



PRE-ENROLMENT INFORMATION FOR INTERNATIONAL STUDENTS

About Sydney and Australia

Sydney is the largest and most stunning city in Australia. It is a popular destination for tourists and students from every part of the world at any time of the year with its exciting atmosphere, great weather throughout the year, world-class tourist attractions and superb harbour and beaches.

Sydney's streets are alive at night with theatres, bars, nightclubs, and restaurants that line the city streets, beaches and the harbour. Sydney has a thriving food culture, offering a wide range of dining choices and a variety of food from other countries.

Sydney is a truly international city. There are people living in Sydney and Australia from more than 180 different nationalities.

About Canberra

Canberra is the capital city of Australia. It's also Australia's largest inland city, home to the Australian government and the site of Australia's Parliament House. It is also one of the most affordable top cities. Canberra has relatively little traffic which means students will be sure to get to class on time. According to the student housing service recent Global Student Indicator, Canberra was voted the fifth most popular 'top city of study' with international students in 2017. Canberra is home to some of Australia's largest and most impressive cultural, historical and educational institutions. These include the National Gallery of Australia (the Commonwealth of Australia's national cultural institution for the visual arts), the historical Australian War Memorial, the National Museum of Australia, the National Portrait Gallery, the Canberra Deep Space Research Facility and one and only Parliament House. Canberra is the house of diplomats and is the safest place to start your career and secured future. It has not only fostered a strong, supportive and friendly community, but the city has one of the lowest crime rates of any major Australian city. The city surrounds Lake Burley Griffin, a beautiful but artificial lake. The city is to the North of the lake, with the main road running through it being Northbourne Avenue. CIBT Canberra Campus is located at Suit 1, Level 4, 40 Cameron Avenue, Belconnen ACT 2617.

Visa

International students need to apply for a student visa before they can start their studies in Australia. Each visa is subject to a number of visa conditions that with which you must comply. If you are bringing your family, different visa conditions apply to you and your family members.

There are mandatory conditions that are attached to Student Visas. Some examples of the conditions are:



Crown Institute of Business and Technology Pty Ltd ABN 86 116 018 412 National Provider No: 91371 CRICOS Provider Code: 02870D

North Sydney Campus: 116 Pacific Highway North Sydney NSW 2060 P 02 9955 0488 F 02 9955 3888

Sydney CBD Campus: Level 5, 303 Pitt St Sydney NSW 2000 P 02 8959 6340 F 02 9955 3888

Canberra Campus: Suite 1, Level 4, 40 Cameron Avenue, Belconnen, ACT 2617 P 02 6253 5184

- You **must** remain enrolled in your course.
- You **cannot** start work until you have started your course in Australia.
- You **cannot** work for more than 40 hours fortnightly when your course is in session

Note: You can work full time when you are on holiday such as the Christmas Holiday

- You **must** maintain Overseas Student Health Cover (OSHC) during your stay in Australia.

What you need to bring from your home country:

- Letter of offer/CoE sent to you by CIBT
- Receipts for payment of fees
- Passport and visa
- Certified copies of personal papers including academic transcripts, educational or work
- Qualifications you have already completed
- Official translations of important documents into English
- Identification papers such as birth certificate, Drivers license/international drivers permit.
- You will need light, comfortable clothing for the warmer months; jumpers, jeans, jackets and shoes for the colder months, as sometimes it can get wet and windy in Sydney.
- Credit cards and bank documents
- About \$400 cash in Australian dollars for incidental expenses until you can open an Australian bank account.

Airport Pick-Up

CIBT can arrange for students to be met and picked up at Sydney Airport upon arrival. Please inform us if you need this service before you leave for Sydney. If you have requested for this service, you will receive an Airport Pick up Notice before your departure with your name. Please show the notice and do not leave the airport until you have been picked up. Please make sure you have Australian coins to make phone calls to the number listed on the Airport Pick-Up Notice, or ask at one of the airport shopping counters to change notes to coins.

Accommodation

CIBT's Welfare Officer will ensure students are placed in suitable accommodation. Please inform the school at least one week in advance if you require assistance with this service.



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Language Difficulties

It will take time to become proficient in your spoken and written English so please be patient and keep trying to improve. Ask our friendly staff, your teachers and your friends for help when there is something you do not understand.

About Crown Institute of Business & Technology (CIBT)

CIBT serves hundreds of students coming from different countries around the world and those who are already in Australia. We offer a quality teaching and learning environment for students willing to improve their vocational studies who are aiming to fine tune their skills for their business or academic life.

After completing VET courses with us, people choose to go to the business world, higher studies, including university degrees, or go back to their home countries confident in their improved English and vocational studies. Many more come to our college to get ready for the work force with our vocational and applied courses in accounting, management, financial services and information technology.

CIBT is in the heart of the beautiful North Sydney, Sydney CBD & Canberra, where it is safe and convenient and easily accessed by the public transport system. Our college is set in a beautiful location near Sydney Harbour (North Sydney & Sydney CBD Campus), only a jump from North Sydney Railway Station, and close to Sydney's excellent attractions and entertainment venues. Our Campus in Canberra is also set in a beautiful location in Canberra, and close to Canberra's excellent attractions and entertainment venues. Students enjoy a variety of recreational activities, attractions, and the cultural diversity in and around Sydney & Canberra.

Our classes are small and the timetable is flexible. We are presently running the classes in the two shifts of morning and afternoon, Monday to Thursday. The morning shift starts from 8:00 am and afternoon classes finishes at 9:00pm.

CIBT's trainers and teachers are highly experienced and very well-qualified. All our staffs are devoted to students' success by providing them a wide range of services in relation to welfare and academic counselling, accommodation and job searching assistance etc.



VET Courses

Course Code	Course Name	CRICOS Code	Duration	Fees
BSB30115	Certificate III in Business	088813B	52 Weeks	\$8,400
BSB42015	Certificate IV in Leadership and Management	088468C	52 Weeks	\$8,400
FNS40217	Certificate IV in Accounting and Bookkeeping	097747K	52 Weeks	\$10,400
BSB51918	Diploma of Leadership and Management	098741G	65 Weeks	\$10,500
FNS50217	Diploma of Accounting	097748J	65 Weeks	\$10,500
BSB61015	Advanced Diploma of Leadership and Management	088470J	65 Weeks	\$10,500
FNS60217	Advanced Diploma of Accounting	097749G	78 Weeks	\$15,600
ICT50118	Diploma of Information Technology	099800E	65 Weeks	\$12,500
ICT60215	Advanced Diploma of Network Security	097972A	52 Weeks	\$12,500

Note: Please see our website for more details regarding the courses we offer:
<http://www.cibt.edu.au/>

For Fees and other Charges please visit the Website: <http://www.cibt.edu.au/fees/>

What to expect from CIBT?

- Small class sizes
- Interactive classes
- Quality teaching standards in a relaxed friendly learning environment
- Professionally-qualified Academic Management
- An orientation program on your arrival
- Educational and Welfare counselling
- Educational resources to assist in class learning or private study

Enrolment Procedures

1. Downloads Enrolment Forms and Terms & Conditions from our website:
<http://www.cibt.edu.au/prospective-student/how-to-apply/>
2. Download and complete the Enrolment Form and submit with your signature. Read and clearly understand the Terms and Conditions of Enrolment.
3. Submit your CIBT Enrolment Form with: (a) all your academic qualifications, (b) evidence of your English language proficiency like IELTS; and (c) main page of your passport.

Note: All documents that are not in English **must** have certified translations. If you fill-out the hard copy of the Student Enrolment Form, send it with the certified copies of the documents above via fax or post to the CIBT address below.



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Crown Institute of Business and Technology
116 Pacific Highway, North Sydney, NSW 2060

Tel: + 61 2 9955 0488 Fax: + 61 2 9955 3888

E-mail: info@cibt.nsw.edu.au

OR

Suite 1, Level 4, 40 Cameron Avenue Belconnen ACT 2617

E-mail: info.canberra@cibt.nsw.edu.au

If you are lodging the Student Enrolment Form electronically, email soft copies of the certified copies of the documents at: info@cibt.nsw.edu.au or info.canberra@cibt.nsw.edu.au. You will be required to submit original copies upon commencement of the course.

After submission of application form and required documents wait for notification from CIBT. A Letter of Offer (LoO) will be sent if your application is successful. Your LoO will indicate the course you have been offered, the fees payable, and the course commencement date.

After receiving a Letter of Offer, **please make a payment for the fees via bank transfer payable to CIBT:**

Account name: Crown Institute of Business and Technology, Pty Ltd Trust A/C

Bank name: Westpac Banking Corporation

BSB no: 032-099

Account no: 432853

Branch: 181 Miller Street, North Sydney, NSW 2060, Australia

Reference: Student Full Name

Payment can be made by Cash, Credit Card (Visa and MasterCard only), Eftpos, Cheque, Money Order, or Direct Deposit/Telegraphic Transfer. Please ensure when making payment that a copy of the remittance is also faxed to the college clearly stating the amount and for whom the payment is for. (All payments are to be made in Australian dollars only). Surcharge applies for Visa and Master card payment.

Send a copy of the bank transfer to CIBT Administration and please include your full name on every transmission. Upon receipt of the payment, your place at CIBT will be confirmed. An electronic Confirmation of Enrolment (eCoE) will be sent to the Australian Embassy in your home country, and a hard copy will be sent to you or your representative for your student visa application.

For details search <http://www.homeaffairs.gov.au/> for general information on how to apply for an Australian Student Visa. Apart from student visa information, this site also includes information on tourist visa and working holiday visa.



Orientation

On the first day at CIBT, you will attend an orientation session. The orientation presentation contains detailed information covering all aspects of your course and living in Sydney & Canberra. Remember that at CIBT, we have a Student Services Officer to help you with any part of your stay to ensure that you are completely satisfied and happy studying with us.

Orientation Process for new Student

On the first day of your course at CIBT, CIBT's Compliance Manager holds an orientation program for new students. This program is designed to help them to understand the different teaching and learning styles at CIBT, to meet staff and students and to adjust to their new life in Australia.

CIBT's Compliance Manager organizes and conducts the student orientation sessions for newly enrolled student on commencement day. On the first day of the course which students are enrolled in at CIBT student services officer welcomes the student at the Reception, and direct them to the orientation room where Compliance Manager will go through formal orientation program and answer their questions if any.

During the orientation Compliance Manager will go through the followings:

- Student's stay in Sydney & Canberra
- Information on North Sydney city, Sydney CBD & Canberra and surrounding area
- Information on transportation options while travelling to and from Sydney city to North Sydney and Information on transportation options while travelling around Canberra Area
- Accommodation through home stay network
- Financial arrangement (instalment payment options)
- Obligations as a Student at CIBT
- Academic progress / Course progress requirement (must pass at least 50% of the Units) and maintain satisfactory attendance at all times. As a VET provider, CIBT is not required to monitor attendance for ESOS purpose. However, CIBT monitor attendance as per its own policy to ensure students are progressing well with the course they enrolled.
- Student visa conditions
- Further Study option
- Requirements to receive a certificate
- How to appeal an assessment outcome



- How to complain and appeal if not satisfied with any issues at CIBT including facilities and delivery
- How to get extra support when required
- Course timetable
- Course content
- Emergency evacuation procedures
- Students' Code of Conduct
- Student Support services
- List of reference materials and resource available to the Students
- Requirements of the ESOS Act 2000 and the National Code 2018 (for overseas students only)

Students will be given with the followings information:

- Where to access Student Handbook
- Information on North Sydney, Sydney CBD, Canberra and surrounding area
- Information on transportation options
- Course timetable
- Emergency evacuation plan
- Course progress policy and procedure
- Complaints and appeal policy and procedure
- Information on CIBT facilities
- Change of contact details form

Orientation Program details

- 9:00 am on Commencement day of the Course, which will be the first day of each term- CIBT student services welcomes the newly enrolled student and register them into course.
- 9:30 am – Students will be directed to the orientation room, where they undertake LLN test, creating USI and complete Agent's Performance Survey
- 11:00am – CIBT, Compliance Manager goes through the orientation presentation.
- 11:00 am: Student service officer will take the student around the campus and show them around
- 12:00 am – Orientation finishes.



Application & Enrolment Process

Students are required to complete an application form prior to the enrolment.

Procedure

- Students can obtain information from CIBT website or from authorized educational agent regarding general description of the course and qualifications gained on completion of the course
- Complete and sign enrolment Application form.
- Provide all relevant documents (needed to make sure student has met Academic and language prerequisite)
- Overseas applicants to CIBT qualifications must provide proof of English proficiency, (as mentioned above).
- Offer of letter will be sent to successful applicants
- A non-refundable enrolment fee of A\$250 is payable immediately upon receipt of the offer of course placement letter.
- Tuition fee payment for six months is then required to secure the offer. Fees may be paid by cash or cheque or Direct deposit into CIBT Bank account, or by sending an international bank draft in Australian dollars
- Upon receiving tuition fees, CIBT will then issue Electronic Confirmation of Enrolment (CoE) for overseas students, (This document can then be used to apply for a student visa to study in Australia).
- Refer to Department of Home Affairs' home page at <https://www.homeaffairs.gov.au/trav/visa/appl/student> for more information on visa requirements and other relevant documents

Access and Equity

Access and equity means the policies and approaches to ensure CIBT is responsive to the diverse needs of individual, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation and any other clients who are experiencing barriers in relation to access, participation and outcomes.

At CIBT delivery modes and training and assessment materials meet the needs of a diverse range of students. Where we are unable to meet their needs we refer the student to another external organization.



CIBT is open to students of any gender or cultural diversity, employed or unemployed. For detail regarding CIBT's ability to accommodate a particular disability the applicant is required to contact the Compliance Manager.

Students with learning and assessment difficulties beyond our areas of expertise and delivery and assessment capabilities are referred to external specialist agencies. Students who are experiencing barriers in relation to access, participation and outcomes are referred to other organisations that may be better suited to meet their needs.

The learning support strategies used by teachers at CIBT include:

- Role play exercises
- Providing opportunities for 'hands-on' experience and practice as required in the course
- Ensuring individual support and advice to students. Encouraging students to work at their own pace.
- The students are encouraged to take notes during lecture and tutorial sessions. Students who may have English literacy needs where necessary inviting students to record training session on an audio-tape.
- Providing written learning material and illustrations to reinforce the learning.

CIBT provides equal access to training delivery and assessment services for all students. Students should have equivalent of the Australian HSC or 12 years of study. CIBT is located on the 116 Pacific Highway, North Sydney and Level 5, 303 Pitt St Sydney. Wheelchair access is available at both Campuses.

CIBT's Canberra Campus is located on the *Suite 1, Level 4, 40 Cameron Avenue Belconnen ACT 2617*. Wheelchair access is available at the premises.

Student recruitment to CIBT is carried out in an ethical manner in accordance with Access and Equity principles.

Evacuations

If you are instructed to evacuate, walk calmly and quietly to the nearest safe exit. Exits are marked with GREEN signs bearing the word EXIT in WHITE. If it is safe to do so, close the windows as you leave. Do not attempt to use fire-fighting equipment unless you have been trained to do so and the action does not place you in danger. Obey the instructions of the teachers and proceed to the safe assembly area (*Near Don Bank Museum, corner of Charles St & Napier St*). A roll call will be conducted at the assembly area, where you should remain until you are advised that it is safe to return to the classroom. Familiarise yourself with the location of exits. Do not interfere with emergency equipment - it is a criminal offence and may cause loss of life. When you are ordered to evacuate, leave immediately and directly without stopping to collect belongings. In all emergency evacuations you must stay with your class group until



your teacher or another staff member directs you to do otherwise. Fire drills will be conducted each six month period.

Work Health and Safety

All teachers, admin staff and students are to comply with all WHS measures. Entry of persons on company property is conditional to them complying with all policies and the WSH Legislation in each state. Students must maintain personal cleanliness and observe standard safety practices including the wearing of approved clothing and footwear. Students must inform their teacher about any injuries or faults in equipment that occur while on company premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

Photocopying & Copyright

You are not allowed to copy work from any source if it is more than 10% or one chapter whichever is the lesser. If you do you breach Copyright and can be fined under Section 40 of the Copyright Act, 1968.

Privacy and Confidentiality

Only identified Students are able to gain access to their records. Confidentiality and privacy of information is critical in our organisation. Private information from a student or a client, if not required, is shredded under supervision. All information provided by our prospective students and enrolled students is kept confidential.

Harassment

It is against the anti-discrimination law to be discriminated against or harassed on any of the following grounds:

- sex
- homosexuality
- race or ethno-religious background (which includes colour, nationality, descent, ethno-religious or national origin)
- marital status
- disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no symptoms such as hepatitis or HIV
- pregnancy



- transgender (commonly known as trans-sexuality)
- age
- victimise anyone else because they complain about harassment; or
- victimise anyone else because they support someone who complained about harassment

Here are some suggestions as to what you can do if you are being harassed:

- Let the offender know that the behaviour is offensive and unacceptable (it may be a good idea to have another person with you when you do this).
- Speak to the RTO as soon as possible.
- Keep a written record of the incidents (including the names of any witnesses)

Lodge a complaint through CIBT'S complaint procedure or lodge a complaint with the Anti-Discrimination Board if you do not get any satisfaction.

Access to your Records

Your personal records will not be released to any other person or organisation without proper authority. You are able to access your own personal records at any time by requesting this. The Compliance Manager will facilitate this if you choose to do this. For your own progress in the course your Teacher will provide you with detailed feedback along the way.

If you wish to access your own records, make a request with the Student service officer who will provide you interim transcripts/progress report. All records relating to students are kept private and confidential and access to outcomes data is password protected for staff only access.

Notification of Results

All students who complete their course and have achieved the minimum requirements of the learning outcomes will receive a certificate. However, those who do not meet these requirements are entitled to applying for the statement of attainment. You are required to request to the student services to receive statement of attainment or certificate.



Student Support including Welfare and Guidance Services

CIBT has well qualified staff and offer focused learning services and facilities to the students. The teaching staffs at CIBT have significant relevant industry experience and these dedicated bunches of professionals not only deliver quality teaching to the students in a friendly atmosphere but also offer guidance to students for their future career path. We are committed to guide, support and encourage our students.

Facilities and Equipment

CIBT is maintained with a lecture room and a computer lab. Facilities and equipment is set-up, checked and maintained regularly to ensure effective and efficient operation.

Teachers and students have access to necessary training delivery and assessment facilities, machinery, equipment and resources. The facilities include:

- Fully resourced teaching room
- Suitable computer laboratory equipped with CALL resources, and headsets
- Adequate ventilation and lighting
- Amenities for meal breaks
- Toilet facilities on the same floor
- Accessible references and resources

CIBT maintains a list of teaching resources to be used for the delivery of the courses on scope, which are adequate for the number of students enrolled.

Morning/Afternoon Tea and Lunch Break Facilities

CIBT is located very close to cafes and restaurants. Students should use the cafe and restaurants downstairs for refreshments. CIBT does not have canteen but has lunch room/common are internally where the Microwave and drinking water is available. There is also an open recreation area on level 3 (North Sydney Campus) of the premise where students can enjoy sitting together.

Airport Services

Students are met at the airport and transported to their accommodation venue by a representative, should an airport pick up service be requested. The airport pickup fee is AU\$150.

Accommodation

Temporary and permanent accommodation arrangements can be made by students upon request. Please seek help at reception. Students requiring accommodation prearranged before their arrival should notify the two weeks prior to arrival. CIBT provides accommodation through home stay network.



Bank Accounts

CIBT offers assistance to international students who need to open a bank account. To open a bank account in Australia, identification such as a current passport, current drivers' license and Student ID card are required. Students who show proof of their student status, e.g. student ID card, may be exempt from paying standard fees and charges. Further information can be obtained from CIBT reception.

Parking

Car parking is currently not available at the CIBT. However, there is pay parking facility/pay street parking is available nearby the CIBT.

Common Room

CIBT provides basic kitchen amenities, such as a microwave, fridge, hot and cold water.

Emergency call

In the event of an emergency, during out of study hours, please contact Reception. In the event of an emergency outside the study hours, dial 000. This will connect you to police, fire brigade and ambulance services.

Fax services

CIBT reception keeps all faxes it receives. Students must collect their Personal faxes within 2 weeks. Any faxes not collected within such a period will be destroyed. Students can fax their documents at a price determined by the CIBT for such service.

Printing and Photocopy Service

Black and white and color printing and photocopy facility is available at CIBT for the students. Student printer is located near reception area. If you are not sure how to do the printing or photocopy please ask receptionist. However, charges apply for printing and photocopying. Student can send print command from any workstation they logged in. They will be provided with password for printing and photocopying. It cost 20 cents per page for printing or photocopying in black and white and 50 cents for printing or photocopying in color.

Complaints & Appeals Policy and Procedures

The CIBT welcomes client feedback and suggestions on all provided services. CIBT responds to all substantiated complaints and appeals against decisions made by us in a constructive and timely manner.



The CIBT ensures that:

- Each complaint and appeal and its outcome is recorded in writing in CIBT Register of Complaints & Appeals
- Each appeal is heard by internally and externally (if required) by Overseas student ombudsman
- Each appellant has an opportunity to formally present their case and is given a written statement of the appeal outcome including the reasons for the decision.

If you have a problem or complaint with another student, the teacher, the course content, the facilities or any component of the course you should talk to your teacher, the Student Service Officer or the Compliance Manager. They will endeavor to assist you in resolving the complaint.

If after following one of these options you wish to make a formal complaint you should put your complaint in writing to the Compliance Manager.

If Compliance Manager cannot resolve the problem or if you are still not satisfied with the problem then you can ask for internal appeal through the Principal Administrator. CIBT maintains a written record of each complaint and log on the complaints register.

If at any stage you are dissatisfied with the response to your complaint you can appeal the decision. This should be done in writing and addressed to the Compliance Manager.

If you are not satisfied with the way the complaint and/or appeal was handled by the CIBT you should feel free to access external appeal process through Overseas Student Ombudsman (www.oso.gov.au)

Disciplinary Procedures

Whilst studying with CIBT students' responsibilities / code of Conduct include:

- To conduct themselves in a safe and healthy manner.
- To behave in a manner that prevents injury and disease to themselves, their teacher and fellow students.
- To identify and report to the teacher any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the CIBT's emergency procedures
- To refrain from smoking anywhere in the CIBT facilities.
- To refrain from drinking and/or eating in the labs/classes including chewing gums.
- To attend class regularly and punctually.
- To comply with the assessment requirements as outlined in the subject outline

- To discuss any complaints/suggestions with the teacher or CIBT Compliance Manager
- To ensure no discriminatory, harassing or bullying behavior at all times to other students, staff or visitors to the CIBT.
- To report any discriminatory behaviour, harassment, victimization or bullying to the teacher or Compliance Manager
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs.
- To refrain from the use of devices or being involved in activities which may disrupt classes e.g. Mobile phones, mp3 players and photo or video cameras.
- To comply with the CIBT Policy and Procedure and Student Handbooks.

Students who choose not comply with the Code of Conduct will be given a verbal warning in the first instance, a written warning in the second instance and cancellation of enrolment and suspension in the third and final instance. No money will be refunded on such cases, provided initiated suspension.

Deferral, Suspension or Cancellation of Enrolment Policy

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled. A student's enrolment can be deferred, suspended or cancelled by CIBT, or by the student. Deferral means to delay the commencement of a course. Suspension means the temporary postponement of enrolment during a course. Cancellation means termination of enrolment in a course. (Please refer to the CIBT website for further details).

Deferral, Suspension or Cancellation by a Student

Students who wish to defer, suspend or cancel enrolment can apply to do so only if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or the student's well-being.

Compassionate or compelling circumstances include:

- serious injury or illness, supported by a medical certificate which states that the student was or will be 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 which has had an impact on the student's studies
- traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime

Effect of Deferral, Suspension or Cancellation of Enrolment on a Student's Visa

Deferral, suspension or cancellation of an enrolment will have an effect on a student's visa. Students should contact the nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information. All deferrals, suspensions and cancellations of enrolment are notified to DHA via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

Deferrals, Suspensions or Cancellations by CIBT

Deferral

CIBT may defer the commencement of a course if the course is not offered.

Suspension

CIBT may suspend a student for misconduct, under circumstances where the student

- has been in breach of an CIBT's policy and procedures
- is in breach of enrolment conditions
- is assessed as providing a threat to the well-being of other students or staff

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as specified on the eCoE, the student must apply for a course extension by making a written request with the Student Services Officer. The student will be advised to check with the nearest DHA office for information about the impact of the extension of the course on the student's visa.

Cancellation

CIBT may cancel the enrolment of a student if the student:

Is in breach of enrolment conditions

- has been in breach of an CIBT policies including attendance and course progress policy
- is assessed by the Compliance Manager as providing a threat to the well-being of other students or staff
- has being assessed as behaving in a way such as to constitute serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees
- Fails to re-enroll in each term.



Notice of intention to defer, suspend or cancel enrolment

Where a suspension is initiated by CIBT, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the CIBT's internal complaints and appeals process. If an appeal is lodged, CIBT will maintain the student's enrolment until the internal and external appeals process is complete.

Additional Pre-enrolment Information

It is an Australian Government requirement that we keep records of each student's current residential address (as provided by the students), the student's full name, date of birth, nationality the start and completion day of the student's course, attendance and academic performance details, payment received, information on students health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep record of the reason for a student's termination of studies.

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Your personal information may be shared between registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of the student visa condition.

Record Keeping

We keep electronic copy of your results for a period of 30 years. You must bear the cost for re-issue of records and awards. CIBT keeps the hard copy of student work, assignment, reports, and portfolios for 6 Months (as per ASQA requirement) of after completion of their studies. CIBT ensures the safety of the confidential information of the students.



Health Cover

All international students studying in Australia are required to maintain approved health cover as a condition of their Student visa. You need to buy OSHC cover before you come to Australia. You will also need to maintain your OSHC cover throughout your stay and study period in Australia. CIBT assists students in obtaining and maintaining your OSHC Cover. Contact CIBT Student Services/Administration Manager for more Information on health cover.

To seek your cover on-line you may go to Medibank Private website at <http://www.medibank.com.au>. (See Student Prospectus/ Handbook for details)

The health cover cost for you will be as follows:

Length of student visa and OSHC	Single*	Couple**	Family***
1 Month	\$43.00	\$250.20	\$433.70
2 Months	\$86.00	\$500.40	\$867.40
3 Months	\$129.00	\$750.60	\$1301.10
4 Months	\$172.00	\$1000.80	\$1734.80
5 Months	\$215.00	\$1251.00	\$2168.50
6 Months	\$258.00	\$1501.20	\$2602.20
7 Months	\$301.00	\$1751.40	\$3035.90
8 Months	\$344.00	\$2001.60	\$3469.60
9 Months	\$387.00	\$2251.80	\$3903.30
10 Months	\$430.00	\$2502.00	\$4337.00
11 Months	\$473.00	\$2752.20	\$4770.70
12 Months	\$516.00	\$3002.00	\$5204.00

These rates continuously changes. Please see <https://www.medibank.com.au/overseas-health-insurance/oshc/> for recent rates.



BUPA

Bupa provides public and private hospital and medical cover including visits to a doctor or specialist. Overseas Student Health Cover (OSHC) meets the health insurance requirements of any overseas student visa.

Length of student visa and OSHC	Single*	Couple**	Family
1	\$43.01	\$250.03	\$447.70
2	\$86.02	\$500.06	\$895.40
3	\$129.03	\$750.09	\$1343.10
4	\$172.04	\$1000.12	\$1790.80
5	\$215.05	\$1250.15	\$2238.50
6	\$258.06	\$1500.18	\$2686.20
7	\$301.07	\$1750.21	\$3133.90
8	\$344.08	\$2000.24	\$3581.60
9	\$387.09	\$2250.27	\$4029.30
10	\$430.10	\$2500.30	\$4477
11	\$473.11	\$2750.33	\$4924.7
12	\$516.12	\$3000.36	\$5372.4

These rates continuously changes. Please see <https://www.bupa.com.au/health-insurance/oshc> for recent rates.

<p>Accommodation and leaving expenses</p>	<ul style="list-style-type: none"> An international single student living in Sydney requires approximately student AUD20,290, partner/spouse – AUD7,100, child – AUD3,040 for living expenses each year (DHA website) Note: This figure does not include tuition fees. <p>Remember that your cost of living in Sydney will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).</p> <p>Suggested weekly budget (prices may vary)</p>
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	<ul style="list-style-type: none"> • Accommodation \$150 to \$550 (for a room in a shared house or apartment) • Food A\$100 to A\$250 • Public transport A\$50 to A\$70 • Phone calls (including mobiles) A\$ 20-30+per week • Lifestyle expenses A\$80 to A\$150 • Stationary and photocopying A\$15+ per week • Personal items/entertainment A\$40 per week <p>CIBT can make home stay arrangements through Homestay Telephone: 61 2 9412 3100. Visit website for https://www.homestaynetwork.org/sydney-pricing/ https://www.homestaynetwork.org/canberra-pricing/</p>
Learning support	<p>CIBT provides learning support in a number of areas including language and numeracy, undertaking assignments. It provides one-to-one counseling in case of learning difficulties.</p> <p>It may organize psychological counseling in case of difficulties in adjustment in the Australian learning environment or personal traumas and disappointments.</p> <p>CIBT can also assist you in organizing yourself in Sydney & Canberra including organizing health cover and finding jobs.</p>
Payment time/ installments	Full amount at the time of registration or two terms advance at a time.
Refund and cancellation policy	<p>Enrolment fee and accommodation booking fees are non refundable. Any application for refund must be in writing. Tuition fee will be refunded in full if</p> <ul style="list-style-type: none"> • CIBT is notified at least 28 days before the commencement date of the course, or • The candidate is not granted a Student visa. In this instance a rejection letter from the Australian embassy/consulate must accompany the application • More details on refund policy are provided in the Enrolment Form, Student handbook and CIBT website.
Course allowances	Not available
Learning environment /facilities	<p>Throughout the entire training program students will be provided with appropriate learning materials like lecture notes, power point slides, workbooks, handouts, delivery and assessment plans, reading materials, assessment tasks, computer/internet access and supplies.</p> <p>The learning environment is supported by needed learning technology, furniture and facilities including appropriate space allowance, lighting and ventilation.</p>

	Learning support CIBT provides support to access health cover, accommodation and jobs. It also provides learning support and counseling in undertaking assignments and improving numeracy and language skills.
More information	Detailed information on CIBT's training services and facilities location, and enrolment conditions and procedures are available in this web site. More information on CIBT's policies and student's obligation can also be obtained from Student Handbook. or by calling 0061 2 9955 0488 or by e-mailing CIBT information services at info@cibt.nsw.edu.au



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

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.dest.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.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
 - how to use your provider's student support services;
 - who the contact officer or officers are 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;
 - if attendance will be monitored for those courses;
 - what will happen if you want to change providers; and

AEI contact: telephone 1300 363 079 (local call costs), email: aei@dest.gov.au or visit the website: aei.dest.gov.au.



- how to use your provider's complaints and appeals process.

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 provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.