented as an outcome of a complaint or appeal (internal and/or external) which is in favour of the student who lodged it will be immediately implemented along with any preventative or corrective action required. The student will be advised of the outcome within 2 to 5 business days.

The complaints and appeals process is an integral part of the IHSI continuous improvement process and provides for opportunities for IHSI to review and enhance its quality services.

Separate registers are kept of both complaints and appeals, and these are reviewed on a regular basis with a summary report produced monthly and tabled to the Academic Board for consideration and action.

***Procedure***

Applicants for enrolment are provided with information about the complaints and appeals process in the pre-enrolment information with which they are supplied. The student handbook, supplied to students prior to the course commencement date (two weeks before orientation), contains details of the complaints and appeals process.

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During student orientation Student Support staff will outline and inform students about the complaints and appeals policy and procedures. Students will also be informed that the complaints and appeals policy and complaints and appeals form will be available via the IHSI web site.

The Academic Board is responsible for ensuring that all management staff, student support staff, marketing staff and academic staff are aware of the policies and procedures for complaints and appeals.

Provision of information about the complaints and appeals process is part of an important aspect of the induction process for new members of staff.

***The right to be accompanied by a support person during the complaints/appeals process***

At any meeting to discuss a complaint, each involved party may be accompanied and assisted by a support person, according to the principles of natural justice.

***Informal resolution***

Students who wish to make a complaint about an aspect of IHSI's service or appeal against a decision made by IHSI are encouraged to initially engage in informal discussion about the matter with the relevant staff member or staff members involved. Students can, additionally or alternatively, discuss the matter with the Student Support. Students are asked to put their concerns in writing to Student Support services. An acknowledgement of receipt will be provided to the student within 2 business days.

An informal discussion will be arranged with the student and two members of staff within 5 business days after acknowledgement of the email. All staff involved in the discussion of an informal complaint or appeal are required to make notes so that a record of all informal discussions will be kept and recorded onto the complaints or appeals register.

The staff members will do their best to resolve the matter effectively and a written notification of actions will be sent to the student within 5 business days of the informal discussion.

***Lodging a complaint***

If an issue about which a student has complained informally cannot be resolved, students who wish to lodge a formal complaint will be required to do so using the IHSI complaint or appeal form, available from the Student Support or www.ihsi.edu.au/students .

Students should submit the form signed and dated and all relevant supporting documentation to Student Support. Supporting documentation should comprise original documents or certified copies of original documents.

Students will be provided with support in completing the complaint and appeals form. If requested or if it is deemed necessary by the Student Support, a student wishing to make a complaint will have the complaint and appeal form completed by a member of the IHSI student support.

If IHSI intends to suspend or cancel a student's enrolment, the student will be notified in writing that they have 20 working days to begin the internal complaints and appeals process.

***Acknowledging the Lodging of a complaint***

Each formal complaint lodged by a student will be acknowledged in writing by Student Support within 2 business days. The acknowledgement will be sent to the student by email. A PDF copy of the acknowledgement will be added to the student's file in the Student Management System.

***Acting on a complaint***

The Student Support Officer will forward the complaint to the Course Coordinator or Dean for response and to be discussed at the next scheduled meeting of the IHSI Academic Board or its sub-committee the Academic Monitoring Committee, whichever comes first. The matter will be considered within the 10 working days of the lodgement of the complaint as required by Standard 10 of the National Code 2018. In situations where the complaint needs to be addressed prior to the next Academic Board or Academic Monitoring Committee meeting, the Dean will convene an extraordinary meeting.

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***Academic and non-academic complaints***

Academic complaints are those which relate to unit enrolment, curriculum, awards, or course progress. The scope of academic complaints can include:

a. a student claims to be unfairly treated by compliance with the IHSI Policy and Procedures;
b. a student claims a disadvantage because the lecturer did not provide a subject outline;
c. a student claims disadvantage because the tutor or lecturer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
d. a student claims disadvantage because assessment requirements specified by the tutor or lecturer were unreasonably or prejudicially applied to him or her;
e. a student is of the view that a clerical error has occurred in the documenting of the assessment outcome; and
f. a student claims that there is a discrepancy between the practical observation and the formal assessment.

Non-academic complaints are those which do not relate to academic grievances and may include:

- unfair treatment at a work placement and IHSI premises
- verbal or sexual harassment and bullying.

***Counter-complaint***

If there is a counter-complaint from a member of IHSI staff or WIL provider, the student will be stood down until the matter is investigated and an outcome reached. During this time, the student is not allowed to contact students or staff or WIL provider or speak about the complaint internally or externally. If any of these conditions are breached, IHSI reserves the right to take legal action.

If the matter is not resolved because the student has not provided all the evidence requested or is unwilling to address the counter-complaint, IHSI reserves the right to cancel the student's Confirmation of Enrolment after consultation with the Ombudsman and TEQSA.

***Lodging an appeal***

If a student disagrees with a decision made by IHSI, the student may lodge a formal appeal. The appeal should be submitted to Student Support using the IHSI complaint and appeal form. It must be lodged within twenty (20) working days of notification of the decision which is being appealed against.

Notifications of decisions which are provided to students in writing will include a date from which the twenty (20) working days available to lodge an appeal applies.

***Acting on an appeal***

The Student Support Officer will forward the complaint to the Course Coordinator or Dean for response and to be discussed at the next scheduled meeting of the IHSI Academic Board or Academic Monitoring Committee (a sub-committee of the Academic Board) whichever comes first. The matter will be considered within the 10 working days of the lodgement of the appeal as required by Standard 10 of the National Code 2018. In situations where the complaint needs to be addressed prior to the next Academic Board or Academic Monitoring Committee meeting, the Dean will convene an extraordinary meeting.

***Processing a complaint or appeal***

IHSI management is committed to processing complaints and appeals effectively and efficiently, according to the following procedures.

The process begins within ten (10) working days of the formal lodgement of a complaint or appeal. The process of formal consideration of a complaint or appeal commences within ten (10) working days of the formal lodgement of the complaint or appeal.

The formal lodgement of a complaint or appeal must be accompanied by all relevant documentation. All reasonable measures will be taken to finalise the process as soon as practicable.

***Meeting of the IHSI Academic Board***

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The student who lodged the complaint or appeal and a support person will be invited to the meeting of the IHSI Academic Board or Academic Monitoring Committee which is considering the complaint or appeal.

Any other parties involved in the complaint or appeal and their support persons will also be invited to the meeting.

All parties involved in the complaint or appeal will be invited to provide relevant documentation as evidence to be considered by the IHSI Academic Board.

Documentation provided must be original documents or certified copies of original documents.

***Opportunity to formally present the case on appeal***

The student making the appeal will be provided with the opportunity to formally present their case to the IHSI Academic Board or Academic Monitoring Committee.

The student and all other parties in the appeal will be provided with the opportunity to ask questions and will be requested to provide answers to questions which are asked by members of the IHSI Academic Board or Academic Monitoring Committee.

***Opportunity to request a second meeting by Academic Board or Academic Monitoring Committee***

If the Academic Board or Academic Monitoring Committee is not satisfied with the evidence presented at appeal, additional evidence may be requested in writing and must be submitted by the student no later than five (5) working days after the request.

If an additional meeting is requested, it will be agreed to, and scheduled for a date and time suitable for the student, all other parties involved, and the IHSI Academic Board or Academic Monitoring Committee.

The procedure for the conduct of the second meeting of the IHSI Academic Board to consider the additional evidence will be the same as that for the initial meeting, except that the student will not have the opportunity to request an additional meeting following the second meeting.

A written notification of the outcome of the appeal will be emailed to the student within five (5) working days of the second meeting.

***Notification of the outcome of a complaint or appeal***

Each student making a complaint or appeal is given a written statement of the outcome, including details of the reasons for the outcome.

In the case of an appeal, the document notifying the student of the outcome will summarize the information provided by the student during the appeal process, why the particular information was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

Once the internal complaints and appeals process has been exhausted, and the student has been notified of the outcome, the student can approach external complaint avenues if they wish to pursue the matter further. IHSI will provide the contact details for external complaints bodies within ten (10) working days of the completion of the internal complaints and appeals process.

***External complaint avenues***

If a student is still dissatisfied with the decision handed down by IHSI, the student may wish to escalate the matter to one of the government authorities listed below. Generally, these External agencies will not consider a complaint unless the internal complaint and appeal process has taken its course.

- **Tertiary Education Quality Standards Agency (TEQSA):**

  Complainants may also complain to IHSI's registering body, the Tertiary Education Quality Standards Agency (TEQSA). TEQSA can investigate complaints about IHSI in relation to:

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- The quality of IHSI learning and assessment.
- IHSI marketing and advertising practices.

For students:

- TEQSA may not be able to investigate a complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within TEQSA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to TEQSA: https://www.teqsa.gov.au/about-us/contact-us/raising-complaint-or-concern

- **The Overseas Student Ombudsman (OSO)**

  International students may complain to the OSO if their complaint is in relation to IHSI:

  - refusing admission to a course
  - course fees and refunds
  - course or provider transfers
  - course progress or attendance
  - cancellation of enrolment
  - accommodation or work arranged by your provider
  - Incorrect advice is given to the student by the education agent through which the student came to IHSI.
  - If you believe we have failed to act or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included in your written agreement with IHSI.

The OSO may not be able to investigate your complaint if you have not already exhausted the IHSI formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider

**Domestic students referral places**

- National ombudsman
- Free Community Legal centres

https://www.clcnsw.org.au/legal-help-nsw

**Free legal help and social support in New South Wales**

**LawAccess NSW** is the best place to start to resolve a legal problem in NSW. It is a free government telephone service that provides legal information, advice and referrals for people who have a legal problem in NSW.

LawAccess NSW can refer you to the community legal centre that's most appropriate for your legal issue.

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Phone: 1300 888 529
Website: www.legalaid.nsw.gov.au
Hours: 9am to 5pm, Monday to Friday.

***Community legal centres***

Use our **Find Free Legal Help** website to find a community legal centre in NSW that may be able to help you with a legal problem.

Community legal centres are independent non-government organisations that provide free legal help to people and communities in need.

**There are forty two community legal centres in NSW.** Community legal centres can help with a range of problems including family law, domestic violence, debt, fines, tenancy, discrimination, credit, insurance, Centrelink, and more.

***Aboriginal Legal Service (NSW/ACT) Limited (ALS)*** is a community-controlled organisation responsible for providing legal assistance to Aboriginal people in NSW and the ACT. The ALS provides legal advice, referral and casework assistance in the fields of criminal and family law (including care and protection), and in some cases civil law.

Crime phone: 1800 765 767

Care phone: 1800 733 233

Website: www.alsnswact.org.au

***Legal Aid NSW*** is a NSW government legal service dealing with family law, criminal legal matters, and some civil law matters. They provide free legal advice as well as court representation, and grants of legal aid to pay for a Legal Aid lawyer or a private solicitor. Whether someone can get legal aid depends on the type of legal problem the person has and their income. Staff at LawAccess NSW can help people work out whether legal aid may be available and assist to fill out the Legal Aid NSW application form over the telephone.

Call LawAccess NSW on 1300 888 529.

***Legal Aid Hotline for Under 18s*** provides legal advice and information to young people under 18, and operates 9am to midnight weekdays, with a 24-hour service from Friday 9am to Sunday midnight and also on public holidays.

Phone: 1800 101 810

Hours: 9am to midnight on weekdays, 24 hours on Friday to Sunday and public holidays.

Self-help resources

There's a wide range of websites, apps and phone services that offer free legal information that you can use without — or before — seeing a lawyer. These can be helpful if you'd like to research your options, or to understand a common legal issue.

- **Explore the self-help resources developed by Justice Connect.**
  This is a database of free factsheets that help you understand and resolve your legal problem. Legal problems covered include tenancy, employment, advanced care planning, COVID-19 related issues, money issues, natural disasters, bankruptcy, discrimination, building disputes, and LGBTQI+ resources.
- **Browse the Find Legal Answers database.**
  Find Legal Answers is a service provided by the State Library of New South Wales for the NSW community. Free legal information is available through links to fact sheets, online books, legislation, and publications.

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- **Explore the LawAccess NSW online.**
  This website contains practical guides and resources on various aspects of law, including debts and small claims, car accidents, AVOs, fines, fences, employment rights, recovery of goods, driving offences, and crime.
- **Visit the Australian Pro Bono Centre website.**
  This website has links to a range of factsheets and resources that you may find helpful.

Other support

***Trying to resolve legal issues can be stressful, exhausting, and scary. If you are struggling, help is available.***

- ***TryAskIzzy*** offers legal and non-legal support services available. This includes help with housing, food, domestic violence, Centrelink, health, money, drug and alcohol support, community facilities, and more.

- **Domestic Violence Line** provides state-wide telephone counselling, information and referrals for people who are experiencing or have experienced domestic violence. Trained female caseworkers are aware of the special needs of Aboriginal and Torres Strait Islander women and women from other cultures, as well as those living in rural and remote areas. They make referrals to women's refuges.
  Phone: 1800 656 463
  Hours: 24 hours a day, 7 days a week.

- **Gambling Help NSW** is a telephone, face to face and online service to assist those who have gambling problems as well as their families and communities.
  Phone: 1800 858 858
  Hours: 24 hours a day, 7 days a week.

- ***Headspace provides*** free or low cost early intervention mental health services to young people aged 12-25, along with assistance in promoting young people's wellbeing. Headspace also offers an online and telephone service called 'eheadspace'.
  Phone: (03) 9027 0100 (national)
  Website: www.headspace.org.au
  Eheadspace: www.eheadspace.org.au
  Hours (eheadspace): 9am to 1am, 7 days a week.

- ***Homeless Persons Service*** is a telephone information and referral service for people who are homeless or at risk of homelessness. It provides referrals to accommodation and support services in NSW.
  Phone: 1800 234 566
  Hours: 8:30am to 10pm, Monday to Friday; 9am to 4pm Saturday; 10am to 4pm Sunday.

- **Kids Helpline** is a free telephone counselling service for children and teenagers.
  Phone: 1800 551 800
  Hours: 24 hours a day, 7 days a week.

- ***Lifeline provides*** services in suicide prevention, crisis support and mental health support.
  Phone: 13 11 14
  Hours: 24 hours a day, 7 days a week.

- ***Mensline*** is a free telephone online and video professional counselling service for men who are experiencing family and relationships concerns and need support.

Website: www.mensline.org.au
Phone: 1300 789 978
Hours: 24 hours a day, 7 days a week.

- ***NSW Health – Crisis Mental Health Teams*** directs anyone with a severe mental health issue to the right care for them.
  Phone: 1800 011 511
  Hours: 24 hours a day, 7 days a week.

- ***Parentline*** offers confidential phone counselling which aims to support parents and carers of children aged 0-18 in NSW.
  Phone: 1300 301 300
  Hours: 8am to 10pm, 7 days a week.

***Records of complaints and appeals***

IHSI will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes in the Complaints and Appeals Register, which will be securely stored with all organisational compliance documentation and records. IHSI will keep all student records for a period of two years after the students completed the course.

***Continuous improvement***

IHSI has adopted a Quality Management System based on the Kaizen methodology, which is based on small continuous improvements that take place all the time. Staff and management are empowered to make such improvements in a formalised way using the Kaizen Gazette and the Improvements register.

IHSI welcomes suggestions from students, staff and stakeholders in its quest to offer high quality education and academic and practical experiences to its students.

IHSI is running student surveys on a quarterly basis and implements all suggestions that do not contravene TEQSA rules or that would diminish the quality of the academic outcome.

***Staff Awareness and Training in the Complaints and Appeals policy***

All staff are trained in the Complaints and appeals policy and procedures as part of the staff induction program; the policy is reviewed on a 3-year cycle of review. Staff acknowledges and signs on the Checklist form, which ensures the details of the policy and associated process are well understood and will be respected and followed.

***Records of complaints and appeals***

IHSI will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

***Publication***

This policy and procedure will be published in the Student Handbook and on the International Health and Science Institute (IHSI)'s website.

***Enrolment status during complaints and appeals process***

For domestic students, where a student chooses to access this policy and procedure, IHSI will maintain the student's enrolment while the complaints and appeals process is ongoing.

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Except in cases of suspected serious misconduct, students must continue to attend classes. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment and this will be discussed with the student when the complaint or appeal is lodged.

For international students, IHSI will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether IHSI maintains the student's enrolment as follows:

- If the appeal is against IHSI's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported IHSI's decision to report.
- If the appeal is against IHSI's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, IHSI will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.
- For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

### *Issuing of Qualifications and Statements of Attainment*

On completion of your course or withdrawal from the course and payment of final fees, IHSI will issue you with a qualification or statement of attainment within 30 calendar days. Qualifications will be accompanied by a record of results showing the subjects of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any subjects completed will be issued if you partially complete a qualification in the case of withdrawal.

IHSI reserves the right to withhold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where IHSI is not permitted to do so by law.

### *Re-Issuing Statements and Qualifications*

Records of qualifications and statements of subject achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

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## SECTION 3- ABOUT YOUR COURSE

### Structure, Duration and Modes of Delivery

***Duration***

The Bachelor of Information Technology and Cybersecurity is a three-year (156 weeks) degree program which includes 90 weeks of teaching and exams, 30 weeks of Work Integrated Learning (WIL) and 36 weeks of Holidays. The course is at AQF level 7.

***Structure***

There are two academic semesters per year (in total 6 semesters); the WIL, Work integrated learning is undertaken in two additional semesters. These semesters will have fewer course contact hours with only 150 hours for one semester, and 300 hours for the whole year.

In each academic semester a total of 4 Subjects/Units will be taught. The WIL will be organized by IHSI at the end of the 2nd and 3rd year. The classes and related labs will be conducted face-to-face at the IHSI Blacktown campus, with the provision of makeup classes for the students who cannot attend classes with a valid reason (medical condition or compassionate circumstances).

| Year / Semester | Semester 1 | Semester 2 | WIL |
|---|---|---|---|
| Year 1 | Semester 1 | Semester 2 | N/A |
| Year 2 | Semester 1 | Semester 2 | WIL 1 |
| Year 3 | Semester 1 | Semester 2 | WIL 2 |

***Delivery***

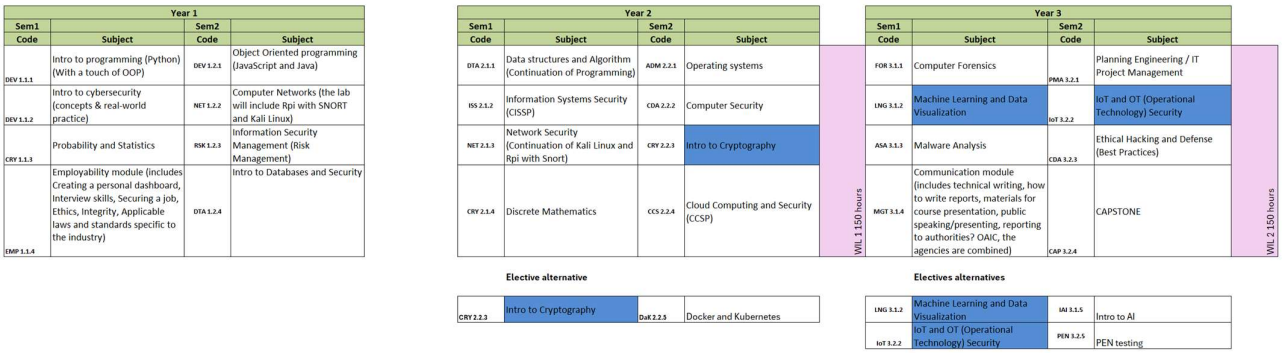
The mode of delivery is face-to-face. There will be no recordings of classes, as the lectures and labs/ tutorials will be interactive and IHSI will have a strict attendance policy. For students who miss classes due to compassionate circumstances or illnesses, there will be make up classes, offered in one-on-one sessions.

Students must have an attendance of 80% or more to be able to sit the exam for a Subject.

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## Lists of Units of Study (Indicating whether compulsory or elective)

There are 21 Core units and 3 Electives making a total of 24 Units. The list of units of study including both core and elective subjects is shown in the table below.



| Year 1 | | | |
|---|---|---|---|
| Sem1 | | Sem2 | |
| Code | Subject | Code | Subject |
| DEV 1.1.1 | Intro to programming (Python) (With a touch of OOP) | DEV 1.2.1 | Object Oriented programming (JavaScript and Java) |
| DEV 1.1.2 | Intro to cybersecurity (concepts & real-world practice) | NET 1.2.2 | Computer Networks (the lab will include Rpi with SNORT and Kali Linux) |
| CRY 1.1.3 | Probability and Statistics | RSK 1.2.3 | Information Security Management (Risk Management) |
| EMP 1.1.4 | Employability module (includes Creating a personal dashboard, Interview skills, Securing a job, Ethics, Integrity, Applicable laws and standards specific to the industry) | DTA 1.2.4 | Intro to Databases and Security |

| Year 2 | | | | |
|---|---|---|---|---|
| Sem1 | | Sem2 | | |
| Code | Subject | Code | Subject | |
| DTA 2.1.1 | Data structures and Algorithm (Continuation of Programming) | ADM 2.2.1 | Operating systems | WIL 1 150 hours |
| ISS 2.1.2 | Information Systems Security (CISSP) | CDA 2.2.2 | Computer Security | |
| NET 2.1.3 | Network Security (Continuation of Kali Linux and Rpi with Snort) | CRY 2.2.3 | Intro to Cryptography | |
| CRY 2.1.4 | Discrete Mathematics | CCS 2.2.4 | Cloud Computing and Security (CCSP) | |

| Elective alternative | | | |
|---|---|---|---|
| CRY 2.2.3 | Intro to Cryptography | DaK 2.2.5 | Docker and Kubernetes |

| Year 3 | | | | |
|---|---|---|---|---|
| Sem1 | | Sem2 | | |
| Code | Subject | Code | Subject | |
| FOR 3.1.1 | Computer Forensics | PMA 3.2.1 | Planning Engineering / IT Project Management | WIL 2 150 hours |
| LNG 3.1.2 | Machine Learning and Data Visualization | IoT 3.2.2 | IoT and OT (Operational Technology) Security | |
| ASA 3.1.3 | Malware Analysis | CDA 3.2.3 | Ethical Hacking and Defense (Best Practices) | |
| MGT 3.1.4 | Communication module (includes technical writing, how to write reports, materials for course presentation, public speaking/presenting, reporting to authorities? OAIC, the agencies are combined) | CAP 3.2.4 | CAPSTONE | |

| Electives alternatives | | | |
|---|---|---|---|
| LNG 3.1.2 | Machine Learning and Data Visualization | IAI 3.1.5 | Intro to AI |
| IoT 3.2.2 | IoT and OT (Operational Technology) Security | PEN 3.2.5 | PEN testing |

## CORE UNITS

| | |
|---|---|
| DEV 1.1.1 | Introduction to Programming (Python) |
| DEV 1.1.2 | Introduction to Cybersecurity (concepts & real-world practice) |
| CRY 1.1.3 | Probability and Statistics |
| EMP 1.1.4 | Employability module |
| DEV 1.2.1 | Object Oriented programming (JavaScript and Java) |
| NET 1.2.2 | Computer Networks |
| RSK 1.2.3 | Information Security Management (Risk Management) |
| DTA 1.2.4 | Intro to Databases and Security |
| DTA 2.1.1 | Data structures and Algorithm (Continuation of Programming) |
| ISS 2.1.2 | Information Systems Security |
| NET 2.1.3 | Network Security |
| CRY 2.1.4 | Discrete Mathematics |
| ADM 2.2.1 | Operating Systems |
| CDA 2.2.2 | Computer Security |
| CCS 2.2.4 | Cloud Computing and Security (CCSP) |
| FOR 3.1.1 | Computer Forensics |
| ASA 3.1.3 | Malware Analysis |
| MGT 3.1.4 | Communication module |
| PMA 3.2.1 | Planning Engineering / IT Project Management |
| CDA 3.2.3 | Ethical Hacking and Defense (Best Practices) |
| CAP 3.2.4 | Capstone |

## ELECTIVE UNITS

Year 2 Semester 2
(Students are required to complete 1 elective course)

| | |
|---|---|
| CRY 2.2.3 | Introduction to Cryptography |
| DaK 2.2.5 | Docker and Kubernetes |

Year 3 Semester 1
(Students are required to complete 1 elective course)

| | |
|---|---|
| LNG 3.1.2 | Machine Learning and Data Visualisation |
| IAI 3.1.5 | Introduction to AI |

Year 3 Semester 2
(Students are required to complete 1 elective course)

| | |
|---|---|
| IoT 3.2.2 | IoT and OT (Operational Technology) Security |
| PEN 3.2.5 | PEN testing |

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**List of Electives and Alternatives**

The three elective subjects and their alternatives are shown in the table below. The students will be able to choose between each pair of electives offered in Year 2 Semester 2, Year 3 Semester 1 and year 3 Semester 1.

| | Code | Subject |
|---|---|---|
| Year 2 Semester 2<br><br>(Students are required to complete 1 elective course) | CRY 2.2.3 | Intro to Cryptography |
| | DAK 2.2.5 | Docker and Kubernetes |
| Year 3 Semester 1<br><br>(Students are required to complete 1 elective course) | LNG 3.1.2 | Machine Learning and Data Visualization |
| | IAI 3.1.5 | Intro to AI |
| Year 3 Semester 2<br><br>(Students are required to complete 1 elective course) | IoT 3.2.2 | IoT and OT (Operational Technology) Security |
| | PEN 3.2.5 | PEN testing |

## Cost of tuition, equipment and work placements

***Tuition fees***

**International students**
$10,000 per semester x 6 semesters = $60k
$5000 for WIL work placement x 2 = $10k
TOTAL = $70k

**Domestic students**
$7500 per semester x 6 semesters = $45k
$5000 for WIL work placement x 2 = $10k
TOTAL = $55k

***Equipment costs***
Own laptop
Raspbery Pi (a device used in some labs): approx. $100+
IoT kit: approx. $600

***Costs related to Work Placements / Work Integrated Learning (WIL)***
Nationally Coordinated Criminal History Check $52.90
First Aid Certificate (required by most WIL providers) from $50
Vaccination (including COVID-19) (free for COVID vaccines)
Working with Children Checks (free unless they are employed by the IT or cybersecurity company, in which case it is $105) – required by most companies (due to parents being allowed to bring children with them to work in case of emergencies, etc).

***Books / Library services***

The majority of the books will be made available via the online subscription library offered to students at no extra cost. In Year 1 there are no books that need to be purchased, however IHSI will recommend a number of Standards which will be issued in your personal name once you buy them.

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In Year 2 there are no books to be purchased. There are only 3-4 books that may need to be purchased in Year 3. IHSI will have them in the library for students who cannot purchase them.

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## STUDENT DECLARATION

I, _____ declare that I have been provided this copy of the International Health & Science Institute's Student Handbook as part of the information provided to me as part of the overall orientation kit at the commencement of my course.

I further declare that during my course orientation I was taken through this handbook and each section explained to me and I was provided with opportunities to ask questions and clarify information.

I agree unreservedly to all the conditions and requirements set out in this document and understand the consequences of breaching any of these conditions and requirements.

I further declare that I have been notified and agreed to abide by any changes to the Student Handbook throughout my entire study period with IHSI. I understand that the Student Handbook is available for download on the IHSI website.

Name of Student: _____

Student Signature: _____

Date: _____

### *Your feedback*

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your tutors and lecturers throughout the course.

We also welcome feedback from you at any time by email to ceo@ihsi.edu.au or contact 02 8806 6777 to arrange an appointment with the Student Support officer or IHSI Management.

Once a Term (every 3 months) IHSI will conduct a survey seeking students' opinion about teaching staff, resources, new ideas and ways to improve the IHSI student experience. The feedback will be used to improve all aspects of the IHSI students experience as part of the IHSI Quality management system framework based on the Kaizen methodology.

### *Selection process for Student representatives on the Academic Board and other Committees*

IHSI wishes to involve students in the decision-making processes with respect to academic matters including materials, teaching of courses, validations of materials, assessment fairness and degree of difficulty, student support matters and needs of the students in general.

Being a student representative is an honour but also comes with responsibilities. The Student representative will be invited to participate in Academic Board or Committee meetings, will be invited to represent IHSI at external conferences and events or be a speaker at various events. The student representative may record videos or speeches to speak on behalf of the college upon invitation.

The Student representative will sign a Student Representative Agreement which must be strictly respected.

The process for applying to become a Student representative has the following steps:

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Day 0 - IHSI Dean will email all students asking to nominate one/two of their colleagues

Day 8 - Students have 1 week to pitch to their group why they should be nominated and what their agenda will be

Day 16 - The candidates will put their applications at the Admin office

Day 24 – Students will be able to vote

Day 28 – the Academic Board will meet to assess the voting and the applications and to make a decision

Day 30 – the winner(s) will be announced and the induction process will commence; the Student representatives will sign the Student Representative Agreement and will be trained by the Dean on how to present or discuss or participate in Academic Board meetings.

**Discontinuation of Student Representative position**

If the student breaches the IHSI code of conduct or is no longer able to continue, the agreement is terminated in writing by the Dean and a new Student Representative will be elected.

Please ask the admissions team to share with you the Student Representative Nomination form.

Students will be selected once a year for a 1 year term to give more students the opportunity to participate in the life of the Institute.

***Version Control***

| Date | Version | Author | Changes |
|---|---|---|---|
| 2021 | 1.0 | IHSI | Initial version |
| 2021-2024 | Various revisions | IHSI | |
| 16/06/2024 | 14 | Approved by AB | |
| 24/02/2025 | 15 | IHSI | |
| 27/02/2025 | 16 | IHSI & AB | Included suggestions from TEQSA |
| 28/02/2025 | 17 | LL | review |
| 08/04/2025 | 18 | MS | Updated table of contents after correcting formatting, adding the fee for WIL provider proposed by student. |
| 20/05/2025 | 19 | IHSI | Changed the name of the course from Bachelor of IT & Cybersecurity to Bachelor of Information Technology and Cybersecurity |
| 12/06/25 | 20 | IM | Added support for Indigenous students |
| 02/09/25 | 21 | MS & LL | Improvements for CRICOS application |
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