



RTO: 45549 CRICOS: 03807C

INNOVATIVE

INSTITUTE OF AUSTRALIA

Innovative Institute of Australia

**INTERNATIONAL STUDENT HANDBOOK
2019-2020**

CRICOS-03807C

RTO:45549

IIA

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CEO's Message

I warmly welcome you to Innovative Institute of Australia situated in the Dandenong suburb of Victoria.

We have developed this student handbook to provide you with important information in order to make an informed decision about your future study plans. It contains information about Australia, course information, accommodation and living costs, admission procedures at Innovative Institute of Australia and other vital information.

As an institute, we believe that education is an important part of human life, education develop in us a prospective of looking at life. Build on the vision that education serves as a keystone in improving society and building future for all, we commit to our core values of:

Excellence, ethics and dignity, diversity, student focus, collaboration and public engagement

Rest assured that all of us here at Innovative Institute of Australia to support you in order to have the best learning experience possible. We are committed to ensuring your time at Innovative Institute of Australia will be memorable and productive.

I look forward to seeing you at Innovative Institute of Australia

Thank you and my best regards

Saurabh Sharma
CEO



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Introduction to Innovative Institute of Australia

Introduction

Innovative Institute of Australia is a proposed Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The Federal Government registering authority monitors and subjects to regular external audit to verify adherence to these standards.

Qualifications offered to Overseas / International students:

Innovative Institute of Australia offers following accredited and nationally recognised qualifications to overseas students:

BSB50215 Diploma of Business

All our courses would be delivered at our campus at 56, Robinson Street, Dandenong, VIC, 3175

Student recruitment, selection and enrolment process

Students must read this Hand book in full. Students are encouraged to contact the Innovative Institute of Australia at Ph.: 03 8752 1453 or email at info@innovative.edu.au if you are unsure about any information included in this Student Handbook or have any questions.

Innovative Institute of Australia provide pre-enrolment information to potential students included but not limited to student Handbook, marketing flyers and Pre-training review before enrolling students.

Students are also encouraged to undertake research on living and studying in Australia prior to submit the application.

Students must complete the student application form with PTR and send the completed forms to the institute along with the Application fee.

Completed student application will be processed by the institute and the application assessed on the basis of the information supplied. The applicant for program offered by the institute will be selected in a manner that reflects access and equity principles.

Student's applications will be assessed to ensure the course they are applying for is suitable in addressing their learning needs. Institute has the Pre-training review and to determine suitability of course and any special need of student to complete the course. Innovative Institute of Australia will review all the information you submit and communicate the outcome of the review to you.

Completion of the student application form does not imply that the institute will make an offer to the prospective student. When prospective students apply to enter the institute to study, the following procedure applies to the processing of applications:

Students who have enrolled or have CoEs from another Australian provider will not be enrolled until they have completed the first six months of their principal course or have a letter of release from the Australian provider of the principal course. This will be checked for all onshore students before any offer is made by the institute.

The institute assess the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.

Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score or equivalent (listed under entry requirements), the applicant will be offered a place in the course.

If an applicant cannot produce a satisfactory IELTS score (or equivalent), and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English course in Australia, at their own additional expense, for an appropriate duration until the student achieves an IELTS score of 5.5 (or equivalent). The cost of an additional English program is not included in the fees that have been quoted.

Successful applicants will be sent an offer letter, a written agreement and a request for payment by the institute.

Written agreements must be completed in full, signed by the applicant, dated and returned to the institute.

Applicants wishing to accept the offer must pay the fee requested in the letter of offer complete the written agreement and send it to the institute.

Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Enrolment will be generated and sent to student.

Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.

Students should contact Innovative Institute of Australia if they have any questions about any part of the enrolment process or studying at Innovative Institute of Australia prior to completing and submitting the written agreement.

Airport pick up

Innovative Institute of Australia can arrange for you to be met at the airport and taken to your accommodation. Students are requested to contact the institute to confirm their arrival date/ time if accommodation or airport pick up has been arranged. A member of Innovative Institute of Australia staff will meet you at Melbourne airport and take you to your accommodation.

Unique Student Identifier

From the 1st January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

The institute collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct the institute to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

Qualification level	Business Administration
<u>Diploma</u>	18 years or older IELTS 5.5 or equivalent Satisfactorily completed year 12 or Satisfactorily completed a Certificate IV qualification in a related field

English language entry requirements.

An IELTS score of 5.5 (Academic) or ISLPR 2+, TOEFL 197 (CB) or 46 (iBT), PTE Academic Score of 42 (no communicative skill score less than 42), Cambridge English: Certificate in Advanced English (CAE) of 47 is required to satisfy the English language entry requirements for our courses. (Contact the institute for information on equivalent English language qualifications)

If a Student cannot produce a satisfactory IELTS score (or equivalent), and there are doubts about English language skills to cope in an academic environment, the Student is advised to enrol in an English (ELICOS) course at approved provider for an appropriate duration until the Student achieves an IELTS score of 5.5 (Academic) or equivalent.

Credit transfer

The institute recognises qualifications and statements of attainment issued by other Registered Training Organisations. Applicants who have successfully completed whole units of competency in one of our courses with another Australian RTO can apply for credit transfer.

Credit transfer allows the candidate to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing Credit Transfer applications. There is a pro-rata reduction in course fees if Credit Transfer is applied for and granted.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the institute. The CT application form is available on request from the Institute. Further information on the RPL/ CT process can be accessed by contacting the Institute.

Please note that Credit Transfer applications can only be considered for whole units of competency.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Please note that RPL applications can only be considered for whole units of competency.

An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the Institute RPL application form that will be available during orientation.

RPL in a unit will only be granted after students have completed the Institute RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for.

The RPL fee listed in the fee schedule section of the Student Handbook and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the Institute before commencing an RPL application.

Fees and Refund arrangements

Fee schedule

Tuition fee	\$11500
Application fee/ Admission fees	\$250
Materials fee	\$250
Recognition of Prior Learning fee	\$350 per unit
Credit transfer fee	No charge
Repeat unit fee	\$600 per unit
Assessment resit fee (3 attempts) ¹	No charge
Re-assessment fee (after 3 attempts)	\$600 per unit
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Out sourced- contact Institute for details
Airport meeting	Out sourced- contact Institute for details
OSHC Medical Insurance	Check out www.oshcworldcare.com.au for fees

Refund arrangements

If a visa is refused by the Australian Government

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

If the Institute defaults on delivery of qualifications

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the Tuition fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

¹ Students are entitled to 3 assessment attempts for each assessment task. If the student is unsuccessful after 3 assessment attempts they will be required to repeat the unit and **pay** the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. More details are in the Student prospectus/relevant policy procedure which is available by sending your request to : info@innovative.edu.au

Alternatively, you may be offered enrolment in a suitable course with alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of Tuition and materials fees, or to accept a place in another provider. If you choose placement with another provider, you may need to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided.

In the case of provider default there is no requirement for a student to lodge a refund application form as the Institute will initiate payment of the refund.

If a student defaults on their written agreement

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

Cooling off period

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

Refund conditions

1. Refund applications must be made in writing to the Institute. The student refund application form, available from the Institute, must be used as the written application. The Institute will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Definitions

Tuition fees:	Fees paid by the student to Innovative Institute of Australia for training and assessment services provided by Innovative Institute of Australia. Tuition fees do not include any other fees e.g. materials fees, OSHC, enrolment fee, airport pick up fee etc.
Materials fees:	Fees paid by the student to Innovative Institute of Australia for course related materials but not limited to text books or IT resources.
Application:	Fee paid by the student to Innovative Institute of Australia for the costs of processing a student enrolment application.
Application Refund Fee:	Fee paid by the student to Innovative Institute of Australia for the costs of processing a student refund application.

- Visa refused: 100% refund of Tuition fees
- Student Default: Withdraw from the course after fees have been paid before commencement: 100% refund of Tuition fees
- Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences: Refund of unused Tuition fee less an administration charge of \$250. **
- Student breach of visa conditions, and suspension or cancellation of enrolment by the Institute: No refund of current semester tuition fees paid.

**** If a student withdraws and has notified Innovative Institute of Australia on the commencement date or after the semester commences Innovative Institute of Australia will issue a refund of unused Tuition paid to date.**

Refunds will be calculated as follows

Tuition fee per week x number of weeks unused course the student has paid for at point of withdrawal

The weekly Tuition fee for the course will be identified by calculating:

Weekly Tuition fees = (Total Tuition fee/ number of calendar days in the course) X 7, roundup to the nearest whole dollar.

E.g. = $(1000 / 140) \times 7 = \$ 50$

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of unused weeks = number of calendar days that have been paid but remained unused / 7

E.g. = $100 / 7 = 12.857$, rounded up to the nearest whole week = 13 weeks

Tuition fee of \$50 per week x 13 weeks unused course = \$650 refund paid to the student.

Any refunded amount will have an administration charge of \$250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the Institute.

2. In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the Tuition and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place with another provider.

If you choose placement in another provider, you may need to sign a document to indicate that you accept the placement.

3. Fees not listed in the refund section are not refundable
4. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the Institute will sign once an application has been received, accepted by the Institute and an offer made to the student. There is no obligation on the student or the Institute until the Written Agreement is signed by all parties, funds have been cleared by the Institute bank and an official receipt is issued by the Institute.

The written Agreement and the availability of complaints and appeals processes, does not remove the right of the student to take an action under Australia's consumer protection laws.

Students are strongly advised to contact Innovative Institute of Australia with any questions they have about fees and refunds prior to submitting the application. Contact info@innovative.edu.au

Tuition Protection Service

The Institute is a member (potential) of the Tuition Protection Service (TPS). This means that the fees paid to the Institute are safeguarded if the Institute defaults on delivering the courses you are enrolled in.

In the unlikely event that the Institute is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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

- complete their studies in another course or with another education provider or
- receive a refund of their unspent course fees

Further information on the Tuition Protection Service can be accessed at:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Training and assessment

Competency based training and assessment

What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

Performance at an acceptable level of technical skill;

Organising one's tasks;

Responding and reacting appropriately when things go wrong; and

Transferring skills and knowledge to new situations and contexts.

Competency Standards are statements of the required workplace levels of performance.

Student orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at the Institute and to provide introduction to studying, Dandenong and Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition, Institute student will be introduced, a tour of the Institute and the local area will take place and an opportunity to ask questions will be given. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa or enjoyment of the stay in Australia.

Course delivery

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required level of competence and preparing people for assessment against specified competency standards.

Our nationally accredited course is designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, undertaking research, answering written and verbal questions, discussions, case studies, individual coaching and developing competence through completing practical activities. Delivery will take place at our campus and will involve a mixture of classroom and simulated work-based environments to develop competency.

Assessment

Competency-based assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is the key to successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

A number of approaches to course assessment are used by Institute staff. Assessment approaches may include: observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked S – Satisfactory or U – Unsatisfactory. After each assessment verbal and written feedback provided. Unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or

- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many trainers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Academic Misconduct

Students are also required to adhere to Institute code of conduct. If a student is found to have acted in a way that the Institute deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At the Institute, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Helping another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a Student copies another Student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment, you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at info@innovative.edu.au

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the Student prospectus and student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled

Pathways

Graduates of the Institute may seek credits to the relevant degree programs in Australian Universities. The Institute has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule student with high marks will have the best chance of being accepted by a University.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate and a record of results corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Training Guarantee

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

Currency of training

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

Course information – Business

BSB50215 Diploma of Business.

Course currency status: Current on www.training.gov.au

Course description:

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

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

Duration:

The duration of this qualification is 1040 hours (52 weeks, excluding 6 weeks term break). It includes 950 hours face to face classroom and simulated work-place learning and 90 hours for classroom Assessment activities. The contact hour is 20 contact hours per week

It is also expected that students would need to complete 260 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Mode of Delivery:

Face to Face Classroom

Training Pathway

After achieving this qualification, candidates may undertake qualifications at Advanced Diploma level or above in Business training package.

Employment Pathway

Diploma graduates, with industry experience typically work as:

- Business Development Manager
- Executive Officer
- Operation Manager
- Team Leader

Course Structure

Week	Unit Detail	Contact Hours	Assessment
1-7	BSBHRM506 Manage recruitment, selection and induction process	140	Week 7
8-13	BSBWOR502 Lead and Manage Team Effectiveness	120	Week 13
14-15	Break		
16-22	BSBADM502 Manage meetings	130	Week 22
22-28	BSBSUS501 Develop workplace policy and procedures for sustainability	130	Week 28
29-30	Break		
31-36	BSBRISK501 Manage Risk	110	Week 36
36-42	BSBADV507 Develop a media plan	130	Week 42
43	BSBADM504 Plan and Implement Administrative System	20	
44-45	Break		
46-50	Cont..BSBADM504 Plan and Implement Administrative System	90	Week 50
50-58	BSBADM506 Manage Business document design and development	170	Week 58
	Total Face to face and simulated practical Learning+ Supervised Assessment activities	1040	
	Self-study hours expected from the student (approximately 5 hours per week)	260	
	Total Hours (volume of learning) (1040 + 260)	1300	

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)
 Tuition fee: \$11500
 Materials fee: \$250 (payable during orientation)

Total Course Fee: \$ 12000 only

Tuition fee payment Schedule

\$ 11500 paid in 11 instalments. First instalment 1000 must be paid prior to commencement of the course. Next 9 instalments of \$ 1000 must be paid every month and last instalment of \$1500 must be paid before the completion of the course.

* Innovative Institute of Australia would accept payment of no more than \$ 1500 from each individual student prior to the commencement or in advance at any given time

*Tuition fees and other costs (material fees etc.) may change from year to year. However, students continuing in their current qualification will not incur any fee increases

*Material Fees includes but not restricted to books, Tutorials and course documents

Training facilities

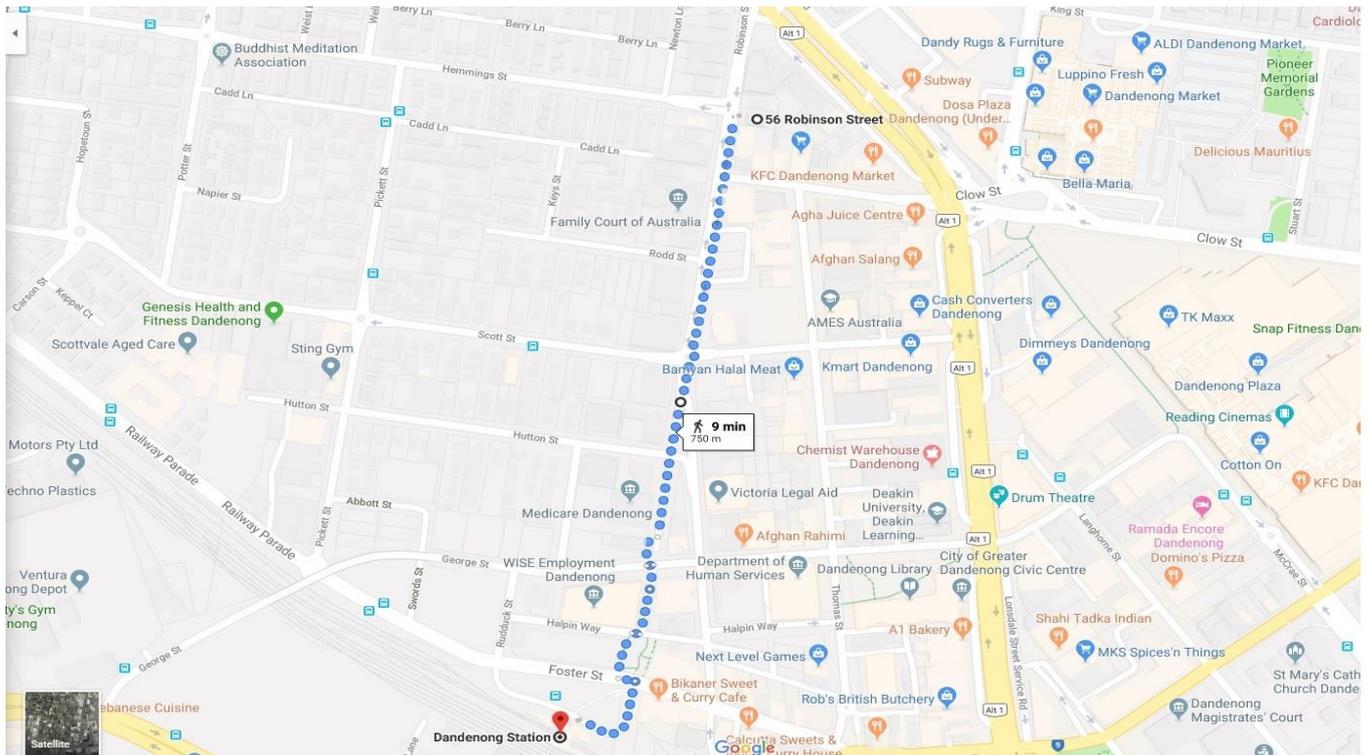
Innovative Institute of Australia offers training at a convenient location close to public transport, retail shopping, entertainment and other colleges. Check out the locations at Google Maps

56, Robinson Street, Dandenong, VIC, 3175

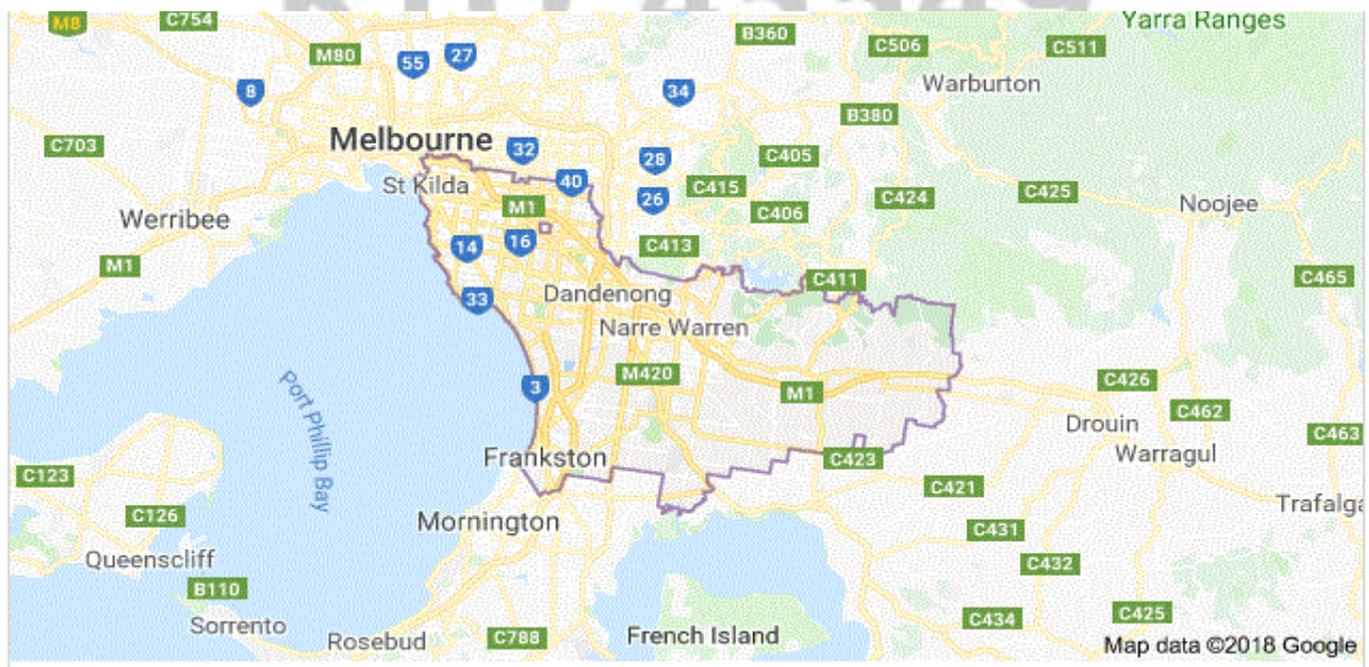
The Institute facilities include well-equipped classroom, computer (laptops) and internet facilities and a student resource area for study and research and open break out area.

Students will be given complete information about the location of facilities during the orientation program run by the College.

Maps



Innovative Institute of Australia in Dandenong



Innovative Institute of Australia in Victoria

Public Transport

Innovative Institute of Australia is located at 56 Robinson Street Dandenong, VIC, with significant public transport access for surrounding areas. Robinson Street is a busy street and has many small businesses and café's around.

Innovative Institute of Australia is located in a busy suburb, Dandenong in a prime central location, located just 36 km from centre of city of Melbourne. Institute is 750 meters away from Dandenong Railway station, 700 m from Dandenong plaza, entertainment and minutes away from the princes Hwy.

This location very close to Dandenong market, Dandenong town centre, Dandenong town centre

To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

Retail

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

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Workplace Health and safety	Work Safe Victoria
Equal opportunity	Victorian Equal Opportunity & Human Rights Commission
Standards for RTO's 2015 & CRICOS registration	Australian Skills Quality Authority
Educational services for overseas students	Australian Education International
Department of Immigration and Border Protection	Department of Immigration and Border Protection
ESOS Framework	https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact CEO if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

The ESOS framework – providing quality education and protecting your rights

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

Student Visa

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

- Students must study a full-time course which is a minimum of 20 contact hours per week.
- Students must meet the minimum requirement of maintaining the course progress throughout the program.
- Students must provide current and accurate contact details to the Institute. If contact details change, students are required to advise the Institute.
- Students who obtain work rights on their visa are able to work up to 40 hours per fortnight while their course is in session.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in

either a government or non-government school.

Detailed information about visa conditions can be accessed through visit <http://www.border.gov.au/>

What is the ESOS Framework?

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

Legislation

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

The ESOS Framework protects your rights including:

- Yours right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Yours right to sign a written agreement with your provider before, or as you pay the fees, setting out the services to be provided, fees payable and information about refunds of course fees.

Being an overseas student on a student visa, you have the responsibility to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress

Provider Registration

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enroll overseas students to study in Australia on a student visa.

Therefore, as an overseas student on a student visa, you must ensure that you study with an education provider and in a course, that can be found on CRICOS. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Tuition Protection Service

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

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

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

Standards

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

Information for students

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

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

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at

<http://cricos.Department of Education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students?
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

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

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- maintain satisfactory course progress, follow your provider's academic/course progress policy.
- The Department of Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the [Student Visa Conditions](#) link for details.
- Upon arriving in Australia, you are required to advise the Institute of your residential address and telephone number and of any subsequent changes to your residential address. Students must confirm and update their contact details (address, mobile phone number and email address if any) within a week and at least every 6 months. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the Institute is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. The Institute may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the Institute to ensure you receives important information about your course, fees and possible breaches of your student visa.

Contact details

For policies and procedures that affect you

- Speak with Innovative Institute of Australia

Department of Education and Training

For your ESOS rights and responsibilities

- <https://internationaleducation.gov.au/Pages/default.aspx>

Further information on the ESOS Framework is provided in the following link:

- <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

ESOS Enquiries

General enquiries: Phone: 1300 615 262

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

Visa enquiries:

Phone: 131 881 (within Australia)

Online: Department of Immigration and Border Protection <http://www.immi.gov.au/Pages/Welcome.aspx>

PRISMS Help Desk: Phone: 02 6102240 7647

Email: prisms@education.gov.au

ARC Hotline: Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au

Department of Immigration and Border Protection

For visa matters:

- www.immi.gov.au
- Phone 131 881 in Australia
- Contact the Australian Immigration Department office in your country

Student support, welfare and behaviour

Student Welfare and Support Services

In the first week of your enrolment at the Institute the Student support officer will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to settle in Australia and succeed at your studies. If you do have academic or non-academic welfare issues then assistance will be provided and the Student support officer will maintain regular contact with you until you have settled in and resolved your problems. There is no additional charge for this service.

The Training Manager, Student support Officer, Teachers and Administrator are available to provide advice and assistance to you at no charge from the Institute. The teachers are working with support and welfare teams on course progress monitoring, academic support/intervention programs.

Students requiring special or intensive assistance must contact support Officer who may deal with the problem or may refer students to external welfare and support services if required. The Institute will not charge for welfare and support services it supplies or for referring students to external welfare and support services.

Students will have to pay any fees charged by external welfare and support services that they use. Some fees may be partly met by your overseas student health cover.

First contact person for Student support services: Shabana, Mob: 03 8752 1453

Use the following guide to assist in identifying who you should contact in the Institute:

Issue	Who to contact	What will happen	Contact details
Academic problems Course progress problems Study problems English language problems Assessment problems Homework problems Course Credit	Trainer Course coordinator	Institute staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. Institute staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the contact persons skills/ abilities to assist you they will refer you to either other internal Institute staff member/s or to external support contacts who have the skills and experience to assist you. Examples of some types of support may be: Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy	info@innovative.edu.au

<p>Student records Course progress records</p>	<p>Trainer Record Officer Training Manager</p>	<p>You will be asked to verify your identity You will be given help to understand the content of the records Your records will be made available to you and the details explained Any errors or omissions will be corrected</p>	<p>info@innovative.edu.au</p>
<p>Housing Transport Personal issues Harassment Money problems Loneliness Family problems Orientation program</p> <p>Notice of intention to report</p>	<p>Student Support Officer</p>	<p>The Coordinator will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The Coordinator will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the Coordinators skills/ abilities to assist you they will refer you to either other internal Institute staff member/s or to external support contacts who have the skills and experience to assist you. The Coordinator may provide advice and referral to websites and/ or services that can assist you with the issue/ problem. The Training Manager will explain the reasons why this has happened and what the process involves including the outcomes to the student. The Training Manager will explain why the student has received the notice. The Training Manager will explain the process of reporting and potential outcomes. The Training Manager will provide contact details for DIBP. Students have the right to access the Complaints and appeals process at any time if they have a ground to appeal the decision to issue the notification.</p>	<p>info@innovative.edu.au</p>
<p>Fees and refunds Access to your own records</p>	<p>CEO</p>	<p>You will be given help Your fee records will be provided and explained Any errors will be corrected Payment plans will be discussed Payment options will be discussed Your records will be made available to you and the details explained Any errors or omissions will be corrected</p>	<p>info@innovative.edu.au</p>
<p>For visa matters</p>	<p>Department of Immigration and Border Protection (DIBP)</p>	<p>You will receive official government department advice</p>	<ul style="list-style-type: none"> • www.immi.gov.au • Phone 131 881 in Australia • Contact the DIBP office in your country.
<p>For your ESOS rights and responsibilities</p>	<p>Department of Education (DOE)</p>	<p>You will receive official government department advice</p>	<ul style="list-style-type: none"> • http://cricos.gov.au/ ESOS Helpline +61 2 6240 5069 • Email visit their Online Enquiry Form

Key Institute Staff

Position	Name	Phone	Fax	Email
Directors	Saurabh Sharma	0469 98 298		ceo@innovative.edu.au
Chief Executive Officer	Saurabh Sharma	0469 98 298		ceo@innovative.edu.au
Marketing Manager Student Enrolment and administration officer	Saurabh Sharma	0469 98 298		info@innovative.edu.au
Student Support Officer Enrolment officer	Shabana	03 8752 1453		info@innovative.edu.au
Trainer and Assessor (Business)	Neha Kalra Manpreet Kaur Tejinder Kaur	03 8752 1453		info@innovative.edu.au

Important Contact Details

Who	Why	How
Registered Training Organisation	For policies and procedures that affect you	Contact by visiting, telephone call or email at info@innovative.edu.au Go to the Innovative Institute of Australia Website www.innovative.edu.au
Australian Education International	For ESOS Rights and Responsibilities	Phone: 1300 615 262 https://internationaleducation.gov.au/Pages/default.aspx
Department of Immigration and Border Protection	For Visa Matters	www.border.gov.au Phone: 131 881 (within Australia)

Other Important Websites

1. Department of Immigration and Border Protection <http://www.immi.gov.au>
2. Department of Education www.education.gov.au
3. Student hotline: 1300 363 079
4. Study in Australia <http://www.studyinaustralia.gov.au>
5. Additional information on student visa issues is available on the [DIBP web site](#).

Helpful contacts

Fire, ambulance and police emergency	Phone 000 Police link 131 444
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour	Phone 131 114

Counselling, Advice and Referral Services	
Victoria Police Centre	637 Flinders Street, Melbourne, VIC 3000 Ph: 9247 6666
Doctor	Robinson Street Medical Centre Dandenong, 58 Robinson St, Dandenong VIC 3175. Phone: (03) 9793 6925 Dr Anna Kucminska, 63, Cleeland St, Dandenong VIC 3175, Phone: (03) 8774 2527
Dentist	Jayasinghe RB Dr, 319 Thomas St, Dandenong VIC 3175 Phone: 0419 884 649 Prosthodontics Dental Centre, Level 4/47 Princes Hwy, Dandenong VIC 3175 Phone: (03) 9792 9774
Community health centre	Greater Dandenong Community Health Services - 122 Thomas St, Dandenong VIC 3175. Phone: 1300 342 273 Headspace Dandenong - 211 Thomas St, Dandenong VIC 3175. Phone: 1800 367 968
Counsellors	Positive Lifestyle Counselling Services Dandenong - 147-151 Foster St, Dandenong VIC 3175. Phone: (03) 9794 3500 Positive Mind Counselling - 7/2-4 Hutton St, Dandenong VIC 3175. Phone: 0411 238 895
Psychologist	McCaffery John - 8/57 Robinson St, Dandenong VIC 3175. Phone: (03) 9794 0622 Colman & Associates – 57 Robinson Street, Dandenong, VIC, 3175. Phone: (03) 9792 1118
Legal assistance	Slater and Gordan Lawyers – 329 Thomas Street, Dandenong. Phone: 1800 555 777 Victoria Legal Aid - Level 1, 9-5 Pultney St, Dandenong VIC 3175. Phone: (03) 9767 7111
External appeals body (see complaints and appeals information)	Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072
Pharmacies	Chemist Warehouse Dandenong - 265 Lonsdale St, Dandenong VIC 3175. Phone: (03) 9792 0522 Dandenong West Pharmacy - 74 Hemmings St, Dandenong VIC 3175. Phone: (03) 9792 1551
Physiotherapist	Dandenong City Clinic Physiotherapy - 9 Pultney St, Dandenong VIC 3175 Phone: (03) 9791 9044
Religious institutions	Anglican St James' Anglican Church, 53 Langhorne St, Dandenong VIC 3175. Phone: (03) 9793 3898 Catholic St Mary's Catholic Church Dandenong, 160 Foster St, Dandenong VIC 3175. Ph: (03) 9791 4611 Islamic Albanian Islamic Centre of Dandenong. Dalgety St, Dandenong South VIC 3175 Hindu Shri Shiva Vishnu Temple- 52 Boundary Rd, Carrum Downs VIC 3201. Phone: (03) 9782 0878 Buddhists Buddhist Meditation Association - 43 Hemmings St, Dandenong VIC 3175. Phone: (03) 9794 9492
Study in Australia	Study in Australia
Youth Central	Youth Central link
Study Melbourne	Study Melbourne

Student Orientation

Students who are accepted into the Business course at Innovative Institute of Australia are provided, on arrival, with an Orientation Program about Innovative Institute of Australia and the local community. The aim is to assist students to adapt and adjust to their new environment easily and smoothly.

Innovative Institute of Australia's New Student Orientation program includes different activities aimed to help the transition of new students into their new learning and living environment at Innovative Institute of Australia and in Australia, as well as preparing them for an exciting study experience. Orientation is a great avenue for students to find out what it takes to be a successful student, learn about the Centre and includes essential information regarding their study.

Academic issues:

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

Personal / Social issues

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during normal Innovative Institute of Australia's hours for advice and guidance on personal issues, accommodation issues or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

For more information, please email info@innovative.edu.au

Social Activities

Dandenong is a lively suburb and Innovative Institute of Australia will occasionally organise social events that allow all students to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer at info@innovative.edu.au

Medical Issues

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

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialed in an emergency when a student requires ambulance, police, or fire attendance.)

Legal Services

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Victoria Legal Aid - 14 Mason St, Dandenong VIC 3175	(03) 9767 7111
	Cassy Cardinia Community legal service Inc.- 42 Claredale Rd, Dandenong, Victoria 3175	(03) 97931993
International Student Legal Advice Clinic (ISLAC)	Ms Sanmati Verma	sanmati.verma@gmail.com or 0410 923 041.
Lawyer	Slater and Gordon Lawyers, 329 Thomas St, Dandenong VIC 3175	1800 555 777

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

Student with dependents

Students who decide to come and study in Australia with their dependents are advised to make the necessary arrangements for their families, such as schooling arrangements for their school-age children, childcare and family

accommodation. Students must also factor these costs in their cost-of-living calculations. Information on family and education services can be found through the following links:

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

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

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

General Information

Upon Arrival in Australia – important things to remember to do

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

Change of Address information from students

Upon arriving in Australia, you are required to advise Innovative Institute of Australia of your residential address and telephone number and of any subsequent changes to your residential address.

This is extremely important. Under the Education Services for Overseas Students (ESOS) Act 2000, Innovative Institute of Australia is obliged to serve a notice at your last known address if you breach a student visa condition relating to academic performance.

It is your responsibility to ensure that you always update your address details (within 7 days of any change) at Innovative Institute of Australia to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Immigration and Border Protection (DIBP) website: www.immi.gov.au

Use of Personal Information

Personal information is collected solely for the purpose of operating as an CRICOS provider under the Australian Quality Training Framework. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the TPS Director, pursuant to obligations under the ESOS Act 2000 and the National Code 2018. Innovative Institute of Australia is required, under s19 of the ESOS Act 2000, to inform the DIBP about any changes to student's enrolment and any breach by students of student visa conditions relating to satisfactory academic performance.

Student Safety:

Student Identification Card

Each student will be issued with a Student Identification Card during the orientation process. Students and staff must carry their cards with them at all times.

Building Security

Innovative Institute of Australia will ensure only staff and students are able to access the premises. This will include a reception area that is always manned or locked with appropriate access only.

Critical Incidents

Innovative Institute of Australia has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken. Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and in Dandenong where the main campus is located. Information will include the contact numbers for emergency services and a senior staff member.

Students will be informed of safety measures and processes through the student orientation process, including a 'student support service information document' which is also available during the Orientation process. The Student Handbook also provides information for student safety.

For the latest Critical Incident Policy and Procedure please email to: info@innovative.edu.au

Living in Australia

Australia

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

The country is split into states and territories being: Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania.



Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

Melbourne City

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Autumn March to May 12 - 20 degrees
Winter June to August 10 - 15 degrees

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

Festivals

- Dandenong Festival of Lights
- Dandenong Show
- Moomba Festival
- Royal Melbourne show

International sporting events:

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

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

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services. Visitors from many parts of the world are attracted by Australia's spectacular natural environment

and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

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

Transport

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

Tourist students may drive in Australia on a valid overseas driver licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Telephones

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

Mobile phones are very popular and can be purchased from a number of retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of states, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

In Australia, there are plenty of fascinating spots suitable for social, sporting and other outdoor activities. There are opportunities for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

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

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

Cost of living and money matters

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the Institute study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman to click on this website: <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. Department of Immigration and Border Protection website <http://www.immi.gov.au/students/> and http://www.immi.gov.au/students/_pdf/permission-to-work-students.pdf

Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; International students pay tax on their earnings; for further information please visit the website: www.ato.gov.au.

At the end of each financial year, international students need to apply for their tax return through an accountant.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash traveller's cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash traveller's cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 locals and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

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

<http://www.westpac.com.au/> <http://www.anz.com.au/personal/> <http://www.nab.com.au/>
<http://www.commbank.com.au/>

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

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

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cents, 10 cents, 20 cents and 50 cents and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be considered.

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

Accommodation

Accommodation and Living Cost

The estimated living costs for an international student are approximately between A\$ 22000 to 24000 per year. This covers food, accommodation, travel, entertainment and clothing.

Sample Monthly budget

Food: A\$300 to A\$450

Accommodation Fee: A\$450 – A\$700 (For a room in a shared house or apartment)

Public Transportation: A\$250 approximately per month (bus / trains)

Accommodation Options for students:

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

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

Some local options include:

Particulars	Name & Location	Contact Phone
Student Accommodation Service.	Dandenong Student accommodation	Flatmates.com.au
Hostel	Accommodation Dandenong room to let - 31 Wilma Ave, Dandenong VIC, 3175	<u>0423 868 081</u>
Hotel	<u>City Edge Dandenong Apartment Hotel</u> - 229 Thomas St, Dandenong VIC 3175 Punthill Apartment Hotel Dandenong - 157-163 Lonsdale St, Dandenong VIC 3175	<u>(03) 9005 1888</u> <u>(03) 8762 4141</u>
Home stay organisation	Homestay Direct Pty Ltd	www.homestaydirect.com.au phone +613 96703133

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city centre. Students can expect to pay approximately \$200 - \$500 per week for a room in a share house close to the city centre.

The Institute does not offer accommodation services; however, the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia.

The following types of accommodation are available for International students: -

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

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

You can also access information on share accommodation at the following links:

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

Share Accommodation - <http://au.easyroommate.com/?qclid=CLnI9-SDuMMCFZcmvQodAmEAmw>

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

www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

Health care

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

Medical Issues

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

Overseas Student Health Cover (OSHC)²

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

Links to their websites are:

www.oshcworldcare.com.au

www.bupa.com.au

www.ahm.com.au

www.medibank.com.au

It is a visa requirement that all overseas students possess OSHC while they are studying at the Institute.

We can arrange this for you prior to arrival with our provider OSHC world care. For further details or if you wish to arrange your own OSHC contact OSHC world care direct at www.oshcworldcare.com.au

Cost of Living

The Australian government recommend that the cost of living in Melbourne for an international student will be \$22000 per year. If a student wishes to bring a partner the Department of Immigration and Border protection indicate that an additional \$7100 per year of study will be required for a partner. Married students with children will require approximately \$4000 per child. This may vary significantly from person to person depending on their individuals taste and requirements.

Food

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

Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Burger King are also available and generally range from around AUD\$6.00 - AUD\$12.00. Indicative costs of groceries are: milk 1 litre \$2.10, bread 1 loaf \$3.50, apples 1 kg \$4.00, potatoes 1 kg \$2.00, eggs 1 dozen \$3.00, cereal 1kg \$3.00, fruit juice 2 litres \$4.00, rice 1 kg \$2.00, fish and meat vary enormously depending on type/ quality.

Shoes 1 pair \$75.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$3.50

T-shirt \$25.00, Hairdresser \$25.00 to \$45.00, Newspaper \$2.50, Cinema ticket \$18.00

WHS (OHS) Act in Victoria

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

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

Health and Safety and Hazard Identification Policy

All staff and student's health safety and comfort will be will be maintained in accordance with relevant legislation.

All operations of the institute will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification

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

Any potential and actual hazards are identified.

Any potential and actual hazards are effectively managed.

Emergency procedures are established to deal with identified hazards.

Procedures for Implementation of Hazard Identification

Situations with potential to cause hazard to staff or students are identified and noted on the Health and Safety Register.

Recommended actions are identified in accordance with appropriate authorities where necessary.

Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

Responsibility

Trainers are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the CEO on a day-to-day basis.

The CEO is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

Evaluation

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

Health and Safety Procedures:

Evacuation Policy

Display of Evacuation Notices

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

Trial Evacuations

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

Assembly Point

The assembly point is on the footpath outside adjacent buildings in Dandenong street.

First Aid Kits

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

First Aid Procedures

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

Safety Rules:

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

Do not run around the Institute, only walking is permitted.

Use handrails when coming up and down the stairs.

You are not allowed to drink alcohol or bring or consume drugs on the premises.

If you spill something you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.

You must not use any matches or fire lighting equipment within the premises.

You must not tamper with fire extinguishers.

Emergency Procedures:

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

Fire and Explosion

Sound alarm.

Initiate site emergency evacuation procedure.

Call fire service dial 000

Serious Injury

Call for assistance.

Call ambulance dial 000

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to the Director

Bomb Threat

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

Call police dial 000

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defense, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow “serious injury” procedure referred to above.

Notify management

Robbery

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person’s features, height, build, clothing, etc.).

Call the police dial 000

Notify management.

Gas Leak

Notify management, who will then notify gas engineers.

If, necessarily follow the fire and explosion procedure set out above.

Evaluation

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

Important Websites

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

Policies and Procedures

Access and equity policy

The Institute Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and Appeals

If students have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another Institute staff member. Institute staff will attempt to resolve this in an informal manner to the student's satisfaction. If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form from the Reception or from website www.innovative.edu.au. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process. The Overseas Student Ombudsman is the external appeal body.

The Overseas Student Ombudsman will review the case to identify if the Institute has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

Further information on the complaints and appeals process can be gained by contacting Innovative Institute of Australia at info@innovative.edu.au. Or from our website www.innovative.edu.au

Student initiated deferral or suspension of enrolment

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

If approved, the Institute will report your deferral of commencement or suspension of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Student cancellation of enrolment and Fee Refunds

Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the Institute and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the Institute Training Manager. The student refund application form, available from the Institute, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The Institute will report your cancellation of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Innovative Institute of Australia protects students' fees through the Tuition Protection Service (TPS). Where a cancellation is requested, students are required to complete a Request for Cancellation Form. A refund, if any, is governed by some conditions and will be processed only upon receipt of the Request of Refund. For more information, students can email at info@innovative.edu.au for the updated Fee Refund Policy and Procedure.

Institute initiated deferral, suspension or cancellation of enrolment

The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, non-payment of fees or unsatisfactory course progress. Institute may defer an enrolment where the course is not being offered due to compelling circumstances causing the institute to cancel the course at a given date. If the Institute is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal through the institute's internal complaints and appeals process against the Institute suspension or cancellation. The Institute will report any suspension or cancellation to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Institute deferral of commencement

The Institute may also decide to defer the commencement of a course. If the Institute defers the commencement of a course the provider default conditions in the Written Agreement between the Institute and the student will be triggered and the Institute will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the Institute will report its deferral of commencement to DOE which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Department of Immigration and Border Protection

According to the Dept. of Immigration and Border Protection (DIBP) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on the [DIBP Website](#) and the [Study in Australia Website](#).

Full time study and course progress

Students studying at Innovative Institute of Australia are regarded as full-time students. This means that you will be required to attend all your scheduled classes for 20 hours per week. Students who do not attend classes are more likely to fail to maintain satisfactory course progress. If you fail to achieve satisfactory course progress for two consecutive study periods, Innovative Institute of Australia is legally required to report you to the Department of Education. This may lead to your student visa being cancelled.

Overseas student health cover

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at the [Department of Health and Aging](#)

Satisfactory course progress

It is a requirement of your student visa to maintain satisfactory course progress. If you do not maintain satisfactory academic progress during your course you will be reported to DIBP which will lead to cancellation of your visa. Unsatisfactory academic progress is defined in the ESOS legislation as failing more than 50% of units in any two consecutive study periods. If this occurs the Institute will report you to DIBP. A study period is one term of study.

To assist you maintain satisfactory course progress the Institute will monitor your academic progress, identify students who are "at risk" of breaching this requirement and act to assist students who are "at risk" through meetings, counselling sessions and other strategies. Student progress will be monitored during a study period and at the completion of each study period.

Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:

- fails more than 50% of units in a study period; or
- fails two or more core units in a study period; or
- fails a prerequisite unit in a study period; or
- fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
- during a study period falls behind the trainers/assessors expected progress and is reported by the trainer /assessor to the Course Coordinator
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Course coordinator in accordance with the Institute Completion within the expected duration procedure; or
- is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the student's capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the "at risk" status as prolonged absences for any reason place a student at risk of failure and is reported to the Course Coordinator

Failing a unit means being assessed as "Not Yet Competent" for a completed unit.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the teachers and
- Make an appointment with the student contact officer if you are having any difficulties with your studies

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12.

Dependents of persons holding a student visa may be required to pay full fees in any school, institute or university that they enrol in whilst in Australia. School fees vary depending on the school. Details about the Victorian public-school system is available at <http://www.study.vic.gov.au/Intstu/default.htm>. Intending students with dependents should budget for school fees, living costs and health insurance in their calculations.

If you are intending that your dependents will attend a private school in Victoria you will have to contact the specific school to obtain information of fees. Information on private school in Australia is available at <http://www.independentschools.vic.edu.au/>

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- The Australian Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Student transfer

Under the ESOS Framework, the Institute cannot enrol students seeking to transfer from another institute before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the Institute for a letter of release. The six months is calculated as six calendar months from the first day of your principal course.

Your principal course is usually the final course of study you will undertake. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact the Institute administration for a copy of the transfer procedure and the application form. Letters of release will be issued to eligible students free of charge.

Students do not need a letter of release if:

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

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

Use of personal information

Information is collected during your enrolment in order to meet the Institute obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and the National Vocational Education and Training Regulator Act 2011.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the National VET Regulator the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Tuition Protection

Service (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of VET Quality Framework that students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Apply to the Course Coordinator if you wish to view your own records. Once the request has been approved the Course Coordinator will arrange a time for you to view your own records. You must view your records at the Institute and you cannot take records away from the Institute.

Student code of behavior

The purpose of the Student Code of Behavior is to ensure that there is a peaceful and comfortable study and work environment at Innovative Institute of Australia for all students and staff. This Student Code of Behavior applies to all students of Innovative Institute of Australia across all courses.

Student rights:

All students have the right to:

- be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- be free from all forms of intimidation.
- work in a safe, clean, orderly and cooperative environment.
- have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse.
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).
- work and learn in a supportive environment without interference from others.
- express and share ideas and to ask questions.
- be treated with politeness and courteously at all times.

Student responsibilities:

- students will not engage in cheating or plagiarism or collusion.
- students will submit work when required.
- students will at all times meet the requirements, terms and conditions in the student agreement including payment of fees.
- students will be attending all required classes and assessments.
- Students will undertake all reasonable efforts to maintain satisfactory course progress.
- students "at risk" of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the Institute in consultation with the student.

Breach of Conduct

A student breach of conduct occurs when a student behaves in a manner described below:

- Attacks, attempts to attack or threatens a person on Innovative Institute of Australia premises.
- Acts against the Equal Opportunity practices of Innovative Institute of Australia which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following:
 - Age
 - Impairment
 - Industrial activity
 - Lawful sexual activity
 - Marital status
 - Physical features
 - Political belief or activity
 - Pregnancy
 - Race
 - Religious belief or activity
 - Sex
 - Status as a parent or a carer
- Disobeys or disregards any lawful direction given by an officer of Innovative Institute of Australia.
- Acts dishonestly or unfairly in connection with an assessment conducted by Innovative Institute of Australia
- Deliberately prohibits any teaching activity, assessment or meeting of Innovative Institute of Australia.

- Engages in any conduct or activity damaging to the management and good governance of Innovative Institute of Australia.
- Willfully damages or wrongfully deals with any Innovative Institute of Australia property.
- Attends Innovative Institute of Australia whilst under the influence of alcohol or affected by drugs.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon.
- Fails to pay fee on time
- Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or willfully places another person in a position of risk or danger.
- Constantly interrupts class time through the use of mobile phones/other electronic devices
- Uses abusive language.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

1. A member of the Institute staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
2. Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
3. Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)

After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student deferral, suspension or cancellation warning letter.

Failure to attend scheduled meetings may result in the Institute deciding to defer, suspend or cancel a student's enrolment.

If the Institute intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the Institute. If the appeal is not upheld or the student withdraws from the appeal process then the Institute must report the student to DOE and DIBP via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Suspension or cancellation of your enrolment has to be reported to DIBP and may affect the status of your VISA.

At any stage of this procedure students are able to access the Institute's complaints and appeals procedure to settle any disputes that may arise.

Issuance of Certificates

The issuance of certificates will be done in accordance with Innovative Institute of Australia's Issuing Certificate Policy and Procedure. Processing will normally take twenty (20) working days, provided all paperwork and fees are cleared.

Work Health and Safety (WHS) /Occupational Health and Safety (OHS) and other Legislative Requirements

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

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

- are required to take reasonable care of themselves and others in the institute
- have a responsibility to co-operate with all health and safety provisions
- have a responsibility to comply with relevant WHS/OHS management system policies, procedures and programs, as appropriate
- must not bypass or misuse systems or equipment provided for WHS/OHS purposes
- are required to carry a student identification card at all times while on of Institute's premises

For more details on WHS/OHS, please refer to Innovative Institute of Australia's Compliance with Legislation Policy and Procedure. The document also includes policies and procedures on:

- Anti- Discrimination
- Emergency
- Environment
- Privacy
- Bullying

Student transfer policy and procedure (National Code Standard 7)

The purpose of this procedure is to ensure Innovative Institute of Australia complies with standard 7 of the National Code of Practice 2018-part B standard 7.

The RTO must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code.

No fee can be charged to the student by the Institute for issuing a letter of release

Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of Part B the National Code.

If a letter of release is refused by a registered provider a student may appeal the provider's decision.

For more information on this policy, please contact the RTO manager at info@innovative.edu.au or collect the current copy of this policy from Innovative Institute of Australia office reception.

Student Information Policy & Procedure

Innovative Institute of Australia employs an effective Student information policy and procedure to inform all potential students about the training, assessment, support services and their rights and responsibilities prior to enrolment.

Innovative Institute of Australia ensures that the information provided accurately represents facilities, practices and resources.

The CEO is responsible for implementing this policy and reviewing its effectiveness.

This policy is implemented in compliance with the requirements of the Standards for Registered Training Organizations (RTO's) 2015 Standards 4 and 5 and the National code of conduct part B Standards 1,2 and 3.

For more information on this policy, please contact the CEO at info@innovative.edu.au or collect the current copy of this policy from Innovative Institute of Australia office reception.

Monitoring Progress of Each Student Policy Procedure

(National Code Standard 8)

Policy: To outline the policy for monitoring the academic progress of international students to enable the identification and support of those at risk of not progressing academically, as required under the Education Services for Overseas Students (ESOS) Act 2000 and Standard 8 of the National Code 2018.

- 1.1 Innovative Institute of Australia monitors student's course progress to assist them in completing their course within the expected course schedule as stated on their CoE.
- 1.2 In order to meet the requirements of the National Code 2018, Innovative Institute of Australia will monitor academic progress of international students and implement intervention strategies where necessary.
- 1.3 This policy applies to all international students on a Student Visa enrolled in a CRICOS Registered program at Innovative Institute of Australia and the staff involved in training and assessment delivery and in the management and support of international students.
- 1.4 The National Code 2018 has two Standards that relate to academic progression of international students. Standard 8 Completion within the expected duration of study Standard which requires Innovative Institute of Australia monitoring the progress of each student to ensure that the student is in a position to complete the program within the expected duration, as specified in the student's Confirmation of Enrolment (CoE).
- 1.5 Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. For example, Innovative Institute of Australia will review the results of all international students at the end of each study period. At the same time, Innovative Institute of Australia will also check the student's progress towards completion of the program within the specified duration as per this policy.
- 1.6 Innovative Institute of Australia provides support in accordance with the Institute Student support policy and procedure to assist international students completing their course within the expected duration.
- 1.7 Innovative Institute of Australia extends the duration of an international students CoE in the limited circumstances identified in item 1.11 of this policy and procedure.
- 1.8 Innovative Institute of Australia does not deliver more than 25% of a scheduled course to international students in any one study period by on line or distance learning.

- 1.9 If due to exceptional circumstances identified in item 1.11 of this policy and procedure Innovative Institute of Australia amends an international student's CoE via PRISMS, it issues the new CoE to the student and places a copy in the student's file.
- 1.10 International Students study at least one unit that is not Distance or E learning in each study period.
- 1.11 Innovative Institute of Australia extends the scheduled duration of study in the following exceptional circumstances:
- Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents
 - major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
 - a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime.
 - where the Institute was unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
 - If student is at risk of not achieving satisfactory course progress and the Institute is implementing its intervention strategy that requires the period of study to be extended (reference Student support policy and procedure)
 - If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with the Institute Deferral, suspension or cancellation of enrolment policy and procedure
- 1.12 Reasons for the changes to the duration of their course are recorded in the student's file.
- 1.13 International students full time load is considered as a minimum of 20 scheduled hours of attendance per week unless
- There are compassionate or compelling circumstances for reducing the load
 - The reduced load is part of the Institute's intervention strategy
 - The students study load has been reduced through a successful Credit Transfer application
 - The students study load has been reduced through a successful Recognition of prior learning application
 - Part of the course is delivered via distance learning
 - Pre-requisite units are not available in that study period
- 1.14 The length of a study period is 13 weeks (excluding breaks)

For more information on this policy, please contact the CEO or collect the current copy of this policy from Innovative Institute of Australia office reception.

Monitoring International Student Academic Progress Policy & Procedure (National Code 8)

1. The National Code 2018

This policy/procedure supports 'Standard 8 – Monitoring Course Progress' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018'

2. Policy

- 2.1 Innovative Institute of Australia monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with this policy and procedures.
- 2.2 Innovative Institute of Australia has and implements this policy and procedures for each course, which must be provided to staff and students, that specify the:
- a. Requirements for achieving satisfactory course progress.
 - b. Process for assessing satisfactory course progress.
 - c. Procedure for intervention for students at risk of failing to achieve satisfactory course progress.
 - d. process for determining the point at which the student has failed to meet satisfactory course progress; and

- e. Procedure for notifying students that they have failed to meet satisfactory course progress requirements.
- 2.3 Innovative Institute of Australia will assess the course progress of the student in accordance with this policy and procedures at the end point of every study period.
- 2.4 This policy and procedure is implemented to ensure that students who are at risk of failing to meet their course progress requirements are notified and counselled. Under Section 12 of the **Education Services for Overseas Students (ESOS)** Act, students who have breached the course progress requirements are to be reported to the relevant government body.
- 2.5 The following procedures will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.
- 2.6 The process for assessing satisfactory course progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term (study period).
- Duration of study period (excluding holidays) - Terms (13 weeks)**
- 2.7 The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
 - a. Notified when close to falling below the required academic performance for a single term
 - b. 1st Warning when falling below the required academic performance for a single term
 - c. 2nd Warning when close to not achieving the required academic performance for a consecutive term
- 2.8 Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the Department of Immigration and Border Protection (DIBP)(www.border.gov.au) through PRISMS. Website for PRISMS: <https://prisms.education.gov.au/Logon/Logon.aspx>.
- 2.9 The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables Innovative Institute of Australia and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the DIBP.
- 2.10. All staff is to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

For more information on this policy, please contact the institute or collect the current copy of this policy from RTO office reception.