Student Handbook

ELICOS Programs
# TABLE OF CONTENTS

## Contents

About this book.......................................................................................................................................................... 5  
Disclaimer.................................................................................................................................................................... 5  
Principal Administrator’s Welcome ............................................................................................................................ 6  
Important Information.................................................................................................................................................... 7  
Student Visa Requirement ........................................................................................................................................... 7  
CIBT Contact Details..................................................................................................................................................... 7  
Studying at CIBT............................................................................................................................................................ 8  
List of Useful Contacts .................................................................................................................................................. 9  
Enter Requirements......................................................................................................................................................... 9  
  Selection Criteria............................................................................................................................................................ 9  
Enrolment Procedures .................................................................................................................................................... 10  
CIBT Refund Policy ....................................................................................................................................................... 10  
ENROLMENT VARIATION ............................................................................................................................................ 11  
  Changing courses or changes of enrolment ................................................................................................................ 11  
  Change of course .......................................................................................................................................................... 12  
  Discontinuation of studies ............................................................................................................................................. 12  
DEFERRING, SUSPENDING OR CANCELLATION OF ENROLMENT........................................................................... 12  
Deferring enrolment ....................................................................................................................................................... 12  
Temporarily suspending enrolment ................................................................................................................................. 12  
Suspension or cancellation of enrolment by CIBT ........................................................................................................... 12  
  Procedure for deferral or suspension of enrolment .................................................................................................... 12  
EXTEND COURSE DURATION..................................................................................................................................... 13  
FAILURE TO COMMENCE A COURSE ........................................................................................................................ 13  
Transferring to and from CIBT ....................................................................................................................................... 13  
STUDENT INDUCTION AND ORIENTATION ........................................................................................................ 13  
STUDENT SERVICES ....................................................................................................................................................... 14  
Welfare and Guidance Services ................................................................................................................................... 14
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Pickup</td>
<td>14</td>
</tr>
<tr>
<td>Homestay</td>
<td>14</td>
</tr>
<tr>
<td>Assisting with Student Visas and TFN</td>
<td>14</td>
</tr>
<tr>
<td>Medical Check-up Bookings</td>
<td>14</td>
</tr>
<tr>
<td>Setting up a New Bank Account</td>
<td>14</td>
</tr>
<tr>
<td>Academic Support Services</td>
<td>14</td>
</tr>
<tr>
<td>Additional English Support</td>
<td>15</td>
</tr>
<tr>
<td>Bilingual Personnel</td>
<td>15</td>
</tr>
<tr>
<td>STUDENT FACILITIES</td>
<td>15</td>
</tr>
<tr>
<td>Computer Facilities</td>
<td>15</td>
</tr>
<tr>
<td>Photocopying and Printing</td>
<td>15</td>
</tr>
<tr>
<td>Compliments and Complaints</td>
<td>15</td>
</tr>
<tr>
<td>Kitchenette</td>
<td>15</td>
</tr>
<tr>
<td>Student Recreational Area</td>
<td>16</td>
</tr>
<tr>
<td>Students’ Complaints and Appeals Procedures</td>
<td>16</td>
</tr>
<tr>
<td>CIBT Policies and Code Of Ethics</td>
<td>16</td>
</tr>
<tr>
<td>CIBT Standards of Business Practice</td>
<td>17</td>
</tr>
<tr>
<td>Standards of Behaviour</td>
<td>17</td>
</tr>
<tr>
<td>Students’ Rules and Regulations</td>
<td>18</td>
</tr>
<tr>
<td>Failure to Adhere to CIBT’s Rules and Code of Behaviour</td>
<td>18</td>
</tr>
<tr>
<td>CIBT’s Anti Discrimination Policy</td>
<td>18</td>
</tr>
<tr>
<td>CIBT’S Access and Equity Policy</td>
<td>19</td>
</tr>
<tr>
<td>CIBT’S STUDENT HARASSMENT POLICY</td>
<td>19</td>
</tr>
<tr>
<td>ESOS Framework</td>
<td>20</td>
</tr>
<tr>
<td>Work Health and Safety (WHS)</td>
<td>20</td>
</tr>
<tr>
<td>PRIVACY AND USE OF PERSONAL INFORMATION</td>
<td>20</td>
</tr>
<tr>
<td>Student Visa Conditions and Related Policies</td>
<td>21</td>
</tr>
<tr>
<td>Attendance Policy</td>
<td>21</td>
</tr>
<tr>
<td>First Warning letter (Risk of non-compliance)</td>
<td>21</td>
</tr>
</tbody>
</table>
Second Warning letter (Non-compliance) .......................................................... 21
Final Warning Letter (Intention to Report) .......................................................... 21
Appeals ............................................................................................................... 22
Course Progress Policy ....................................................................................... 22
Intervention Policy .............................................................................................. 22
Completion of course within the expected duration of the CoE .............................. 23
Compassionate and Compelling Circumstances .................................................. 23
Supporting Documentation .................................................................................. 23
Medical and Psychiatric Certificates .................................................................. 23
EMERGENCY EVACUATION PROCEDURE ....................................................... 24
Notification of a student’s absence to DIBP ....................................................... 24
END-OF-COURSE DOCUMENTS ....................................................................... 24
SAFETY .............................................................................................................. 24
INTERPRETATION SERVICES .......................................................................... 25
OVERSEAS STUDENT HEALTH COVER (OSHC) ............................................. 25
HOLIDAYS ........................................................................................................ 25
WORKING IN AUSTRALIA ................................................................................ 26
Obtaining a Tax File Number (TFN) .................................................................. 26
STUDENT INFORMATION ................................................................................ 26
Student Identification Card ............................................................................... 26
Leaving Room during Lessons .......................................................................... 26
Student Refreshment Breaks ............................................................................ 26
Student Feedback and Quality Improvement .................................................... 26
Tips for Successful English Studies ................................................................. 27
Class Excursions ............................................................................................... 27
Students’ Loyalty Program ............................................................................... 27
ELICOS Timetable as of September 2012 ........................................................... Error! Bookmark not defined.
Glossary ............................................................................................................. 28
About this book

This handbook is your guide to the Crown Institute of Business and Technology. Inside you will find information on

- **How** the college works
- **Where** students should go for classes and assistance, and
- **Who** they should see to resolve problems.

Disclaimer

The Crown Institute of Business and Technology, which in this document is referred to as CIBT, attempts to ensure that the information distributed is accurate and up to date, but sections may be amended without prior notice. Persons intending to act on any information contained herein should first check with the college to ascertain whether any updated information is available in respect of the relevant material. Crown Institute of Business and Technology, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. This Student Handbook is provided in good faith without any explicit or implied warranty.
Principal Administrator’s Welcome

Welcome to the Crown Institute of Business and Technology (CIBT). We are proud to provide high quality learning opportunities for people from all corners of the world through our two faculties of Vocational Training and English Language Studies. We also pride ourselves on being a multiracial College where individual differences are accepted and valued and where everyone is able to fulfil their potential. Here at CIBT, we are strongly opposed to all forms of racism, sexism, or any abusive and discriminatory behavior on the grounds of age, disability, gender, race, religion or belief and sexual orientation.

Our campus is located in North Sydney, close to the train station, shopping centres, and all Australia is proud of such as Darling Harbour, Bondi Beach, our beloved Harbour Bridge, Oprah House, Circular Quays etc. I assure you will experience a totally new kind of life with us at CIBT in Sydney. We can help to unlock your talent and create the best possible future for you.

My staff and I are here for you, to help you succeed and to ensure that you enjoy your time with the college.

Good luck in your studies!

Deepak Khadka

Principal Administrator
Crown Institute of Business and Technology (CIBT)
Important Information
This is a summary of the information presented in this handbook and helps you understand your obligations as a student, and gives you information on where and how to find resources and assistance.

Student Visa Requirement
You must
- Maintain a fulltime enrolment in the enrolled course
- Maintain satisfactory course progress
- Maintain OSHC throughout the visa duration
- Notify CIBT within 7 days of any change of address

CIBT Contact Details

CIBT Staff

<table>
<thead>
<tr>
<th>Name with Designation</th>
<th>Visiting Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive Officer</td>
<td>Mon-Fri 9:00-5:00</td>
</tr>
<tr>
<td>Deepak Khadka : <a href="mailto:deepak@cibt.nsw.edu.au">deepak@cibt.nsw.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>RTO Manager</td>
<td>Mon-Fri 9:00-5:00</td>
</tr>
<tr>
<td>Narayan Tiwari : <a href="mailto:narayan@cibt.nsw.edu.au">narayan@cibt.nsw.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Academic Manager - English</td>
<td>Mon-Fri 9:00-5:00</td>
</tr>
<tr>
<td>Bahman Hatami : <a href="mailto:bahman@cibt.nsw.edu.au">bahman@cibt.nsw.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Administration Manager</td>
<td>Mon-Fri 9:00-5:00</td>
</tr>
<tr>
<td>Tina Jee : <a href="mailto:tina@cibt.nsw.edu.au">tina@cibt.nsw.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Administration Officer</td>
<td>Mon-Fri 9:00-5:00</td>
</tr>
</tbody>
</table>
Kullaya (Maggie):maggie@cibt.nsw.edu.au

**Account Officer**

Mon-Fri 9:00-5:00

Pramila Thapa :pramialt@cibt.nsw.edu.au

**Student Service Officer-VET**

Mon-Fri 9:00-5:00

Christy Cao: christy@cibt.nsw.edu.au

**Student Service Officer-ELICOS**

Mon-Thu 9:00-3:00

Ommy Prasert :ommy@cibt.nsw.edu.au

---

**Studying at CIBT**

- The Student Service Desk is the first point of contact for students with any questions about any of CIBT’s support services.
- For any serious issue, contact the college’s Academic Manager, Bahman. He will be more than happy to help you.
- In case of a fire or any other emergency, please follow the instructions given by your teacher or other CIBT’s staff members.
- Check college’s notice boards every day for any updates, important information, results, etc.
- Always follow the rules and regulations displayed in the notice boards, classrooms, the computer lab, and near the facilities such as the printer, photocopier, etc.
- Do not leave valuables unattended. CIBT is not responsible for any damaged, lost or stolen items.
## List of Useful Contacts

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Matters</strong></td>
<td>Speak to the Academic Manager of the college about all academic issues.</td>
</tr>
<tr>
<td><strong>Accommodation</strong></td>
<td>Speak to CIBT’s Student Services Officer for information on accommodation options and arrangements.</td>
</tr>
<tr>
<td><strong>Access &amp; Equity</strong></td>
<td>The Principal Administrator can be contacted for matters regarding access and equity.</td>
</tr>
<tr>
<td><strong>Counselling</strong></td>
<td>If you are concerned with your academic development, speak to the Academic Manager. For personal and non-academic specific issues, speak to Student Welfare Counsellor for advice and support.</td>
</tr>
<tr>
<td><strong>Student Services Officer</strong></td>
<td>The Student Services Officer is available to assist you in the variety of services that CIBT provides.</td>
</tr>
</tbody>
</table>
| **Emergency Services** | Police dial 000  
Fire dial 000  
Ambulance dial 000 |
| **Health Issues**   | Doctor:  
Mater Medical Centre  
Level 2/200 Pacific Hwy  
North Sydney NSW 2060  
Telephone: 02 9957 7744  
Dentist:  
Dental Clinics of Australia  
Level 10/100 Miller Street  
North Sydney NSW 2060  
Telephone: 02 9957 5152 |
| **Visa Centres**    | Department of Immigration and Border Protection (DIBP)  
26 Lee Street, Sydney (next to Central Station)  
Phone: 131 881  
| **Legal Services**  | Please enquire with Student Services for any arrangements for Legal Services and related matters. |
| **Disability Support** | Please enquire with our Principal Administrator with how CIBT can assist and provide for students with disabilities. |

## Entry Requirements

CIBT has defined entry requirements for individual courses. These can be found in the course documentation. CIBT conducts an entry placement test to determine the new student’s level of English.

## Selection Criteria

CIBT staff and approved agents recruit students in an ethical manner and by following CIBT’s access and equity policy. All local and overseas students must meet the requirements outlined in the course documentation and in the Entry Requirements section of this handbook. During the selection process, students will be given the following information:

- Course details and pathways
- Learning and assessment methods
Enrolment Procedures

Step 1: Select a course and check the course brochure for English and academic entry requirements.

Step 2: Read the Terms and Conditions on the Enrolment Form.

Step 3: Complete and sign the CIBT Enrolment Form/online form.
(Note: If you are under 18 years of age, your parent or legal guardian must also sign the Enrolment Form. Please note CIBT does not accepts student under 18.)

Step 4: Submit the following documents with your Enrolment Form:
- Two recent passport-sized photographs
- If Under 18, a signed and dated Parent/Guardian Advice Form
- A photocopy of your passport identity page (overseas students)
- Certified copies of certificates/qualifications

Step 5: Submit your Enrolment Form and all necessary documents to:
Crown Institute of Business and Technology
116 Pacific Highway, North Sydney NSW 2060, AUSTRALIA
Fax: 61 2 9955 3888 E-mail: enquiries@cibt.nsw.edu.au

If your application is successful, CIBT will send you a Letter of Offer and an invoice. Once you receive the Letter of Offer you must pay the tuition fee. All fees must be paid in Australian dollars only (CIBT will not be responsible for any monies paid to agents).

CIBT Refund Policy
All requests for refunds must be made in writing on the Refund Request Form.

<table>
<thead>
<tr>
<th>FEE</th>
<th>CONDITIONS</th>
<th>REFUND AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENROLMENT FEE</td>
<td>Non refundable</td>
<td></td>
</tr>
<tr>
<td>Tuition Fee</td>
<td>If you are refused a visa for entry to Australia</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>If the course is cancelled by the college before the course starts</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>If the college cancels a course after it starts</td>
<td>Pro rata</td>
</tr>
<tr>
<td></td>
<td>If the college is notified 28 days or more before the</td>
<td>75%</td>
</tr>
<tr>
<td>Event</td>
<td>Refund Type</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>If the college is notified less than 28 days before the course</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>starting date.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you have started your studies, but become so ill that you are</td>
<td>Pro rata; sent by bank draft to your address in</td>
<td></td>
</tr>
<tr>
<td>unable to stay in Australia to complete your studies</td>
<td>your home country</td>
<td></td>
</tr>
<tr>
<td>If you do not start on the agreed course starting date or withdraw</td>
<td>Non refundable</td>
<td></td>
</tr>
<tr>
<td>before completion, except in the case of extreme illness as above</td>
<td>Non transferable</td>
<td></td>
</tr>
<tr>
<td>Accommodation Booking Fee</td>
<td>Non refundable</td>
<td></td>
</tr>
<tr>
<td>Other Accommodation Fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The amount of refund will depend on the centre’s Refund Policy</td>
<td>Contact Admin Manager for Home stay Organisation</td>
<td></td>
</tr>
</tbody>
</table>

The following procedure applies to International Students only:

If you are an overseas student, we will forward your electronic confirmation of enrolment (eCoE) to you only after we have received your payment. You will then need to submit the eCoE and all of the documents required by the student visa application to the Australian Embassy in your country. Please check the Australian Embassy’s website in your country for further information.

For more details on how to apply for a Student Visa and to find the contact details of the Australian Embassy in your country, visit [http://www.immi.gov.au](http://www.immi.gov.au).

ENROLMENT VARIATION

Changing courses or changes of enrolment

Requests for changes of course or enrolment must be submitted in writing on the Enrolment Variation Form. Additional documentation (e.g., medical certificates) may be required.

CIBT is required to notify DIBP about any of the following changes that may occur while the student is studying at CIBT:
Change of course
ELICOS students cannot request to study non-ELICOS courses unless they have successfully completed the ELICOS program within the enrolment time. This is simply because there is an English language requirement for studying non-ELICOS courses.

Discontinuation of studies
Students are asked to inform CIBT of their intention to discontinue studies as soon as they can. For Refunds, see our Refund Policy above.

DEFERRING, SUSPENDING OR CANCELLATION OF ENROLMENT
If enrolment is deferred, suspended or cancelled, student visa status may be affected. CIBT is obligated to inform DIBP of any changes to a student’s enrolment that may result in a change of visa status.

Deferring enrolment
Students can defer the commencement of their course on compassionate and compelling grounds. CIBT can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new eCoE with the new enrolment details.

Temporarily suspending enrolment
Students can temporarily suspend their studies during the course on compassionate or compelling grounds. CIBT can also initiate to temporarily suspend the enrolment of a student on the following grounds:

- Student misbehaviour resulting in a breach of CIBT’s code of conduct
- Failure to progress through a course

Note: In both cases of suspension, students are still required to pay their course fees.

Suspension or cancellation of enrolment by CIBT
CIBT will initiate cancellation of enrolment on the following grounds:

- Student misbehaviour resulting in a severe breach of CIBT’s code of conduct
- Non-payment of fees

Procedure for deferral or suspension of enrolment
If a student chooses to defer or suspend enrolment:

- Students must submit an Enrolment Variation Form Request to the Principal Administrator with documented evidence verifying their situation
- CIBT assesses the application and makes a decision within 7 business days.
- If the application is approved, CIBT will notify DIBP through the PRISMS Reporting System.

If CIBT wishes to suspend or cancel student’s enrolment:
• CIBT will notify the student in writing of its intention to cancel or suspend their enrolment.
• Students may appeal any decision to cancel or suspend their enrolment in writing, and within 20 business days of the date of the intention to cancel or suspend notice. Please refer to CIBT’s grievance procedures.
• If a student's enrolment is suspended or cancelled, CIBT will notify DIBP through the PRISMS Reporting System.

EXTEND COURSE DURATION
Students who wish to extend their studies need to see the Academic Manager or Administration Manager.

FAILURE TO COMMENCE A COURSE
If a student cannot commence the course for any reason then the student must inform CIBT immediately. If a student fails to commence the course within 14 days, CIBT must notify DIBP.

Transferring to and from CIBT
CIBT’s ELICOS students cannot transfer to another provider unless:
• They have completed six months of the ELICOS course at CIBT
• They have a release letter from CIBT
• They have evidence from English Language Testing Centres that they are eligible to do a Vocational course (e.g IELTS 5.5) or a degree.

CIBT may enrol students from other education providers in the ELICOS program only if:
• They have completed at least 6 months of the ELICOS program in other schools
• They have a release letter from another provider

STUDENT INDUCTION AND ORIENTATION
Student will be inducted into the course on their first day of the course. The purpose of Orientation is to inform new students of the various important sections of CIBT. Students will also have the opportunity to ask questions and familiarise themselves with the departments, teachers, curriculum etc at CIBT.
STUDENT SERVICES
CIBT’s personnel are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia, including academic, cultural and social issues. We can help in areas such as accommodation, homesickness and culture shock, as well as with career advice, learning support and counselling.

The Students Services is the first point of contact for students with questions about any of CIBT’s support services.

Welfare and Guidance Services

Airport Pickup
CIBT provides airport pick-up services. Students who require these services must make prior arrangements.

Homestay
CIBT can organise Home stay services. Students who require these services must make prior arrangements.

Assisting with Student Visas and TFN
At CIBT we give free information to students who would like to apply for student visas, visa extensions and TFN. We regularly update DIBP information on the college notice board.

Medical Check-up Bookings
When students need to get a medical check-up for their visa extensions we gladly help them by making a booking at Health Service Australia.

Setting up a New Bank Account
When students first arrive in Australia we assist them with opening a new bank account.

Academic Support Services
At CIBT we appreciate the diversity of students and thus the diversity of their needs and wants. Therefore, we are constantly monitoring the needs of our students on an individual basis, supporting and encouraging different aspects of each individual's academic needs.
CIBT ensures that our students receive the appropriate support and mentoring in regards to their academic progress. ELICOS teachers are always ready to provide students who are facing difficulties with additional help to remedy their problems. They will decide upon the most suitable way in helping student.

**Additional English Support**
CIBT runs free English classes on Fridays. These classes include Pronunciation, Grammar and Conversation. To obtain information on these classes, please see CIBT’s Student Noticeboard or see the Academic manager.

**Bilingual Personnel**
The administrative staffs are multicultural and speak a number of languages. Students may be able to receive help in their own language whenever possible.

**STUDENT FACILITIES**

**Computer Facilities**
All ELICOS students at CIBT are able to use computers for study purposes only. Enrolled students are given access to free Internet, a variety of software, and e-mail facilities.

**Photocopying and Printing**
Photocopiers and printers are not available for the students’ use. These facilities can only be used by CIBT’s staff.

**Compliments and Complaints**
A box is available on the Student Services desk on level to enable our students to have a voice. Students’ suggestions, complaints and complements are seriously treated and appropriate improvements are implemented accordingly. In case there is a complaint, someone from management may reach you for further information on the case.

**Kitchenette**
There is a common kitchenette in the college. It is equipped with a microwave and kettle as well as kitchen supplies.
Student Recreational Area
Lounge – Located at the reception area of the CIBT Campus is a space designed for students to relax and converse. We encourage our students to initiate friendships with each other and in turn learn about the various cultures that our students represent. CIBT also has student recreational area on the top floor of the building.
CIBT Roof – Located at the top level of the CIBT Campus is a recreational area dedicated for student’s use. The half indoor and half outdoor set up takes advantage of Sydney’s pleasant weather and makes for the perfect place to enjoy your lunch or relax in the sun.

Students' Complaints and Appeals Procedures
CIBT recognises that differences can arise from time to time. We have a fair and equitable process for dealing with complaints, grievances and appeals. The quick settlement of these matters is in the best interest of all parties concerned and the following policies and procedures are in place to ensure that this happens.

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>Step 1: Who do I talk to?</th>
<th>Step 2: Who takes over from there?</th>
<th>Step 3: Where do I go if I'm still not happy?</th>
<th>Step 4: Do I have any other options?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>Your teacher</td>
<td>Academic Manager</td>
<td>Principal Administrator</td>
<td>Independent mediator</td>
</tr>
<tr>
<td>Fees/ Application for Refund</td>
<td>Administration Manager</td>
<td>Principal Administrator</td>
<td>Principal Executive Officer</td>
<td>Independent mediator</td>
</tr>
</tbody>
</table>

If you are not satisfied by Step 1 above, a Student Appeals Form will be given to you to complete. The Principal Administrator will ensure that your Student Appeals Form is entered correctly and will attempt to resolve the problem and provide reasons for the decision. This will involve a meeting with you within 10 working days of the lodgement of your form. You can bring a friend if you like. The result of your meeting will be recorded in writing, and you will be given a copy. If you are not satisfied at this stage, your complaint/grievance/appeal will be referred to the Student Appeals Committee.

CIBT Policies and Code Of Ethics
CIBT is registered with the Commonwealth Register of Institutions and Courses for Overseas Student (CRICOS) and is bound by the National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students under the Federal Education Service for Overseas Students (ESOS) Act 2000 and subsequent Acts.
CIBT Standards of Business Practice
CIBT will at all times act with integrity in dealings with students and members of the public.

CIBT will adopt such policies and practices to ensure the quality of English language education and training programs offered are relevant and in accordance with:

- Commonwealth/State legislation and regulatory requirements
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- The Education Services for Overseas Students Act 2000 (ESOS)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2007)
- National ELT Accreditation Scheme (NEAS) standards and criteria

CIBT will refrain from any activities that could be detrimental to the Australian ELICOS industry or any of its members.

CIBT will ensure:

- The provision of adequate facilities in which to conduct training and teaching
- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
- The accuracy of any marketing and promotional advertising material
- Compliance with an acceptable refund policy
- Compliance with current Occupational Health & Safety and Duty of Care requirements
- Maintenance of adequate records and security of all current and archival records and that students have access to their records upon request
- The maintenance and continual improvement of a Quality Assurance System
- Compliance with proper requests made by NEAS of which due notice has been given
- CIBT undertakes to ensure that all its staff, agents and representatives are familiar with and agree to comply with this Code of Ethics.
- CIBT shall refrain from associating with any enterprise that could be regarded as acting in breach of this Code of Ethics.

Standards of Behaviour
At CIBT we strive to achieve the following principles of interpersonal behaviour:

- Demonstrating honesty and integrity
- Respecting differences in people and in their ideas and opinions
- Treating one another with dignity and respect at all times, especially when there is a disagreement
- Respecting and treating others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin citizenship, religion, gender, sexual orientation, age or disability
- Respecting the rights of others
- Showing proper care and regard for school property and the property of others
- Taking appropriate measures to help those in need
- Respecting people in a position of authority
Respecting the need of others to work in an environment of learning and teaching

**Students’ Rules and Regulations**
CIBT offers a first class education and introduction to the Australian way of life. In order to make your stay in Sydney and learning at CIBT a happy experience, there are simple college rules that apply to all students:

- Lessons should always start on time. Lateness disturbs the teacher and your fellow students. If you are more than 15 minutes late, you may not be permitted into class.
- The college premises are a SMOKE-FREE ZONE. **Smoking directly in front of the building is also strictly forbidden.**
- Courtesy prevails at all times. Please be polite to your teachers and to your fellow students.
- You are responsible for your own belongings while at CIBT. Do not leave valuables unattended. If you wish to deposit valuables in a safety deposit box, please see the Principal Administrator.
- Any accidents, however minor, MUST be reported immediately to the office.

**Failure to Adhere to CIBT’s Rules and Code of Behaviour**
Immediate suspension will be the minimum penalty faced by a student for:

- Being in possession or under the influence of illegal drugs or alcohol
- Acts of vandalism causing extensive damage to school property or property located on school premises
- Threatening or committing physical or sexual assault
- Violent or abusive language, including swearing, directed at a CIBT staff member or student
- Being in possession of weapons of any kind

Other violations may attract other disciplinary procedures, including (but not limited to) official warnings.

If there is anything that is causing you concern, please feel free to approach your teacher in the first instance. If your teacher cannot immediately solve your problem, you will be referred to a more appropriate person. All students have full access to the student grievances, complaints and appeals process, detailed in this handbook.

**CIBT’s Anti Discrimination Policy**
CIBT complies with the Anti-Discrimination Act (1977) and the Commonwealth Sex Discrimination Act (1984), and ensures that all grievances are dealt with fairly.
CIBT has a policy for anti-discrimination toward any group or individuals in any form, inclusive of gender/ pregnancy/ Race, colour, nationality, ethnic or ethno-religious background/ Marital status/ Homosexuality/ or Age.
**CIBT’S Access and Equity Policy**
CIBT upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action in the ELICOS industry in Australia.
In the event of a situation that is considered by either staff or students to be in violation of CIBT’s Access & Equity Policy, staff and students are required to report the situation to the management.

Programs are designed, and wherever possible facilities are set up, to enhance the flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

**CIBT’S STUDENT HARASSMENT POLICY**
CIBT will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual’s work performance or creating an intimidating, hostile, or offensive learning environment. This includes harassment, victimisation and bullying because of sex, race, national origin, religion, disability, sexuality or age.
Harassment, victimisation and bullying can take many forms and can be overt or subtle, direct or indirect.

**Examples of harassment may include:**
- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student’s work or work capacity
- Jokes and comments about someone’s ethnicity, colour, race
- Pictures, posters, graffiti, electronic images etc which are offensive, obscene or objectionable

**Examples of victimisation may include:**
- Unfavourable treatment such as aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

**Examples of bullying may include:**
- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates degrades or humiliates a person
- Aggression, verbal abuse and behaviour which are intended to punish
- Personality clashes and constant ‘put-downs’
- Persistent, unreasonable criticism of student work performance
- Violence, whether actual or threatened
All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to CIBT management. All complaints will be promptly investigated. The privacy of a student filing a report and the individual under investigation will be respected at all times.

Breaches of the policy may result in expulsion for students or dismissal for staff.

**ESOS Framework**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality 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 2007*.


**Work Health and Safety (WHS)**

The *Work Health and Safety Act 2011* requires CIBT to provide a safe and healthy working environment for all employees, students and visitors.

CIBT has the ultimate responsibility for providing and maintaining safe amenities and classrooms, and we take this responsibility very seriously. However, we expect you to help minimise the risk of personal injury to ensure your safety at all times by:

- Maintaining a safe, clean and efficient work and study environment
- Using all equipment in the appropriate manner, and asking for help
- Reporting any unsafe situations or health and safety hazard you might notice

**PRIVACY AND USE OF PERSONAL INFORMATION**

All students are able to access their own personal files held by the college and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as Department of Education or DIBP for the purposes of an audit. We are required to inform DIBP of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or satisfactory academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.
Student Visa Conditions and Related Policies

All students’ visas are granted subject to conditions. Failure to comply with visa conditions may result in the cancellation of the visa and removal of the person and their family from Australia.

Visa requirements include, but are not limited to:
- Maintaining a satisfactory level of attendance at all time (minimum of 80%)
  - Maintaining full-time enrolment in enrolled course
  - Maintaining satisfactory course progress
  - Maintaining OSHC for the duration of the visa
  - Notifying CIBT within 7 days of any change of address

Attendance Policy

International students must attend at least 80% of the scheduled course contact hours. Daily attendance will be monitored and will be reviewed at the end of each week. Students in violation of the attendance policy may be reported to DIBP.

First Warning letter (Risk of non-compliance)

The Academic manager reviews students’ overall attendance levels to determine if any students are at risk of not meeting their 80% course attendance requirement. Before a student’s attendance falls below 80%, the Academic manager issues a Non-Compliance Rate of Attendance / Irregular Attendance letter to notify the student that he/she is at the risk of breaching the attendance requirement. This letter is generally referred to as the first warning letter.

Second Warning letter (Non-compliance)

The Academic manager reviews students’ overall attendance levels to determine if any students are already below 80%. Students who receive the first warning letter and do not respond properly, or continue to stay away from the school will receive a second warning letter.

Final Warning Letter (Intention to Report)

Students who receive the first and second warning letter and do not respond properly, or continue to stay away from the school will receive a final warning letter which means the student is about to be reported to DIBP for his/her breach of their Student Visa’s attendance requirement.
You are required to immediately see the Academic Manager to discuss your reasons of absence from the school. This is called ‘APPEAL’, and if not done on time, may ultimately result in your visa cancellation by DIBP. Please note that if you don’t see the Academic Manager immediately, the Academic Manager must report you to DIBP after 20 working days from time you received the second warning letter.

**Appeals**

Students have 20 working days from the date they have received the Second Warning Letter (Warning of Intention to Report for Poor Attendance) to appeal the Academic Manager’s decision on the following grounds:

- Compassionate or compelling circumstances (Reasons beyond your control)
- CIBT has not issued and/or sent the First and second Warning Letters to the student

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals period, students will be reported to DIBP for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours CIBT’s decision

**Course Progress Policy**

CIBT monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled. Students whose progress is not satisfactory enough may undergo CIBT’s Intervention policy as follows:

**Intervention Policy**

Students can access their results and feedback by asking their teachers. Continuous assessment sheets are available to the students. Teachers are the first point of contact if students have any issues with assessments.

During each study period, the Academic manager implements the intervention strategy by contacting any student who is at risk of maintaining unsatisfactory course progress. The Academic manager may change your class level, conduct individual assessments, ask you to attend other classes in a different shift (if available) or conduct 1 to 1 classes with you.
Completion of course within the expected duration of the CoE

Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their CoE, and the duration of the course must not exceed the course duration registered in CRICOS. CIBT may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student’s CoE, as result of:

- Compassionate or compelling circumstances
- CIBT having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
- An approved deferment or suspension having been granted by CIBT

Compassionate and Compelling Circumstances

Students must submit evidence to show that they are experiencing compassionate and compelling circumstances. This evidence is reviewed by CIBT in the decision-making process. Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student’s capacity and/or ability to progress through course. These could include, but are not limited to:

- Serious illness or injury
- Bereavement of close family members
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience that has had an impact on the student

Supporting Documentation

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Police report
- Medical certificate
- Psychiatric certificate
- Death certificate

Medical and Psychiatric Certificates

To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student was unable to attend classes
• State the length of time the student will be unfit for class
• Include the clinician’s contact details
• Be translated into English if not written in English

EMERGENCY EVACUATION PROCEDURE
Study the map on the back of classroom doors. If there is a fire:
1. An alarm bell will ring continuously
2. Leave books and bags. Assemble immediately at the college main entrance
3. Follow your teacher to the nearest EXIT. Walk quickly down the stairs
4. Walk quickly and calmly out of the building
5. The assembly point for all students and teachers is on the footpath outside 114 Pacific Highway North Sydney. You must assemble there and have your name marked off on the teacher’s roll.
6. Keep on the footpath. DO NOT STAND ON THE ROAD!
7. Remain in your class group until your teacher allows you to return to class.

Notification of a student’s absence to DIBP
The ESOS Act 2000 requires CIBT to notify the Australian Government (currently DIBP) as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance at CIBT, the Education Provider Liaison Officer at the State DIBP office should be contacted by phone prior to reporting via the PRISMS reporting system.

END-OF-COURSE DOCUMENTS
End-of-course documents (certificates) will be issued to students within 10 working days of their completion date.
Please note that certificates are only issued when:
• The student has been enrolled for more than 10 weeks.
• The student, upon completion of the course, holds a satisfactory attendance rate. (Minimum 80%)

SAFETY
Australia is considered to be one of the world’s safest countries. However, like in all countries and major cities, undue risks should not be taken in Sydney e.g. avoids poorly lit park areas after hours.
Please do not provoke undue attention to yourself with loud behaviour, dress, etc and take care of your valuables and belongings at all times.

**INTERPRETATION SERVICES**
The Academic manager / Counsellor will help you with any interpretation requirements. We have access to an interpreter twenty-four (24) hours a day.
You should also be aware of Telstra’s twenty-four (24) hour-a-day interpretation service. You may **phone 131 450 anytime** if you are having communication issues.

**OVERSEAS STUDENT HEALTH COVER (OSHC)**
All overseas students on student visas are required to have OSHC for the period of their stay in Australia. Education providers and some agents are able to lodge the OSHC Application Form and payment at the time of processing a student's enrolment to study in Australia. Most Australian education institutions have a preferred OSHC provider. At CIBT, students are required to join Medibank Private, which is a registered health fund. For more information on OSHC, visit [http://www.medibank.com.au/](http://www.medibank.com.au/).

**ELICOS Course Books**
- New Headway English Course Student Book - Beginners
- New Headway English Course Student Book - Elementary
- New Headway English Course Student Book - Pre-Intermediate
- New Headway English Course Student Book - Intermediate
- New Headway English Course Student Book - Upper-Intermediate
- New Headway English Course Student Book – Advanced

**HOLIDAYS**
You are entitled to one week’s holiday after three months study but your attendance must be at least 80%. Students enrolled for more than forty weeks are entitled to a four-week holiday (total).
Please fill in a holiday application form and submit it at least one week before your holiday. Applications should be submitted to the Academic manager. Under compassionate / compelling situations, the Academic Manager will ask you to provide evidence of the condition. Failure to do so may result in the refusal of your application for a leave from the course.

**Note:** Holiday approval is subject to your visa expiry date.
WORKING IN AUSTRALIA

Overseas students can apply for a student visa with permission to work in Australia after commencement of their course of study. An additional fee will have to be paid for this visa. Overseas students are allowed to work no more than 20 hours per week during the semester, provided that it does not adversely affect their studies. During semester breaks students may obtain full-time employment. However, work is not always easy to find, and you should not rely on income earned in Australia to pay your tuition fees.

Obtaining a Tax File Number (TFN)
You must have a TFN to be assessed for tax. You will need to complete a special form, available from any taxation office. You can also download it from the website http://www.ato.gov.au/. You must then lodge the application (The main taxation office is in Sydney’s CBD at 100 Market St, Centre Point Tower). Your tax file number will be sent to your current Australian address.

STUDENT INFORMATION

Student Identification Card
To promote a safe and healthy learning environment, all students are issued with a CIBT Identification Card, containing their photograph, name, student identification number, commencement and completion date and signature. Students are required to have their identification card with them at all times whilst on the college premises.

Leaving Room during Lessons
Common courtesy requires that you inform the teacher before leaving the room. If it is your intention not to return during that or later lessons, you must discuss the reason(s) with your teacher.

Student Refreshment Breaks
There is strictly no eating or drinking in computer rooms or classrooms. A microwave, fridge, and tea and coffee facilities are available for student use. This, and other working areas, should be kept clean and tidy at all times.

Student Feedback and Quality Improvement
CIBT collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of English language education. We value and welcome constructive feedback from our students and staff concerning educational and service
improvements or changes that would improve our existing educational and student services. Students who wish to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Form, which may obtained from the Principal Administrator.

**Tips for Successful English Studies**
- Speak English outside the college as much as you can – in shops, on the bus / train, wherever!
- Try to mix with students of other nationalities on the weekend and in the evening.
- Make opportunities to practice your English! Ask a question even if you know the answer.
- Try to find some activities or interest that will give you a chance to practice – for example, learn a sport, go to an art class or join a community or religious organisation.
- Read a newspaper as often as you can. Your teacher can help you join the local library.
- Listen to the radio, watch TV, and read advertisements, posters and signs. English is all around you!
- Don’t worry about feeling shy or making mistakes. Mistakes are not nearly as important as you think and a smile can help you a lot. Remember, everyone feels shy at first – you are not alone!
- Most importantly, enjoy yourself!

**Class Excursions**
CIBT has regular excursions organised. The college will have at least one excursion each month, usually on a Friday afternoon or on the weekend. This may be a trip to a place of interest in or around Sydney. These visits are some extracurricular activities that will include opportunities to experience local culture. There is sometimes a small cost for transport and admission. Please check carefully before committing to an excursion.

Teachers sometimes organise individual excursions for their students. Please ask your teacher to accommodate you in a similar class if you are not interested to attend the excursion.

**Students’ Loyalty Program**
CIBT’s Loyalty Program has been devised to help our students with their studies. The program spots and awards those who have had maximum compliance with CIBT’s rules and regulations in general, and have made great academic progress in particular.

As the criteria may change over time, you are encouraged to read the Loyalty Program Notices on the college’s noticeboard.
New ELICOS Timetable (from July 8, 2013 on)

**Morning**

<table>
<thead>
<tr>
<th>HOURS</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour 1</td>
<td>8.30-9.30</td>
<td>8.30-9.30</td>
<td>8.30-9.30</td>
<td>8.30-9.30</td>
</tr>
<tr>
<td>Hour 2</td>
<td>9.30-10.30</td>
<td>9.30-10.30</td>
<td>9.30-10.30</td>
<td>9.30-10.30</td>
</tr>
<tr>
<td>Tea break</td>
<td>10.30-10.45</td>
<td>10.30-10.45</td>
<td>10.30-10.45</td>
<td>10.30-10.45</td>
</tr>
<tr>
<td>Hour 3</td>
<td>10.45-11.45</td>
<td>10.45-11.45</td>
<td>10.45-11.45</td>
<td>10.45-11.45</td>
</tr>
<tr>
<td>Hour 4</td>
<td>11.45-12.30</td>
<td>11.45-12.30</td>
<td>11.45-12.30</td>
<td>11.45-12.30</td>
</tr>
<tr>
<td>Lunch break</td>
<td>12.30-1.00</td>
<td>12.30-1.00</td>
<td>12.30-1.00</td>
<td>12.30-1.00</td>
</tr>
<tr>
<td>Hour 5</td>
<td>1.00-2.15</td>
<td>1.00-2.15</td>
<td>1.00-2.15</td>
<td>1.00-2.15</td>
</tr>
</tbody>
</table>

**Evening**

<table>
<thead>
<tr>
<th>HOURS</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour 1</td>
<td>5.00 - 6.00</td>
<td>5.00 - 6.00</td>
<td>5.00 - 6.00</td>
<td>5.00 - 6.00</td>
<td>5.00 - 6.00</td>
</tr>
<tr>
<td>Hour 2</td>
<td>6.00 - 7.00</td>
<td>6.00 - 7.00</td>
<td>6.00 - 7.00</td>
<td>6.00 - 7.00</td>
<td>6.00 - 7.00</td>
</tr>
<tr>
<td>tea break</td>
<td>7.00-7.15</td>
<td>7.00-7.15</td>
<td>7.00-7.15</td>
<td>7.00-7.15</td>
<td>7.00-7.15</td>
</tr>
<tr>
<td>Hour 3</td>
<td>7.15 - 8.15</td>
<td>7.15 - 8.15</td>
<td>7.15 - 8.15</td>
<td>7.15 - 8.15</td>
<td>7.15 - 8.15</td>
</tr>
</tbody>
</table>
Glossary

Academic Manager

- In Australian ELICOS schools, an Academic Manager (Director of Studies = DOS) is the one who, by law, looks after all the academic aspects of the teachers, students, curriculum and compliance.

Assessment

- The process of collecting evidence and making judgments on whether competency has been achieved, or whether specific skills and knowledge have been achieved that will lead to the attainment of competency.

Assessor

- The College officer (for ELICOS students, the teacher) responsible for conducting assessment activities. A teacher / assessor’s performance is regularly monitored by the Academic Manager (DOS).

Attendance

- The word ‘attendance’ refers to a requirement of your visa agreement with the Department of Immigration and Border Protection (DIBP) that must be met by all overseas students in Australia. The minimum rate of attendance is 80% which means you must attend the minimum of 80% of your class hours.

Course

- A structured sequence of classes that leads to a student learning a range of skills and knowledge. In CIBT’s ELICOS a course has been defined in terms of the length of the core textbook (New Headway). In CIBT’s ELICOS, each course is completed in between 10 to 12 weeks depending on the number of modules the course includes.

ESOS Act 2000 (Education Services for Overseas Students)

- 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 and has recently been amended following a review in 2009-10. Please follow the links below for more information.
Evidence

- A collection of information you present or demonstrate to show that you have a particular level of skills and knowledge in your enrolled course. Evidence may take many forms and be gathered from different sources.

Formative tests

- These tests include all the assessments and class activities for which your teacher marks your performance. They may be in the form of a quiz, a test of Listening Comprehension or a simple talk.

Learning Outcome

- A unit of what you are expected to be able to achieve after studying a module. There are pre-designated learning outcomes for each module of the textbook.

Module

- Each ELICOS textbook is divided into 10 to 12 modules. Every module needs to be done in one week time.

National Code

- The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Placement tests

- In CIBT ELICOS, all the new students must do a test of English on their first day of the course. This test will help the Academic Manager to assess your level of linguistic proficiency and allocate you to the right class.

Orientation program

- An Orientation Program is conducted by the Academic Manager to make new students familiar with the college premise, the course, their teachers, the college facilities and the curriculum.

Summative Tests

- Summative tests are the end of the course tests that are conducted by your teacher at the end of the course before a student is exited from the course or before a student moves up to a higher level.