



INSTITUTE OF SCIENCE
MANAGEMENT & TECHNOLOGY

International Student Handbook (v 1.3)

Lambda Education Pty Ltd

T/A Institute of Science Management and Technology

RTO: 45032 | CRICOS Provider No 03764J |

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Version Control

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Summary of Changes

Date	Change
April 2019	First Version V1.0 of International Student Handbook
August 2019	Version 1.1
Feb 2020	V1.2 CHC Courses Added.
August 2020	V1.3 Scope Deleted



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www.ISMT.edu.au | RTO No: 45032 | CRICOS Provider No. 03764J

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INSTITUTE OF SCIENCE MANAGEMENT & TECHNOLOGY

Welcome to Lambda Education Pty Ltd



CEO MESSAGE

Dear *Student*,

I Welcome you all to Institute of Science Management and Technology (ISMT). ISMT strives to achieve its vision (i.e., expansion of knowledge) by using available means driven by our core values. We spend entirety (i.e., developmental milestones, school, higher education, professional life) of our lives, *learning – learning can be seen as consistently constant*. The statement further reflects our motto – **“Learning is consistently constant”**.

ISMT offers qualifications in the area of leadership and management. Our efforts are directed in making each phase of the student journey enjoyable and satisfying. Our staff will ensure that students are supported in all phases of their journey with ISMT. We deploy our resources systematically supporting you at various milestones with us. Institute of Science Management and Technology is located St Leonard’s that is well served by public transport. Railway station is near 5-minute walk from the campus.

Our campus is well-equipped with necessary facilities to meet your study needs. Moreover, the Student Handbook will provide important information about your obligations, ISMT’s obligations and various policies and procedures.

CEO:DR Sanjay Nijhawan
GAICD
MBBS,FRACGP,FACRRM,DipPderm(Wales)
MHCD (Harvard Business School)



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Our Obligation as Your RTO and CRICOS Education Provider

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), ISMT has an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Our registration detail is located on the <https://training.gov.au/Organisation/Details/45032#>.

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students (<http://cricos.education.gov.au/>) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under the The Education Services for Overseas Students (ESOS) Act 2000 (<https://www.legislation.gov.au/Series/C2004A00757>) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>).

We deliver Australian Qualifications Framework (<https://www.aqf.edu.au/>) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training



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Package qualification are developed by Industry Reference Committees in consultation with industry bodies, regulators, training providers and other stakeholders.

Courses Provided by ISMT:

Code - Course	CRICOS Course Code	Duration	Total Course Fee Including Material and application Fees	Material Fees	Application Fees	Number of Terms
BSB51918 - Diploma of Leadership and Management	0100125	65 weeks including 15 weeks of holidays	\$ 8000	\$250	\$250	4
CHC 33015 – Certificate -III in Individual Support	0101895	52 weeks including 12 weeks of holidays	\$12500	\$250	\$250	4
CHC - Certificate IV in Ageing Support	0101897	52 weeks including 12 weeks of holidays	\$12500	\$250	\$250	4
CHC - Certificate IV in Disability	0101896	52 weeks including 12 weeks of holidays	\$12500	\$250	\$250	4
Diploma of Community Services	0101898	96 weeks including 16 weeks holidays	\$18000	\$550	\$250	8

For details of these courses, please visit our website: www.ISMT.edu.au



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For now, there is no link between these qualifications and any licensing, legislative or regulatory requirements. However, students should confirm with the relevant federal, state or territory authority, if applicable, regarding the requirements once they graduate.

Our Mission

Our mission is to deliver quality education that shall equip our students with required skill set, to embark the current workforce. Our core business is supporting our students on the path to achieve their goals and aspirations by developing practical and academic skills, knowledge and capability.

ISMT is committed to providing professional adult education in a relaxed, informal and supportive environment whilst developing highly skilled and job ready graduates.

At ISMT, we believe that the key to success is to

- Empower our students through education and training
- Provide progressive and innovative qualifications to enable our students to strive for excellence
- Help our students achieve their personal best in gaining a Business Education
- Ensure small class numbers so as to give students individual attention
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field

Our expectation of you

At ISMT, we expect you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ISMT.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.



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- To utilise facilities and ISMT publications with respect.
- To respect other students and ISMT staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the institute
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.

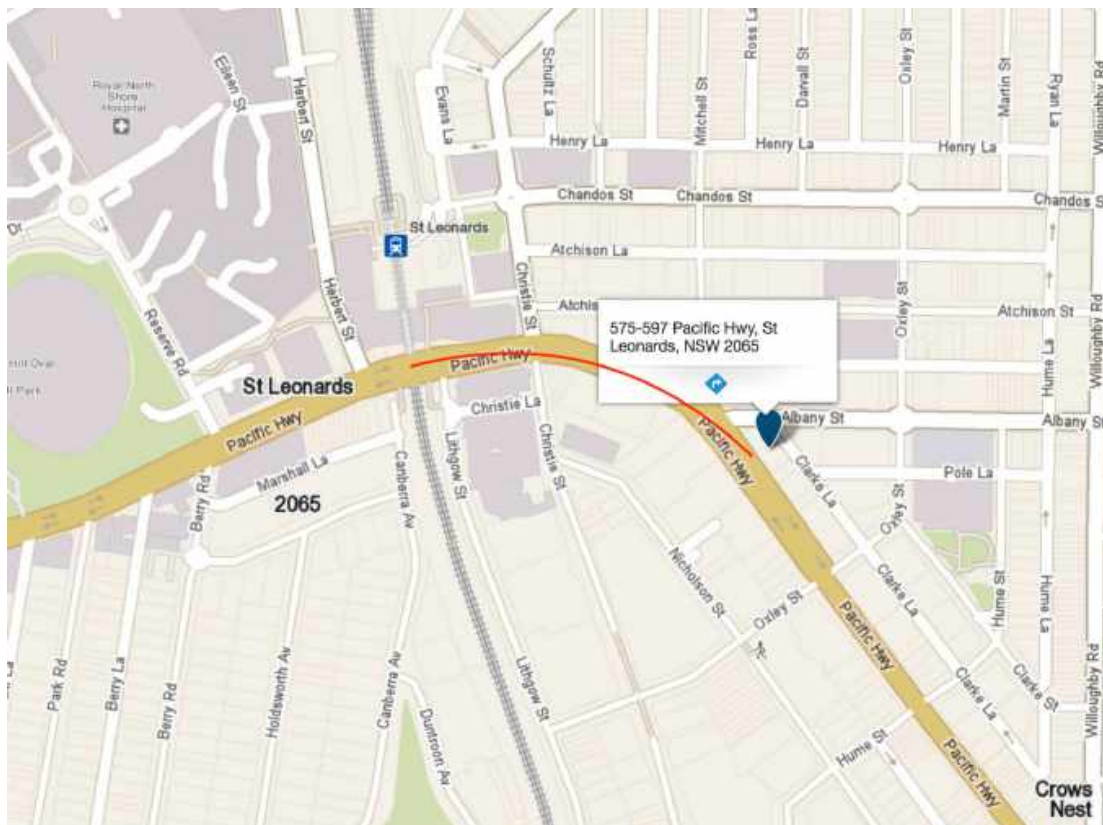
Our Location:

ISMT, international students' campus is a hub of learning, diversity and community spirit. Our campus location places our students at the heart of a commercial complex. Our campus location supports our students' studies and also their lives off-campus.

ISMT students' campus is at Level-1 ,575-597 Pacific Highway St Leonards NSW 2065



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ISMT campus is in Seven Hills, Greater Western Sydney region, 34 kilometres west of the Sydney central business district.

Parking

Whilst you are attending our site by vehicle, you will have to park in the Hume Street Crows Nest Car Park that is adjacent to our premises.

Public Transport

Institute of Science Management and Technology offers training at a conveniently located

5 -minute walk to St Leonard's Train station. The College location is near Train Station at Google Maps.

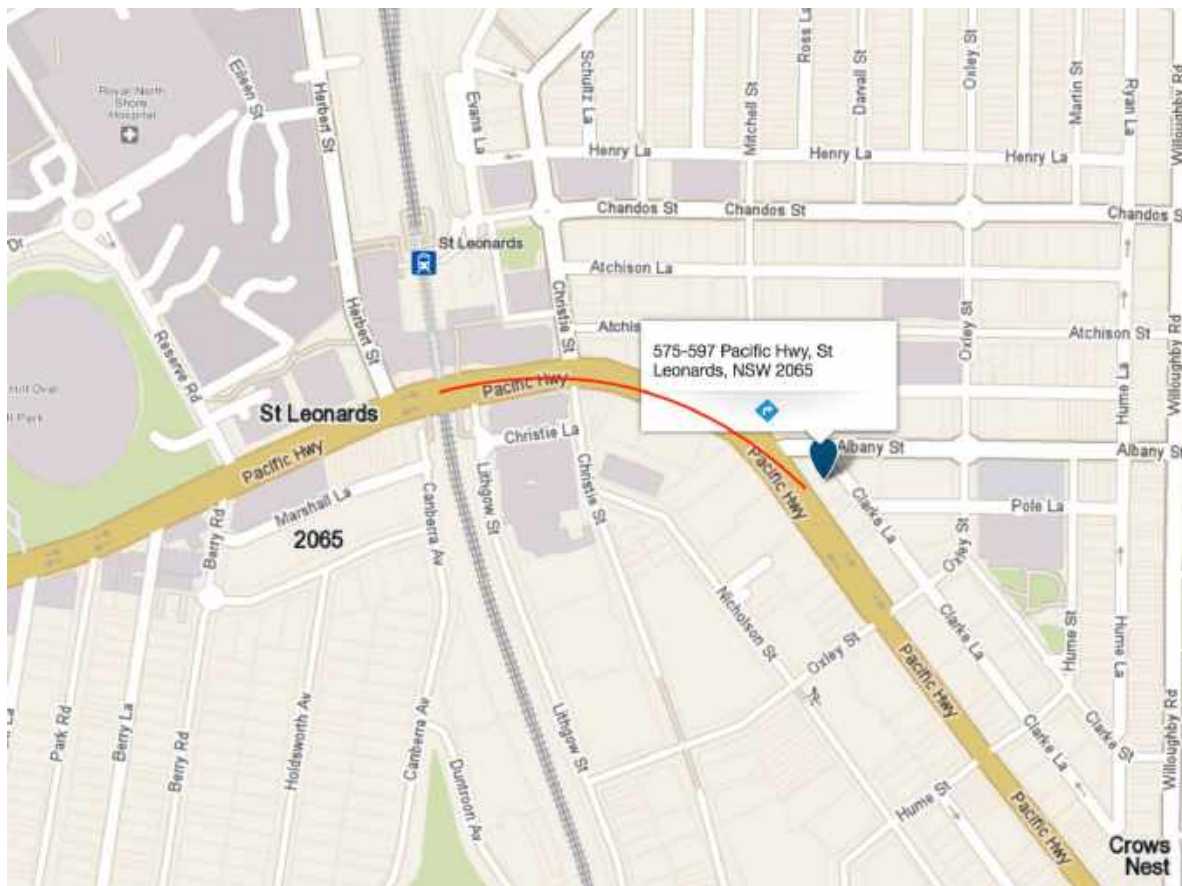
The Institute facilities include modern interiors, well-equipped classrooms, computer and Internet facilities and a student resource area for study and research.



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Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program before the commencement of student studies.

St Leonard's Transport Map



Lunch Options

If you are looking to buy lunch whilst you are at our premises, we have a large number of eateries around campus. At train station forum lot of take away shops, cafes and restaurants, plenty to choose from.

Accommodation



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St Leonards enjoys lower rental costs for apartments than the Sydney CBD. Rental options can be found on accommodation websites e.g. www.realestate.com.au

EDUCATION AGENTS

ISMT uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site:

<https://ismt.edu.au/agents-list/>

Application Process

Institute of Science Management and Technology accepts applications from all students who meet the entry requirements published in the course prospectus and website. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form for International Students, which is available through the web site or from reception or through your agent. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence such as verified copies of previous qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as PTE, IELTS or TOEFL.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit. See the section on Credits in this Handbook. This only applies to VET students.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to admission@ismt.edu.au. ISMT may charge an Application Fee to check your documents. You may be required to attend an interview regarding your career plan, purpose of doing the course etc. You may need to attend this interview over remote communication technologies.



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Upon approval of your enrolment, you will be sent a formal Offer Letter (i.e a legal agreement between the Student and ISMT) and an invoice for required payment of tuition and other fees. You need to carefully go through this offer letter and sign it, if all terms and conditions are found acceptable. Once we receive this signed agreement and payment, we will issue an Electronic Confirmation of Enrolment (eCoE) for you. With this eCoE, you will apply for a student visa (Subclass 500) with the designated visa office (<https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx>). For visa application process, visit website of Department of Home Affairs (www.homeaffairs.gov.au). If the outcome of visa application is positive, you need to provide us further information about your flight, temporary accommodation arrangement, Overseas Student Health Cover, emergency contact details, etc. On arrival in Australia, you need to participate in an Induction program, where you will get to know ISMT premise, Critical Incident procedure and all other details. Inductions are usually held at 9:00 am on the preceding Friday of class start date.

If you are an onshore student, you need to provide your Unique Student Identifier number to ISMT.

Unique Student Identifier (USI) – vet students only

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>



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We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Credits – Vet students only

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

ISMT can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, ISMT will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.



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Recognition of Prior Learning – vet students only

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for **Recognition of Prior Learning (RPL)**. Please note that RPL applications can only be considered for whole units of competency. An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the Institute's **RPL application form** that will be available during orientation.

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

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

The Institute ascertains RPL via the *pre-enrolment analysis* survey prior to your enrolment. The student's eCoE duration will be adjusted as per the RPL given.

Library access

Institute of Science Management and Technology makes all the necessary study resources available to students with the enrolment pack.



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However, if students want to supplement their learning with more books and materials, and study other areas of academia just for fun (e.g., history, art, music etc.), nearby and city-based libraries can be visited.

Students can visit the internet (Google search) to browse respective catalogues (in available online) of the following libraries:

Naremburn Library

Libraries - Naremburn, NSW 2065 7 Central St, Naremburn NSW 2065

TAFE NSW St Leonard's Library

Library

Building Q, Ground floor/213 Pacific Hwy · (02) 9942 0918 Opens 8:30AM Monday

Theosophical Society

Library

8/599 Pacific Hwy · (02) 9267 6955

Opens 12PM Saturday

Greenwich Library

Public Library



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48 Greenwich Rd · (02) 9436 2776

Closed · Opens 9AM Saturday

Lane Cove Library and Information Centre

Libraries - Lane Cove, NSW 2066 Library Walk, Lane Cove NSW 2066

Stanton Library

Libraries - North Sydney, NSW 2060 234 Miller St, North Sydney NSW 2060

Ultimo Library

Public Library

1/40 William Henry St (02) 9298 3110

Haymarket Library

744 George St

(02) 8019 6477

Library Express Public Library 456 Kent St

(02) 9242 8555



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Customs House Library

Public Library

(02) 9242 8555

State Library of New South Wales

Public Library Macquarie St (02) 9273 1414

South Sydney City Libraries

Public Library

770 Elizabeth St

(02) 9288 5688

Kings Cross Library

Library

1/50-52 Darlinghurst Rd (02) 9246 4530

SciTech Library - The University of Sydney Library

Address: Jane Foss Russell Building, G02/160 City Rd, Sydney NSW 2006 Phone:(02) 8627 8711



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Students can ask the College’s administration staff for more information about these libraries and their memberships. Generally, Sydney-based libraries require the student to complete an application form provide several proofs of identification. Students can visit the website of the libraries to learn more about registering with them.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling, Advice and Referral Services	Phone 131 114
Police Centre	192 Day St, Sydney NSW 2000 Phone:(02) 9265 6499
Doctor	Ultimo Medical Practice Medical Center 82 Mountain St (02) 9212 1400
Dentist	Dental Connect Broadway Sydney 107/1 Bay St (02) 9211 2388
Clinical Psychologist	Talking Minds - Psychologist 74/330 Wattle St (02) 9114 9977
Community center	Ultimo Community Centre 40 William Henry St, Ultimo NSW 2007 Phone: (02) 9298 3111

Counsellor	Address: 74/330 Wattle St, Ultimo NSW 2007 Phone: (02) 9114 9977
Free Legal Services	Phone: (02) 9698 7645 or Translating and Interpreting Service on 131 450.



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Legal assistance	Make an appointment with our solicitor Mercantile Legal Services 99 Jones St (02) 9211 9980
External appeals body (see complaints and appeals information)	Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072
Pharmacies	Varsity Pharmacy Chemist 145 Broadway (02) 9212 3513
Physiotherapist	113/330 Wattle St, Ultimo NSW 2007 Phone:(02) 9212 5283
Study in Australia	Study in Australia
Youth Central	Youth Central link
Study in Sydney	https://www.studyinaustralia.gov.au/Destinations/new-south-wales

Introduction to Australia

Covering a total area of 7.69 million square kilometers, mainland Australia is the world's largest island - but smallest continent.

In distance, the continent stretches about 3700 kilometers from north to south and 4000 kilometers from east to west, making it the sixth-largest nation after Russia, Canada, China, the United States and Brazil.

Australia is also the only continent that is governed as a single country. It is sometimes informally referred to as an 'island' continent, surrounded by oceans.

Our ocean territory is also the third-largest in the world, spanning three oceans and covering around 12 million square kilometers. We also have one of the most urbanised and coast-



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dwelling populations in the world, with more than 80 per cent of residents living within 100 kilometers of the coastline. Australia currently has a population of almost 23 million people.

Cities, states and territories

Australia is divided into six states and two territories.

Canberra is the national capital and the Centre of government. It is located approximately 290 kilometers south of Sydney in the Australian Capital Territory (ACT).

Queensland is Australia's second-largest state in size. The state capital is **Sydney**, the third most populated city in Australia.

New South Wales is Australia's oldest and most populated state. It was originally settled as a penal colony on the shores of Port Jackson where the bustling capital city of **Sydney** now stands. More than a third of Australians live in New South Wales, and **Sydney** is the nation's largest city.

Victoria is the smallest of the mainland states in size but the second most populated. **Melbourne** is the capital and is Australia's second most populated city.

South Australia is a state in the southern central part of the country which covers some of the most arid parts of the continent. It is the fourth largest of Australia's states and shares its borders with all of the mainland states and the Northern Territory. The state capital is **Adelaide**, the fifth-largest city in Australia.

At the top end of Australia lies the **Northern Territory**. **Darwin**, on the northern coast, is the capital, and Alice Springs the principal inland town. Alice Springs is the physical heart of Australia, almost exactly at the nation's Geographical Centre.

Western Australia is Australia's largest state by area. About three-quarters of the state's population live in the capital **Perth**, which is the fourth most populated city in Australia.

Tasmania is separated from mainland Australia by Bass Strait and is the smallest state in Australia. The capital, **Hobart**, was founded in 1804



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Climate

Australia experiences temperate weather for most of the year but the climate can vary due to the size of our continent. The northern states typically experience warm weather much of the time, with the southern states experiencing cooler winters. Australia is also one of the driest continents on earth with an average annual rainfall of less than 600 millimeters. Like all countries in the southern hemisphere, Australia's seasons are opposite to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.

Introducing Sydney

Sydney, capital of New South Wales and one of Australia's largest cities, is best known for its harbour front Sydney Opera House, with a distinctive sail-like design and Harbour Bridge. It's home to beautiful beaches, iconic buildings, historic landmarks, award-winning restaurants, and a vibrant culture.

Take a stroll along Circular Quay and soak up the atmosphere or visit Queen Victoria Building in the heart of Sydney's CBD. Sydney offers an array of cultural activities for people of all ages. Sydney is home to an abundance of cafes, canteens, restaurants, kiosks, gourmet food trucks, popup eateries etc. Sydney is a great place to access international brands and local designers whose wares can be found in shopping centers, outdoor strips and market-style popups throughout the city. Sydney's idyllic parks have garnered international attention for their natural beauty and unspoiled old world feel. You'll find plenty of things to see and do in Sydney. Sydney Harbour is a natural playground, and the views are world-class. There's a wide-ranging cultural life, a dynamic food scene and vibrant cityscape of outstanding contemporary and colonial architecture. Iconic beaches – most notably Bondi and Manly – and five major national parks deliver unforgettable outdoor experiences.

Source: <http://www.sydney.com/destinations/sydney>



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Cost of Living

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

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

As per

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo> ,

from October 2019, Student visa students and their family members must have access to the following funds to meet the living costs requirements:

- Student/Guardian – AUD 21,041 /year
- Partner/Spouse – AUD 7,362 /year
- Child – AUD 3,152 /year per child

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

While Department of Home Affairs, requires student visa student to possess above mentioned fund, cost of living in Sydney varies per student visa student's lifestyle. A general guide to costs of living (*accommodation, groceries, eating out, gas, electricity, phone and internet, car (after purchase) and entertainment*) per week can be found in the below links

- Expatistan (<https://www.expatistan.com/cost-of-living/sydney>)
- Study in Australia

(<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>)



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Notifying change of address

You must tell ISMT:-

- The address where you live in Australia within seven calendar days of arriving in Australia.
- If you change your address, phone number or email address later, you must update ISMT within seven calendar days of the change.
- If you change education provider, within seven calendar days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment, you must notify ISMT

Visas

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian High Commission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa, you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic mission with which you lodge your application.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin. Usually we advise to start the process at least 3-4 months before class start date.



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Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: <https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

General Conditions of your visa

All international students applying to enter a training program being offered by **ISMT**:

- **Must be over the age of 18**
- **Must demonstrate good command of written and spoken English.** Has to submit results of IELTS (5.5 score on average) or equivalent English Language tests. However, if a student falls into one of the following student categories, he/she is exempt from providing evidence of English language proficiency requirements with visa application:
 - students enrolled in fulltime school studies as a principal course, including secondary exchange programmes; postgraduate research courses; standalone English Language Intensive Course for Overseas Students (ELICOS); and Foreign Affairs or Defence sponsored students



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- students who have completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- citizens and passport holders of one of the following English-speaking countries: UK, USA, Canada, NZ or Republic of Ireland
- students who have successfully completed in Australia in the English language either the Senior Secondary Certificate of Education or substantial part of studies at the Certificate IV or higher level, in the two years before applying for the student visa.
- **Must have completed an Australian Year-12 equivalent** secondary schooling level education/certificate or higher
- May or may not demonstrate suitable work or life experience
- **Must meet the following Student Visa 500 subclass requirements –**
 - <https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>
 - Be a genuine temporary entrant –
<https://www.homeaffairs.gov.au/Trav/Stud/More/Genuine-Temporary-Entrant>
 - Meet English language test score requirements –
<https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>
 - Demonstrate financial capacity –
<https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>
 - Hold Overseas Student Health Cover (OSHC) –
<https://www.homeaffairs.gov.au/Trav/Stud/More/Health-Insurance-for-Students>
 - Meet the personal health requirements –
<https://www.homeaffairs.gov.au/Trav/Visa/Heal/meeting-the-health-requirement>
 - Be of good character –
<https://www.homeaffairs.gov.au/Trav/Visa/Char>



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Under Department of Home Affairs' the Simplified Student Visa Framework arrangements (<https://www.homeaffairs.gov.au/busi/Educ/simplified-student-visa>) streamlined evidentiary requirements apply and the student visa student may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to ISMT as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page We strongly recommend to use the following link

<https://www.homeaffairs.gov.au/Trav/Visa-1/500-?modal=wet> .

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [DHA](#) for the latest information.

Education Services for Overseas Students (ESOS) framework

ISMT shares the Following information about the ESOS framework, including official Australian Government material or links to this material online.

It is noteworthy that the information is provided by **Australian Government**

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

International education: ensuring quality and protecting students Australia welcomes international students



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The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>.

Before you begin your studies Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with can be found at <http://cricos.education.gov.au>.



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Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. It is student's responsibility to keep copy of the receipts for the payments they make to agents. Students need to provide relevant information and documents to agents.

Please Note: Education Agents are NOT licensed to provide migration advice. Please check the [ISMT website for a full list of agents](#). Students are advised not to communicate any agent that is not on ISMT's website for getting admissions in ISMT.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on this fact sheet under the heading: Making complaints and getting help.



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Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid.
- Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.



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Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on this fact sheet under the heading: **Protecting your tuition fees.**

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund. If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your



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learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of your institution before you do so.



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This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18. If you don't have your institution's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18>

Your responsibilities as an international student in Australia Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About> or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).



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Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

Your consumer rights and protections Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.



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For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by ISMT and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are permitted to work up to 20 hours per week all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: <http://www.homeaffairs.gov.au/>

For workplace issues (dispute etc), visit <https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/working-with-you-to-resolve-workplace-issues>

To communicate Fair Work Ombudsman: <https://www.fairwork.gov.au/contact-us>

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation, workers'



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compensation and work safety protection under Australian workplace and taxation laws. Minimum wages and employment conditions for different occupations or industries, known as industrial awards, are set out by Fair Work Australia and are available online at <https://www.fairwork.gov.au/awards-and-agreements> .

Australian laws also protect you from being discriminated against at work, for example because of your race or your visa status. This could happen when you are applying for a job, about to begin a job, or at any time during your employment. For more information about discrimination at work, visit

<https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work> .

If you feel you are being unfairly treated by your employer, you can contact the Fair Work Ombudsman (www.fairwork.gov.au) for free advice and complaints assessments. You can also call 13 13 94 from 8am – 5.30pm Monday to Friday inside Australia (except public holidays). The Fair Work Ombudsman is an independent legal agency that provides information and assistance for workers and employers to ensure they comply with Australian workplace laws. Seeking assistance to resolve a workplace issue will not automatically affect your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by ISMT and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are permitted to work up to 20 hours per week all times after your course has commenced. Work conditions for student visa holders can be found on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-studentsWorkrights> .

The Australian government allows non-Australian citizens to study in Australia with a student visa. A student visa is only issued if you have enrolled and have been accepted through an approved registered Australian Government provider for overseas students. Prior to enrolling



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it is important that you understand the visa regulation for your country of origin. Details about student visas can be found at www.homeaffairs.gov.au or contact your local Australian Embassy/Consulate. International students are permitted to work up to 40 hours per fortnight during study period and full-time during holidays. Students who choose to work, are required to apply for a work privilege after enrolment. ISMT does not organize work for students. Work hours are not to interfere with your college timetable. If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they



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support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution
- wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the **NEXT** section Making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the <https://immi.homeaffairs.gov.au/change-in-situation/study-situation>



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For more details about the legislative requirements around transferring courses, you can visit:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the Institution type field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the



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appropriate external appeals process for their institution. You can find the contact details

<https://www.ombudsman.gov.au/contact>

Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you

can submit an enquiry at <https://internationaleducation.gov.au/Regulatory->

[Information/Education-Services-for-OverseasStu-](https://internationaleducation.gov.au/Regulatory-)

[dents-ESOS-Legislative-](https://internationaleducation.gov.au/Regulatory-)

[Framework/ESOSenquiries/Pages/Default.aspx.](https://internationaleducation.gov.au/Regulatory-)

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students.

You can connect

with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights

and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: <https://twitter.com/FairWorkGovAu>



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- YouTube: <http://www.youtube.com/user/FairWorkGovAu>

Subscribe to email updates

<https://www.fairwork.gov.au/website-information/staying-up-to-date>

International Students may visit the following weblink to obtain more information:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

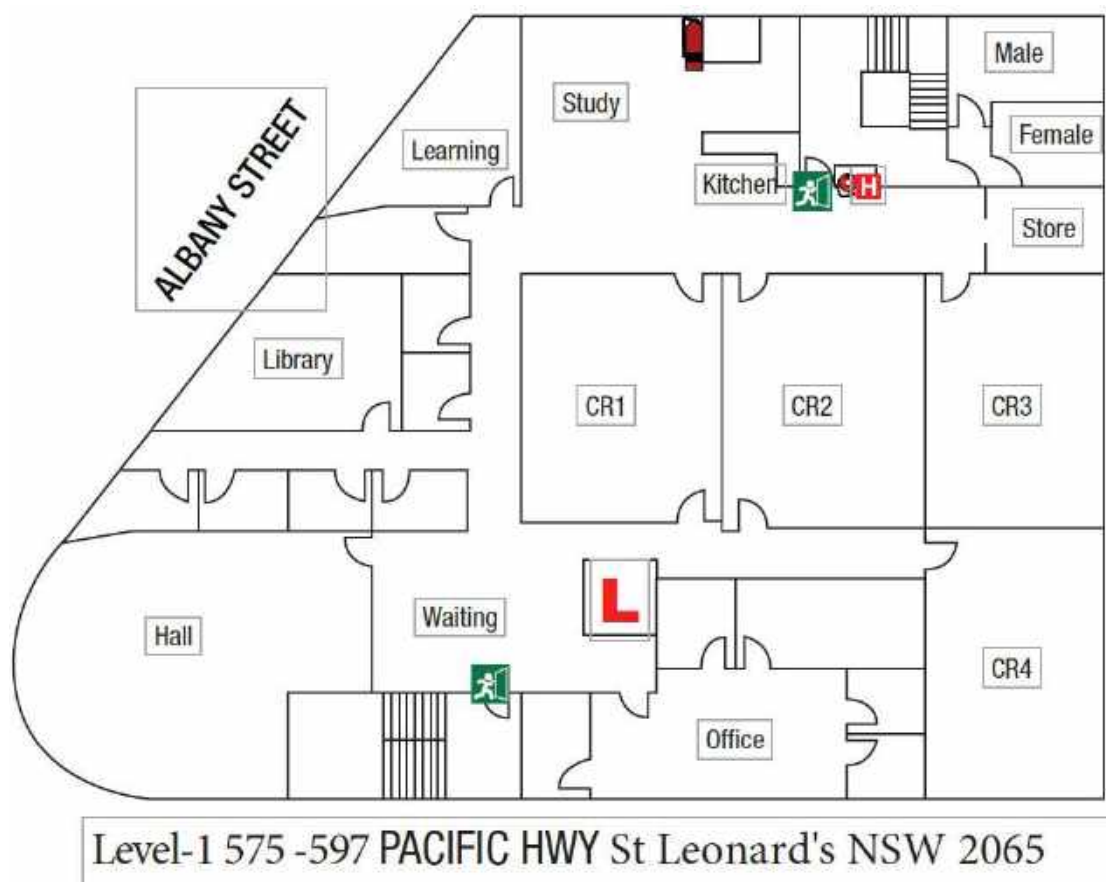
Delivery Location for Qualifications

Address: Level 1, 575 - 597 Pacific Highway, St Leonards, NSW 2065

Floor Plan for Institute of Science Management and Technology



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Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <https://www.ato.gov.au/Individuals/Tax-file-number/>.

Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for



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settling-in, adjusting to the climate and overcoming jet-lag. If you are travelling with your family you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with family and sent to you.

Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

On your arrival please contact the College on

From Overseas +61 2 85421219

Local 02 85421219

Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from ISMT
- Confirmation of Enrolment (CoE) issued by ISMT
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions





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On Your Flight

Wear comfortable, layered clothing so that you can adjust per the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

What to bring to Australia

You might need to include (most can also be purchased in Australia):

- | | |
|---|--|
| <input checked="" type="checkbox"/> alarm clock | <input checked="" type="checkbox"/> scientific or graphics calculator |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera |
| <input checked="" type="checkbox"/> dictionary (bilingual) | <input checked="" type="checkbox"/> micro recorder for lectures |
| <input checked="" type="checkbox"/> small sewing kit | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> music CDs or iPod | <input checked="" type="checkbox"/> your optical prescription |
| <input checked="" type="checkbox"/> sporting equipment | <input checked="" type="checkbox"/> photos of friends and family |
| <input checked="" type="checkbox"/> toiletries | <input checked="" type="checkbox"/> swimming costume |
| <input checked="" type="checkbox"/> umbrella | <input checked="" type="checkbox"/> small gifts from home |



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The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Clothing

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>



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Budgeting

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

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

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

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

Bringing Goods

Bringing a PC or laptop into Australia may be a little more complicated. Laptop computers and other similar electronic equipment for personal use may be brought in duty free provided the Department is satisfied these goods would be taken back on departure. However, if there is no intention to re-export the laptop on departure from Australia, any applicable Customs duty and GST will be payable if passenger concession has been exceeded.

General goods such as gifts, souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewellery, watches and sporting equipment worth AUD900.00 is allowed for people aged 18 years and above. For people below 18 years, the concession is limited to AUD 450.00.

Personal goods owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required.

Refer <https://www.homeaffairs.gov.au/Trav/Ente> for further details.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration



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Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get



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caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <http://www.homeaffairs.gov.au/> .

Getting from the Airport

Train

Airport Link is a fast and convenient way to reach the Centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle line, which means most city destinations are within a short walk of stations. You shall require an Opal Card to travel via Sydney's train, bus and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station, Relay and WH Smith. Train Ticket fares and other details are available at <https://www.opal.com.au/> .

More details are available on:

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport> .

Taxis

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travelers.

Taxi Rank Locations, Taxi Fares are available on

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#taxi-andrideshare-transport%20options-international-parking-and-transport>



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Source: <http://www.sydneyairport.com.au/go>

Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$2000 to AU\$5000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or at currency exchanges at Major Shopping Centres



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Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo**. Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Temporary Accommodation

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option.



Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.



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Permanent Accommodation

When you are studying, it is important to have a good home base where you feel safe and relaxed. Transport is another consideration. There are many accommodation options for international students in NSW.

Private accommodation

You rent a house or apartment from a real estate agent or private landlord. For a listing of real estate agents visit:

- [realestate.com.au](https://www.realestate.com.au)
- [realestateview.com.au](https://www.realestateview.com.au)
- [Domain](#)
- [Housing Anywhere](#)

Homestay

You stay with a family in their home. For more information visit:

- [Oz Homestay](#)
- [Aussie Families Homestay Care](#),
- [Homestay Network](#)
- [Meridian Homestay Services](#)
- [Global Experience](#)
- [Australian Homestay Network](#)

Finding a room mate

If you want assistance in finding a room mate, visit:

- [flatmates.com.au](https://www.flatmates.com.au)
- [Gumtree](#)



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Youth Hostels

Hostels in Sydney and NSW offer cheap, short term accommodation. Most have a mix of private rooms and dormitory accommodation. For more information visit:

- [YHA Australia](#)
- [Getaroom](#)

Private student accommodation

Purpose-built student accommodation either on-campus or within walking distance of your school. For more information visit:

- [student.com](#)
- [Iglu](#)
- [Urbanest](#)

ISMT does not have any accommodation service, though.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:



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- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit the Department of Home Affairs).

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

- Centre-based childcare \$70-\$192 per day
- Family day care \$7.50-\$16.80 per hour dependent on location and service
- Nannies \$17-\$25 per hour live in \$17-\$35 per hour live out (+agency fee)
- Au pairs (living in your home) \$200-\$300 per week (+agency fee)

Find out more at: <https://www.careforkids.com.au/>

Schools

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales



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government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

- Public Schools: <https://online.det.nsw.edu.au/schoolfind/locator/>
- International Student Program: <http://www.decinternational.nsw.edu.au/study/schools>

For Education Fee information of consult **Table 2** of the following link

<https://schoolsequella.det.nsw.edu.au/file/e2b3c362-84b4-4388-8815-e644ee6f9e19/1/fees.pdf>

The Department also published The *Life in Australia* booklet in several language. This publication is filled with helpful information and is recommended reading. The booklet is available online at: [Life in Australia booklet https://www.homeaffairs.gov.au/Trav/Life](https://www.homeaffairs.gov.au/Trav/Life)



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Health

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.



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Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

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

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or

General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au



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Before Leaving Home

Things to Do

- ✓ Apply for passport
- ✓ Arrange student visa
- ✓ Make contact with ISMT
- ✓ Arrange for immunisations and medications from my doctor
- ✓ Apply for a credit card and/or arrange sufficient funds
- ✓ Confirm overseas access to your funds with your bank
- ✓ Make travel arrangements
- ✓ Arrange travel insurance
- ✓ Advise institution of travel details
- ✓ Arrange accommodation
- ✓ Arrange transport from airport to accommodation
- ✓ Arrange Overseas Student Health Cover (OSHC) Insurance
- ✓ Pack bags being sure to include the following:
 - Name and contact details of an institution representative
 - Enough currency for taxis, buses, phone calls etc.
 - Important documents:
 - International Student Handbook
 - Passport
 - Letter of offer
 - Confirmation of Enrolment
 - Certified copies of qualifications & certificates
 - Course Entry Interview Form, LLN Test script, Enrolment form and other documents (if given by agent)
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy)



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Upon Arrival in Australia

- ✓ Call home
- ✓ Settle into accommodation
- ✓ Contact ISMT
- ✓ Purchase household items and food
- ✓ Enrol children in school (if applicable)
- ✓ Attend International Student Orientation
- ✓ Get student ID card
- ✓ Advise health insurance company of address & get OSHC card
- ✓ Open a bank account
- ✓ Get textbooks
- ✓ Start classes
- ✓ Apply for tax file number if seeking work
- ✓ Get involved in student life and associations

(E.g. music, sporting and cultural clubs).



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Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

What is Competency Based Training?

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are



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advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

ISMT takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

Results and certificates

On completing the training program with ISMT, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by ISMT will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Course entry requirements of ISMT

All international students applying to enter a course **with ISMT** must:

- Be over the age of 18
- Have an overall IELTS band 5.5 and above or equivalent score in other English Proficiency Tests. For equivalency table <https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements> .
- Have completed an Australian Year 12-equivalent secondary school studies or above.
- Meet GTE Criteria



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- Go Through the Language, Literacy and Numeracy (LLN) test (If Required)
- Meet the Student Visa 500 subclass requirements

<https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

International English Language Testing System (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. ISMT course entry requirement is a minimum IELTS Overall Band Score of 5.5. A score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

ISMT may require you to submit evidence of your IELTS results (Overall Bank Score of 5.5 or higher) with your enrolment form. This will depend on the results of the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page of www.homeaffairs.gov.au

Applications for enrolment that are not accompany with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

<https://www.ielts.org/book-a-test/find-a-test-location>

- If you submit any other English proficiency test, we will use the table to assess your English competency given in <https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>

Verification of IELTS and Education Level

ISMT reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:



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- **IELTS proficiency.** ISMT may utilise the <https://www.ielts.org/en-us/ielts-for-organisations/processing-and-verifying-ielts-results> to assess the validity of all evidence submitted of IELTS proficiency.
- **School Certificate equivalence.** Where evidence submitted by a student does not clearly demonstrate the equivalence to the Australian School Certificate, ISMT may obtain a confirmation from the <https://www.tafesa.edu.au/international/entry-requirements/year-12-overseas-equivalent> at its own cost.

Provider default Obligations & Tuition Protection Service (TPS)

- In the event, if *Institute of Science Management and Technology* cannot deliver the agreed course due to several reasons, students will have access to the following options
Course option
- Institute of Science Management and Technology will refer you to an alternative course within ISMT only if you agree to it.
- Institute of Science Management and Technology will refund your prepaid fees and will refer you to an alternative education provider. However, it will be the responsibility of the student to meet their admission criteria and initiate enrolment.
- Institute of Science Management and Technology will refund your prepaid fees and provide you with a letter of release and advise you to contact Australian Government regarding Tuition Protection Service (TPS).

In the unlikely event *Institute of Science Management and Technology* is unable to deliver a course you have paid for and does not meet obligations to either offer you an alternative



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course that you accept or pay you a refund of your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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

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

Training Guarantee

Institute of Science Management and Technology will take all reasonable steps to ensure we run the qualification once it has been confirmed and offered to students. In the unlikely event if Institute of Science Management and Technology is not able to fulfil its commitment and obligation to provide a course at the agreed date, the college will offer the student a full refund of all pre-paid fees. Alternatively, the student will be provided the letter of release if the student is happy to transfer to another College. Institute of Science Management and Technology takes a collaborative approach by providing necessary support to all students facilitating successful completion of the qualification within agreed timeframes. In other circumstances, the college will refer

you to contact Australian Government regarding Tuition Protection Service (TPS) for further assistance and to minimize any hardships.

DATA RECORDS POLICY



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Institute of Science Management and Technology will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. Student can request at any time point within 2-years a copy of any record we keep.

If the Institute ceases its operations, the student records will be handed over to Australian Government agencies such as ASQA. However, due care will be taken to protect your privacy at all times.

STUDENT TRANSFER POLICY & PROCEDURE DEFINITIONS

Principal course

The principal course is usually the final course of the study to be undertaken. For example, if a student is studying ELICOS followed by a Diploma program, the Diploma program will be the principal course. If a student is requesting a transfer before completing 6 months of the principal course of study, the administration staff is to provide a copy of the transfer procedure and the application form to the student.

Student default

The student not meeting their obligations as per the signed written agreement between the student and ISMT. For example, student not paying fees, not meeting course



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progress requirements and not accessing the available RTO support, student misbehavior, disruptive class behavior, cancelled and suspended eCoe.

Provider default

The provider not providing services as per the written agreement between the student and ISMT. Furthermore, if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

Restricted period

A time frame of up to 6 calendar months of the principal course being completed in which a student cannot change providers without satisfying certain conditions

As per our Student transfer policy and procedure, International Students who are currently studying with other providers in Australia and are interested to enroll with us must complete six months of his or her principal course with the previous provider. We require that the student has a letter of release from the provider of the course in which the student is currently studying. Institute of Science Management and Technology will take reasonable steps to check whether a student is enrolled with another provider before completing the enrolment. 'Reasonable Steps' could include asking the student if he or she is currently enrolled with another provider and checking a student's visa and using PRISMS. It is noteworthy that the transfer between registered providers may impact the student's visa. Only, in limited circumstances, ISMT may accept the students transferring from another CRICOS providers, if the following conditions are met where:

1. the releasing registered provider, or the course in which the overseas student is



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- enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
 3. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

ISMT may contact ESOS Agency to assess incoming students in reference with the 3 points.

Similarly, international Students who are currently studying with Institute of Science Management and Technology and willing to transfer to another education provider are subject to our Student transfer policy and procedure.

PROCEDURE TO TRANSFER

How to apply for admission at ISMT if you are transferring from another CRICOS education provider?

Steps here only cover your requirements relevant to *the release letter*. Hence, it is assumed that you meet Course Admission criteria and conditions specified on your student offer and written agreement.



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Step 1

Students are to complete ISMT Enrolment Form and provide a letter of release from previous provider along with other required documentation.

If the student does not have a letter of release, the student's enrolment will be assessed as per the following criteria as per the evidence presented by the student:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Step 2

Students are to follow the 'Enrolment Steps' criteria as per the Table provided in the Marketing Brochure (s).

How to apply for a letter of release if you are transferring from Institute of Science Management and Technology to another CRICOS education provider?



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Request to Transfer Steps to another CRICOS Provider

Time frame for all decisions

Students will be informed of the outcome of their application for transfer within 12 calendar days of lodging the application via email.

In what circumstances, ISMT will release a student?

- If we assess that the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with (Overseas student visa requirements), ISMT will provide the release letter.
- If ISMT has made the assessment that there is evidence of compassionate or compelling circumstances.
- If ISMT has assessed that there is evidence that the overseas student's reasonable expectations about their current course are not being met.
- If ISMT has assessed that the registered provider fails to deliver the course as outlined in the written agreement.
- If ISMT has assessed that there is evidence that the overseas student enrolled



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in the wrong course due to improper marketing information and the course does not meet study objectives.

- We have assessed that an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

The Student provides a valid Enrolment offer from another CRICOS Provider and meet documentary criteria.

- **Note:** ISMT grants the release (if approved) at **no cost** to the overseas student. The overseas student who have been released must contact **Immigration** to seek advice on whether a new student visa is required. ISMT will not notify the student's refusal status in PRISMS until the complaints and appeals processes are allowed within the 20-working day period, or the overseas student withdraws from the process.

What ground, the student release may be refused?

In the following circumstances ISMT can refuse the grant of release letter. In doing so, ISMT will provide you a written correspondence about the reasons for refusal. The following are the reasons on which your release can be refused:

- When the student has not paid due fees to the RTO and wants to transfer to avoid fees payment.
- The student has not completed 6 months in the principal course and transfer is not in the best interest of the student.



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- The student does not provide a valid letter of offer from another institute.
- The student is very close to finishing a study period, hence, completing the study period is in the best interest of the student.
- The student provides misleading and non-truthful information in support of their transfer request application.
- If the transfer may jeopardize the student's progression through a package of courses.
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- If the student enrolment is already cancelled due to other reasons (i.e., non-payment of fees, course progress) and the student is no longer an accepted student of ISMT.

Time frame for all decisions

- Students will be informed of the outcome of their application for transfer within 12 calendar days of lodging the application via email.

Maintaining transfer records

ISMT will maintain records of all requests from overseas students for the release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.



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Students' Right to Appeal

Students have 20 working days to appeal against the RTO decision as per the RTO policy on appeals. The student must follow the RTO Complaint and Appeal Policy and Procedure.

DEFERRING SUSPENDING CANCELLING POLICY & PROCESS

This policy provides guidance to international students on the policy, process and eligibility and requirements tapping deferral, suspension and cancellation. The policy also provides guidelines how ISMT staff will assess, approve and record students' deferment / suspension / cancellation of study. Deferral, suspension and cancellation are only applicable to students who have enrolled and have an offer and electronic confirmation of enrolment (eCoE) from ISMT. If the individual does not have eCOE, the current Policy is not applicable.

Who can initiate deferral, suspension and cancellation?

Deferment, Suspension and cancellation of study can be ***initiated by the Student***. In contrast, Suspension and cancellation can also be ***initiated by ISMT***. Students who have their enrolment deferred / suspended / cancelled due to their own request and / or initiated by ISMT are subject to the rules of the refund policy regarding any *refund of fees* as per the **Written agreement** the student has signed with ISMT.



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DEFINITIONS

Deferral / deferment: to delay the commencement of the course
Suspension: to temporarily put a hold on studies
Cancellation: to cease enrolment permanently

Students must apply in writing by completing the appropriate form (available from Student Services or from our web- site.

eCoE: *Electronic confirmation of Enrolment*

PRISMS: *Provider Registration and International Student Management System*

Non- genuine/ non-bona fide student: A non- genuine/ non-bona fide student is defined by Institute of Science Management and Technology as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend and participate in regular classes.

Erratic course progress will be taken as a potential indication of a student being non-bonafide. ISMT specifically defines Erratic course progress as:

- 1) Not showing up on classes for consecutive 3-weeks without notifying (deferring, suspending or can- celling) one's enrolment (class participation).
- 2) In addition to the point 1, student has not attempted to contact college or respond to ISMT communication at all.

In addition to either point 1 or 2, the student has not paid the due College fees.

Deferring the commencement of Studies requested by Overseas Student



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Students can only apply to Institute of Science Management and Technology for deferment of their studies based on compassionate or compelling circumstances (see below).

What are Compassionate or compelling circumstances?

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.



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Note: Students are to note that the above are only some of examples of what may be considered compassionate or compelling circumstances. ISMT will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Institute of Science Management and Technology will consider documentary evidence and contextual information in support of the claim and will keep copies of submitted documents in the student's file.

Process for Deferment application

Deferral or deferment means to delay the commencement of course.

Students must request a deferral **before the course commencement date** (eCoE start date) in writing and by filling out the Form. The Student Deferment, suspension and cancellation form is available on ISMT website or can be requested by ISMT via email or phone. The Deferment is to be addressed to the CEO. All supporting documents are to be submitted along with reasons for the application. If the deferral is approved, the student will receive a revised Letter of Offer, eCoE and deferment approval letter along with any conditions (if any).

All applications for deferment will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application. Students are notified that Deferment decision will be re- corded on PRISMS and the student file. ISMT will report the change to the overseas student's enrolment under **section 19 of the ESOS**



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Act. If the student application is granted, ISMT informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.

Institute of Science Management and Technology may choose to grant or decline any student's request for deferment of course commencement. The Outcome of the deferment will depend upon circumstances and the evidence presented by the student. Institute of Science Management and Technology will use professional judgement to assess each case on its individual merits.

Students who receive a negative decision on the deferment application are informed of their right to appeal through ISMT's internal complaints and appeals process within **20 working days**. The appeal will be addressed in accordance with ISMT's **Complaints and Appeals** policy & process.

Temporary suspension of studies requested by the overseas student

It is important to note the meaning of the terms for this context – suspension of enrolment is not necessarily due to student's breach / misbehaviour – suspension of enrolment *in the following case is initiated* by the student.

Once the student course has commenced, Institute of Science Management and Technology will only put hold on current study based on compassionate and compelling circumstances. These circumstances include but are not limited to:

- Illness, where a medical certificate states that the student is unable to attend classes



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- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel.
- A traumatic experience which has impacted on the student affecting student's ability to attend classes

and maintain course progress (these cases should be, where possible, supported by police or psychologists' report).

- The student may request a suspension of enrolment due to unavailability of units, as this could be considered a compelling reason for suspending enrolment.

The suspension of the overseas student's enrolment cannot take effect until the internal appeals process is completed. If suspension is approved, the period of suspension will *not* be included in class attendance and course progress calculations. Students may be required to apply for a visa extension to continue their course based on their individual case and eCoE and visa duration.

Process for Suspending current studies

If students apply to suspend their studies the maximum allowable period of suspension is **six (6) months**. Students must request a temporary suspension of the course on or after the course commencement date in **writing** and by filling out the Form. All supporting documents are to be submitted along with reasons for the application



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1. **Student Deferment, suspension and cancellation** form which is available on ISMT website www.ismt.edu.au or can be requested by ISMT via email or phone. The suspension is to be addressed to the CEO. If the suspension is approved, the student will receive a revised Letter of Offer, eCoE and suspension approval letter along with conditions (if any).

All applications for suspension will be considered on individual basis and the decision will be provided in writing to the student within **10 working days** from the date of application. Suspension decision will be re- corded on **PRISMS** and the student file. If the student application is granted, ISMT informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. ISMT will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** on **PRISMS**.

Institute of Science Management and Technology may choose to grant or decline any student's request for *suspension*. The Outcome of the suspension will depend upon circumstances and the evidence presented by the student. Institute of Science Management and Technology will use professional judgement to assess each case on its individual merits.

Students who receive a negative decision on the suspension application are informed of their right to appeal through ISMT's internal complaints and appeals process within **20 working days**. The appeal will be ad- dressed in accordance with ISMT's Complaints and appeals policy and process. The suspension of the overseas



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student's enrolment cannot take effect until the internal appeals process is completed.

If suspension is approved, the period of suspension will **not** be included in class attendance and course progress calculations. Students may be required to apply for a visa extension to continue their course based on their individual case and eCoE and visa duration.

Cancellation requested by the Student

Cancellation of studies means to cease enrolment permanently. The student can notify cessation of studies by

completing the **Student Deferment, suspension and cancellation form** which is available on ISMT website. The student needs to submit supporting evidence with the application. The student may request the cancellation under the following circumstances but not limited to:

- If the Student wishes to return to their home country for good and can produce substantial supporting evidence.
- If the Student has gone overseas and retrospectively notifies ISMT that the student is not returning to Australia for studies due to certain compelling and compassionate circumstances. Generally, Institute of Science Management and Technology will not authorise and report a deferment or suspension retrospectively unless there are compelling circumstances where the student is not able to return.
- If the student has changed their student visa to a different kind of visa can produce substantial supporting evidence.
- If the student visa is cancelled by immigration due to decisions outside and beyond ISMT.



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- Due to another scenario where by the student wishes to cease their current and future enrolments permanently can produce substantial supporting evidence.
- The student may decide to change the provider after completing **6-months** of their principal course. ISMT will assess the student cancellation by following its **Students Transfer Policy**. The student needs to complete request for a *release letter* along with study cancellation.
- All applications for cancellation will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application.

If the student application is granted, ISMT informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. ISMT will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** by cancelling the student enrolment in **PRISMS**. All documentation including cancellation reasons will be kept on the student file.

Deferments, Suspensions or Cancellations initiated by ISMT

Institute of Science Management and Technology can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation are consistent with Institute of Science Management and Technology policies and/or **National Code 2018**. Students who have their enrolment suspended/ cancelled by ISMT are subject to the rules of the refund policy regarding any refund of fees as per the Written agreement the student has signed with ISMT. Institute of Science Management and Technology may suspend or cancel a student's enrolment including, but not limited to:

- Institute of Science Management and Technology may temporarily suspend or permanently cancel a student's enrolment if it deems the student's behaviour to be unacceptable as per its accepted Code. The Student Code of



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Conduct/Behaviour/Rules are provided to students in the International Student Prospectus and/or during orientation.

- the student's failure to pay an amount he or she was required to pay the registered provider to under- take or continue the course as stated in the course contract and written agreement between ISMT and the student.
- a breach of course progress or attendance requirements by the overseas student. In this case, overseas student visa requirements are breached by the student. The Student is not considered a genuine/bona fide student, if they do not attend class or progress in their course as further defined below.
- Should a student not permanently return to Australia after a period of suspension, Institute of Science Management and Technology will cancel the student's enrolment as per the evidence available.

Students who have their enrolment suspended / cancelled by ISMT are subject to the rules of the refund policy regarding any refund of fees.

If and when Institute of Science Management and Technology initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation, ISMT:

- informs the overseas student of the need to seek advice from immigration on the potential impact on his or her student visa.
- reports the change to the overseas student's enrolment under **section 19 of the ESOS Act**.
- informs the overseas student of that intention and the reasons for doing so, in writing.
- advises the overseas student of their right to appeal within **20 working days** through the provider's



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internal complaints and appeals process and in accordance with ISMT's Policy and procedure for Complaints and appeals. However, if Institute of Science Management and Technology has substantial evidence-based reasons regarding the welfare of the student or those with whom the student may come into contact, ISMT will cancel the student's enrolment prior to completion of any appeals process. The concerning cases are not limited to but may include the following reasons:

o the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters, or the student's actual or threatened behaviour poses a serious threat to ISMT staff / students / or the individual itself, or

The student has medical or psychological problems that may affect well-being of fellow students and / or ISMT staff, or In these cases, police and regulator will be consulted by ISMT.

Institute of Science Management and Technology is not obligated to continue providing learning opportunities throughout the **20 working days** while appeal is in process. Access to learning opportunities will depend on the nature of the decision made by ISMT and the impact on fellow students, the applicant and College staff. However, students must meet their visa requirements during the appeal processes.

When there is any deferral, suspension or cancellation action taken by Institute of Science Management and Technology, ISMT:

Regardless of whether the '**suspension of enrolment**' at the student's request or a provider-imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS will **not be** included in attendance and course progress monitoring calculations.

If a student's eCoE (enrolment) is cancelled by Institute of Science Management and Technology, students must contact DEPARTMENT OF HOME AFFAIRS within 28 days to inform DEPARTMENT OF HOME AFFAIRS of their plans (to find another course, return home or access an external appeal process) and take all relevant paperwork (for example,



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new CoE) to DEPARTMENT OF HOME AFFAIRS. DEPARTMENT OF HOME AFFAIRS will advise students further as the student is no longer enrolled with ISMT. Website link for students: <https://www.homeaffairs.gov.au/help-and-support/contact-us>

SECTION 1 – ACADEMIC COURSE PROGRESS POLICY & PROCEDURE POLICY SCOPE

This policy only applies to Course Progress requirements of all Institute of Science Management and Technology's overseas students. The policy applies to the two (2) qualifications:

- 1) BSB51918 – Diploma of Leadership and Management
- 2) BSB42015 - Certificate IV in Leadership and Management.

POLICY INCLUSIONS

The Policy contains **3 Sections** for students to read and understand.

Section 1 contains information about course progress requirements. The section 1 provides information about various definitions or terminology used. This section also informs students as to how ISMT identifies, notifies, and assists students at risk of not meeting satisfactory course progress. Specifically, at what time points ISMT monitors course progress and what is taken as the student breach, is defined. Finally, the Section contains many easy to follow questions and answers on the processes involved.

Section 2 contains the diagrammatic description of process in **Table 2** to make international students' obligations very clear. Our motivation is to visually represent the information to students to amplify their overall understanding.

Section3 contains information on ISMT **Intervention Policy and processes** and available support. The section 3 is activated once the student is clearly identified at a risk of not



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achieving course progress. This is pro-active measure not designed to punish the student, but to help in advance with various support strategies and student-college collaborations.

POLICY CONTEXT

Australian government ensures that the international student enjoys quality education within a safe and rewarding environment. International student visa allows the student to study while enjoying many rights. These rights are not limited to, but include:

- access to local consumer protection, appropriate facilities, complaints and appeals, academic support intervention and other ongoing student support in all PHASE of student journey.
- receiving accurate information about ISMT course, tuition fees, refunds and appropriate college policies and processes for complaints and appeals, deferment, suspension, cancellation of enrolment prior to enrolment, student support and course progress.

While Australian government has ensured that the student receives quality education, the **National Code 2018** places certain requirements and obligations on international students.

Therefore, as per **National Code 2018** it is the responsibility of ISMT to clearly inform all incoming and current students about student visa requirements tapping academic course progress and where applicable, course attendance. ISMT is obliged to inform and report student violations to Australian Government.

DEFINITIONS

Monitoring Course Progress

Monitoring refers to an active checking of course progress as per the eCOE duration and College's training and assessment strategies.



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Monitoring Course Attendance

Monitoring refers to an active checking of the student's attendance for the course as per ISMT's training and assessment strategies.

Recording

Recording means that there will be a documented record of the student's academic results and where applicable attendance, of the unit of competency.

Assessing

Assessing requires ISMT to consider a student's demonstrated achievement, progress or competency at the end of each study period.

Intervention

*A proactive action taken by ISMT to **identify, notify and assist** the overseas student who is at risk of not completing the course within duration specified on eCoE (electronic confirmation of enrolment). Intervention is there not to punish the student, but to help a student to achieve satisfactory course progress.*

When will ISMT Intervene?

The intervention strategy will be activated immediately after the student has been identified of being at risk of not completing the course within due time. Failing one **(1) unit of competency** within the study period will be taken as the student being at risk. At this point, risk is determined to help the student to catch up with course progress.

Intervention Strategy Steps

Intervention strategy entails 3 important steps: 1) ISMT will identify the student of not meeting course progress from the results of assessment tasks, 2) the student will be notified



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that ISMT has initiated an intervention strategy so then student can report to ISMT with reasons of not meeting course progress, 3) finally, the intervention strategy is used to assist the student in catching up with the course progress using available means as per the Intervention Policy & Procedure.

Reporting

Reporting in this policy refers to communicating students' course progress breach to the Secretary of the Department of Education through PRISMS. Not achieving satisfactory course progress in **two consecutive study periods** in the course (s), and after the academic intervention strategy has been completed, and after all complaints and appeals processes have been finalised, the student will be reported via PRISMS under section 19(2) of the ESOS Act.

Questions / Answers related to Academic Course progress

To make requirements easy for students, some relevant questions and answers are provided below. These are only relevant to visa requirements related to matters related to **academic course progress**.

The following questions and answers are provided so that the student understands visa requirements relevant to **Academic Course progress** and how ISMT will **identify, notify** and **assist** students at risk of not meeting satisfactory course progress. The following questions and answers also inform students about ISMT obligations about reporting the **academic progress breaches** to Australian Government.

Students are provided the following Hypothetical Example of eCoE and Course duration.

eCoE example for course start and end dates:

Hypothetical Student Name: **Sam Djong, Male**



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Course Enrolled: BSB42015 - Certificate IV in Leadership and Management. Course Start date: 6 May 2019

Course End date: 3 August 2020

Holiday period included: 5 weeks

Question 1. Will ISMT monitor overseas student's course progress or class attendance?

ISMT monitors overseas students' course progress and attendance for each course in which the overseas student is enrolled. However, only Course progress will be used for **reporting breaches in PRISMS**.

Course attendance is monitored to determine the student's class participation and support needs.

Question 2. What are aims of the Academic Course Progress Policy & Procedure?

1. This Policy helps international students by informing them about their **student visa requirements** related to Academic Course Progress.
2. The Policy makes it clear the Obligations of ISMT as per **National Code 2018** to ensure that the student finishes the Course within time frame specified on their eCoE.
3. The Policy aims to identify students very early who are at **a risk** of not meeting course progress requirements so the students can be helped in time.
4. The Policy incorporates **Intervention Strategy** to help students at risk in not achieving satisfactory course progress.
5. The Policy provides information about the student's rights to appeal ISMT's decision (assessment results, unfair process etc.) within time frame specified.
6. The Policy informs the Student how and when ISMT will report the **Student's Breach** related to academic course progress. This PHASE involves specific information about assessing student breaches and reporting students under study periods.



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Question 3. What are Overseas student visa requirements?

Overseas students are to ensure all the time in their study progress that students are in a position to complete the course within the expected duration specified on the overseas student's eCoE. For example, failing any unit of competency simply implies that the student will not be able to complete the course within specified time frame.

Question 4. What are the obligations of ISMT relevant to Overseas student visa requirements?

National Code 2018 imposes the following obligations on ISMT.

- ISMT must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- ISMT must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- ISMT must have and implement documented policies and processes **to identify, notify and assist an overseas student at risk** of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.



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- ISMT must clearly outline and inform the overseas student before **they commence the course** of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Question 5. What are the Visa requirements relevant for the course progress?

All students must complete the enrolled course within the approved duration in eCOE (electronic confirmation of enrolment). According to this hypothetical example, *Sam Djong* must start and finish the course as per the COE dates. This is the Student Visa requirement relevant to Course Progress.

Question 6. How course duration relates to the student's visa requirement?

Students get visa as per the course duration mentioned in the eCoE. Hence, **National Code 2018** demands that ISMT to monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

Question 7. How ISMT ensures that the student completes the course within time frame specified on eCoE?

ISMT provides students with information during *pre-enrolment* and *orientation* PHASEs about requirements of satisfactory course progress. Then, ISMT systematically monitor overseas student's assessment tasks, participation in tuition activities and results of academic progress as per what is expected. ISMT identifies when the student needs additional support if the student does not make regular progress. ISMT makes support available so that the student catches up and completes within eCoE duration.

Question 8. How ISMT knows that the Student is at a risk of not meeting course progress requirements? ISMT implements documented policies and processes to **identify, notify** and **assist** an overseas student at risk of not meeting course progress. ISMT



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systematically makes results for every **5-week period** for the student.

If the student falls behind in 5 weeks period, ISMT invites the student for a chat and offers academic support. Types of support available is discussed within **Intervention Policy (Intervention Policy is applicable and discussed in Section 3)**.

Question 9. Using the example of *Sam Djong*, how many unit (s) of competency are completed within 5-week time frame?

As per the Course structure, *Sam Djong* must finish one (1) unit of competency in **5 weeks**.

Question 10. When will the student be assessed in breach of course progress? For example, when will ISMT report *Sam Djong* to Australian government in breach of course progress?

ISMT follows specific reporting criteria as per the Course that *Sam Djong* is enrolled in. The following breach needs to be met before ISMT can report *Sam Djong*:

- I. *Sam Djong* is not achieving satisfactory course progress (i.e., failing 2 or more units out of 4 units) in two consecutive study periods (1 study period = 10 weeks), and
- II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or
- III. *Sam Djong* has chosen not to access ISMT's internal complaints and appeals process within the 20-working day period, or
- IV. *Sam Djong* has chosen not to access the external complaints and appeals process, or
- V. *Sam Djong* withdraws from the internal or external appeals processes by notifying ISMT in writing.

Question 11. Will ISMT provide any prior written warning with their intention to report *Sam Djong*?

Yes, ISMT will notify the overseas student that ISMT intends to report the overseas student for unsatisfactory course progress along with the reasons for the *intention to report*. The



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intention to report correspondence will also advise the overseas student of their right to access ISMT's complaints and appeals process within **20 working days**.

Question 12. What if the student is successful in the appeal processes?

If the student wins the appeal, ISMT will not report the student and take reasonable efforts in reassessing students fairly.

Question 13. What constitutes the Course Progress Student Breach or *Default* per each Course? DETAILED INFORMATION ABOUT COURSE PROGRESS BREACH FOR COURSES

ISMT will report a **course progress breach** in PRISMS in accordance with **section 19(2) of the ESOS Act** as per the following criteria for the **enrolled course (s)**.

- I. Not achieving satisfactory course progress (i.e., **failing 2 or more units out of 4 units**) in **two consecutive study periods**, and*
- II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or*
- III. the overseas student has chosen not to access ISMT's internal complaints and appeals process within the 20-working day period, or*
- IV. the overseas student has chosen not to access the external complaints and appeals process, or*
- V. the overseas student withdraws from the internal or external appeals processes by notifying ISMT in writing.*



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How long is a Study Period for each Qualification?

PHASE

ISMT uses the terminology “PHASE” to intervene proactively and before the study period is over so the student can be assisted to catch up with course progress.

One PHASE equals 5-week period and corresponds to the **mid-point** of a study period.

STUDY PERIOD

One (1) study period equals 10-weeks. Two (2) or more units of competency are completed in one (1) study period.

For Example:

BSB51918 - Diploma of Leadership and Management

STUDY PERIOD

One (1) study period in this course equals 10-weeks. Two (2) units of competency are completed in one (1) study period for this qualification.

COURSE PROGRESS BREACH

A Student failing 2 or more units out of 4 units in two consecutive study periods.

PROCESSES FOR RECORDING AND ASSESSING COURSE PROGRESS

• *At the end of each PHASE, the student results for the unit of competency will be recorded in the Student File.* • *Failing a single unit of competency will be taken as an **assessment to intervene** with the student.*



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SECTION 2 - DIAGRAMMATICAL DEPICTION OF COURSE PROGRESS MONITORING PROCESS

ISMT has captured the whole procedure on monitoring the overseas student’s Course progress. The aim is to clearly inform how we identify and assist students proactively for those who are at a risk of not progressing as required. Below Table contains the diagrammatic description of process to make international students’ obligations very clear. The figure is also given in the **student Orientation** and Student Offer & Written Contract

A flow chart describing step-by-step guide procedure on monitoring, recording and assessing course progress and reporting breaches after allowing intervention.		
College Staff Responsibility	Course Progress across 2-consecutive study period	Student Options
College Staff has access to Academic course progress policy & procedure, intervention Policy and reporting processes and various templates/ documents to be used.	Systematic Monitoring Progress for Two Consecutive Study Periods	Student receives course progress policy and processes and Intervention policy and processes with Student Offer Writ- ten Contract and during orientation .
Assessor records results using unit result sheet and reports results in student file at the end of 5-week period . After seeing the student result, the CEO identifies if the student is at risk and sends written correspondence via email and post inviting the student to	PHASE 1 Completion of 1 st unit of competency (5-weeks)	If the overseas student fails the 1 st unit, student receives correspondence to access College intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from



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<p>access RTO intervention and support.</p>		<p>being at risk category. Student may access the complaints and appeal processes within 20 working days to challenge the results, and if the outcome is in favour of the student's favour, he / she will be removed from being at RISK category.</p>
<p>Assessor records results using unit result sheet and reports results in student file at the end of 10-week period. This PHASE is completion of first study period. The CEO identifies if the student is at risk and sends written correspondence via email and post inviting the student to access RTO intervention.</p>	<p>PHASE 2 Completion of 2nd unit of competency (end of 10-weeks). This is first Study Period.</p>	<p>If student fails the 2nd unit, student receives correspondence to access RTO intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within 20 working days to challenge the result, and if the outcome is in favour of the student's favour, he / she will be removed from being at RISK category.</p>
<p>Assessor records results using unit result sheet and reports results in student file at the end of 15-week period. The CEO identifies if the student at risk and sends written correspondence via email or post inviting the student to access RTO intervention.</p>	<p>PHASE 3 Completion of 3rd. unit of competency (mid-point of 2nd study period, 15-weeks)</p>	<p>If student fails the 3rd unit, student receives correspondence to access RTO intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from</p>



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		being at risk category. Student may access the complaints and appeal processes within 20 working days challenging the result and processes, and if the outcome is in favour of the student's favour, he / she will be removed from being at RISK category.
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<p>Assessor records results using unit result sheet and reports results in student file at the end of 20-week period. The CEO identifies if the student at risk and sends written correspondence via email and post inviting the student to access RTO intervention. This PHASE is completion of 2nd study period.</p>	<p>PHASE 4</p> <p>Completion of 4th unit of competency (end of 2nd consecutive study period, 20-weeks)</p>	<p>If student fails the 4th unit, student receives correspondence to access ISMT intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within 20 working days and if the outcome is in favour of the student's favour, he / she will be removed from being at RISK category.</p>
<p>ISMT CEO assesses the student in BREACH of course progress requirements and sends registered post letter and email notice with</p>	<p>Two consecutive study periods have been concluded.</p>	<p>Student receives a Notice of intention to report that invites the student to access RTO intervention, complaint and appeals within 20 working</p>



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<p>reasons for the intention to report. The intention to report correspondence will also advise the overseas student of their right to access ISMT complaints and appeals process within 20 working days.</p>		<p>days. If student responds and ISMT assesses the student's circumstances to be either compassionate or compelling as per demonstrable evidence, ISMT implements its intervention and make changes to the eCoE and student enrolment. Students MUST report to Immigration department as the Course end dates changes may affect student visa duration.</p>
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<p>The CEO reports the student by using PRISMS. The Campus Manager sends PRISMS reported activity via registered post and email to the student and sends scanned copy of the notice via email.</p>	<p>Student is reported via PRISMS if the following criteria is satisfied: I. Student does not achieve satisfactory course progress (i.e., failing 2 or more units out of 4 units) in two consecutive study periods, and II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or III. the overseas student has</p>	<p>Student receives PRISMS activity via a registered post that explains the student of implications and contacting immigration asap.</p>
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	<p>chosen not to access ISMT internal complaints and appeals process within the 20-working day period, or</p> <p>IV. the overseas student has chosen not to access the external complaints and appeals process, or</p> <p>V. the overseas student withdraws from the internal or external appeals processes by notifying INSTITUTE OF SCIENCE MANAGEMENT AND TECHNOLOGY in writing.</p>	
<p>The CEO sends the student with Cancellation of eCOE notice along with immigration obligations of the student and PRISMS notice.</p>	<p>Student is no longer the accepted student with ISMT at this stage.</p>	<p>Student is no longer an accepted student of ISMT as the student eCoE is no longer active.</p>
<p><i>Note:</i> This is a general overview as the whole process is captured in considerable details in our Policies and Procedures on Academic Course Progress and Intervention.</p>		

SECTION 3 – INTERVENTION POLICY & PROCEDURE

POLICY

In addition to Academic Course progress policy and procedure, **Standard 8** of the **National Code 2018** requires ISMTs to have a documented **intervention strategy policy and procedure**. The intervention strategy policy has been drafted to identify and assist students at a risk of not satisfactorily meeting program progress requirements.

For coursework students, at a minimum the ***intervention strategy will be activated*** where



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the student has failed **at least 1 unit of competency** in a study period. See *Table 2* for **PHASE** and **study periods** and unit duration.

POLICY SCOPE

This Policy only applies to International Students and ISMT staff identified in the Policy. Since the Intervention is very important, the following questions and answers are provided so that the Student understands in simple language what intervention is and when it is activated and how it helps the student. The intervention may have possible implications on study duration, course completion and student visa.

The Intervention policy will be implemented throughout the course as per **Academic Course Progress Policy** and procedures and **Intervention Strategy Policy and Procedures**.

Question 1: What is the meaning of “intervention Strategy”?

Dictionary Meaning of Intervention: to take part in something to prevent or alter a result or course of events.

Our intervention simply means that ISMT will intervene if the student has failed a unit of competency. ISMT directly intervenes not to punish, but merely to help and assist the student in catching up with the Course. Failing a unit of competency means that the student cannot complete the entire course within a time frame specified in the eCoE.

Question 2: How will the student know that ISMT is implementing its Intervention strategy?

ISMT systematically makes results for every unit of competency at the end of the 5 weeks. If the student fails the unit, ISMT invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. So, the student will receive written correspondence.



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Question 3: What should the student immediately do after receiving an intervention-related correspondence?

First, the Student must not feel anxious after receiving the letter. The student should immediately get in touch with ISMT Officer listed on the Intervention letter. The student can ring the officer or come for a friendly chat at ISMT campus.

Question 4: Once the identified student responds to ISMT, how ISMT will help the student in catching up with the study?

First, ISMT will conduct a *diagnosis* as to what factors lead to the student's poor course progress. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc.

So, this step allows the Student to provide reasons explaining course progress. Depending on the reasons provided, ISMT will designate a support officer to help the student until the student is back on track. Detailed information is provided in **the Intervention Steps**.

Question 5: What help is available to students as per ISMT Intervention Policy & procedure?

Once, the student explains the reasons for falling behind in the course; ISMT will help students using the following means:

- ISMT can provide additional trainer/assessor contact
- ISMT can offer extra classes to the identified student (s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting individualised help from our trainers and assessors and other support staff.



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- ISMT trainers can provide extra off-campus support via phone, Skype and email whenever students feel stuck during a task. This will allow you to gain immediate help so that you can move on in your assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his/ her independent task completion.
- ISMT can make a study group for the student. This is a great way to study while collaborating as the group.
- ISMT assessors can make reasonable adjustments during assessment processes. Our adjustments are mentioned in our student handbook. For example, giving extra time to identified students to complete a test, presenting assessments using alternative modality (e.g., presenting verbal material visually, reading out assessment orally etc.).
- ISMT can alter your course length by adjusting study load on eCoE. This can only happen in limited circumstances. List of circumstances:
 - a) there are compassionate or compelling circumstances, as assessed by ISMT by verifiable evidence,
 - b) ISMT has approved deferral or suspension of the overseas student's enrolment as per the Policy on Defer- ring, suspending or cancelling the overseas student's enrolment.
- ISMT staff can provide personal and study counselling. Personal counselling example is:
 - having a friendly chat with the student,
 - helping the student to form a study group,
 - referring the student to specialist external help if a serious condition has been



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identified,

- ISMT can assist students with issues outside ISMT. For example, student accommodation problems, assistance with information regarding health professionals etc.
- ISMT has transition support available for students who are finding it difficult to adjust to the Australian study environment. This support might include ISMT having a chat with the student, forming a group of like-minded students, referring students to their local communities outside ISMT and around their suburbs of accommodation.
- ISMT Trainers and assessor will provide study tips. For example, study tips to do practical tasks whereby the students will be assigned simulated roles to give a real feel of the assessment task. Other methods are also employed based on the individual problem identified.
- All of the above in some combination.

Question 6: How about if ISMT has made any error in making the student results or marking the student's assessments?

If the student thinks that there has been an error in preparing student results or some error in marking the Assessment, the Student can **APPEAL** the assessment decision within **20 - working days** of the result release. Since, human error is possible, ISMT is happy to re-look at your results and assessment marking in response to your appeal.

Moreover, ISMT **re-examines** student results for those who have failed the unit (s) of competency, ensuring that results are accurate, and students are **not disadvantaged** due to the error made by the assessor.



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Question 7: What members of ISMT staff students can be contacted without hesitation?

Students can always contact their respective **trainers** and **assessors** (using email, phone, Skype). Additionally, the Students can contact the **CEO** during college hours. Furthermore, all students can contact **2 student support officers** 24-7 (any time of the day) during any emergency. Student handbook and your Orientation session also provides details of the two (2) support staff.

Question 8: What if the student does not access ISMT Intervention after failing a unit of competency?

If the student does not respond to ISMT Intervention, the student is at a risk of not finishing the course within time frame specified on the eCoE.

Also, the student is at increased risk of not achieving satisfactory course progress (i.e., failing 2 or more units out of 4 units) in **two consecutive study periods**. Not achieving satisfactory course progress (i.e., failing 2 or more units out of 4 units) in two consecutive study periods without responding to ISMT intervention and complaints and appeal processes, is a **Student Breach of Course progress** and **Student visa**.

Student Breach of Course progress will have negative impact on the Student Visa.

Question 9: Once, the Student responds to the Intervention letter, what steps are taken as per the Intervention Policy & processes?

TABLE 3: INTERVENTION STEPS		
STEP 1	Student has responded to the Intervention letter within time frame specified on the letter	Student will have a chat with the Staff members identified on the notice of Intervention.



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STEP 2.	<p>ISMT CEO will Diagnose or identify the issues the student is facing.</p> <p>Documentary evidence is examined in order to prepare an individualised Individualised Support Plan for the student. The CEO will gain evidence from the Student and anecdotal evidence from their trainers and assessors.</p>	<p>The Student will provide ISMT staff with detailed reasons and documentary evidence in support of the reasons. Documentary evidence includes medical certificate, other evidence of hard ships, evidence of personal or family issues that are beyond the student’s scope of control. ISMT staff will sensitively listen to the student’s problems.</p>
STEP 3.	<p>ISMT CEO will ask the student as to how ISMT can bring the student back on track with course progress.</p>	<p>This is the student’s opportunity to tell the staff about how he / she can be helped. We believe that the student is the best judge of how they can be helped.</p>
STEP 4.	<p>Once, the student provides their expectations as to how ISMT can help them, ISMT staff will align the available support with the support the student expects.</p>	<p>This is the student’s time to collaborate with ISMT’s staff to agree on an Individualised Support Plan.</p>
STEP 5.	<p>ISMT CEO and the identified student make an Individualised Support Plan while collaborating with each other.</p> <p>Question 6 covers the extent of support that ISMT has in place. However, the type of support will be negotiated with the student as per their needs and expectations on individual basis.</p>	<p>A copy of the Individualised Support Plan is provided to the student. For example, Individualised Support Plan will include what help is provided, how the help will be provided, who will provide the help and when the help will be provided.</p> <p>Individualised Support Plan will also include short-term and long-term goals for the student and ISMT staff. In short, the Individualised Support Plan will have Time-Table and goals of the plan.</p>



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STEP 6.	The Individualised Support Plan is executed and implemented.	Weekly goals are assessed by the Assessor and the student.
STEP 7.	If the Individualised Support Plan works, no amendment is made till the Student is on track.	Regular goals of the Support are met by the student and assessor till the student achieves satisfactory course progress.
STEP 8.	The student and ISMT CEO make modifications to the Individualised Support Plan if the goals of the plan are not met for some reasons.	The student provides feedback and reasons for not meeting the goals of the Individualised Support Plan. The reasons are evaluated, and some modifications are made to the Individualised Support Plan.

TABLE 3: INTERVENTION STEPS		
STEP 9	Once, the student has reached all milestones of the Individualised Support Plan , the student is re-assessed in the unit of competency. If the student achieves competent grade upon re-assessment, the student Intervention will be concluded.	Upon achieving the competent grade, student Intervention including the <i>Individualised Support Plan</i> will be concluded.
STEP 10.	ISMT CEO will alert its trainers and assessors to make some adjustments to the training and assessment strategies while adopting helpful strategies from the Individualised Support Plan.	The Student is back on track and progresses as per the eCoE. However, ISMT trainers and assessors will modify their style so that the student is always on the track.
STEP 11	The CEO records all notes and re-assessment results on the Student file and PRISMS (if and when applicable).	ISMT Trainers and assessors and other support staff consistently monitor the identified student.



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EVIDENCE RECORDING & RETENTION

International Students are notified that when an intervention strategy is activated, documentation or notes will be kept in the student's file (VETTRAK, electronic or hardcopy) for all follow-up meetings, the provided support and strategies undertaken by the overseas student and trainer/assessor notes. If the Intervention affects study duration, all changes will be notified in **PRISMS** and students will be given the new eCoE (s).

Students who fail to attend intervention or do not respond, will be treated as per **Course Progress Policy & procedure** and evidence is recorded in student file (VETTRAK, electronic or hardcopy).

Training and assessment

Institute of Science Management and Technology. is committed to delivering high quality training and assessment services that meet the expectations of students.

Competency based training and assessment

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning. Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards (reference: State Government of Victoria, Australia).

Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and



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- Transferring skills and knowledge to new situations and contexts.

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

Principles of Training and Assessment

Training and assessment strategies developed by Institute of Science Management and Technology. Will adhere to the following principles:

- Training and assessment strategies are developed for each unit of competency that will be delivered and assessed. Each strategy provides a framework to guide learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment processes.
- All competencies will require the development of a training and assessment strategy.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures and industry consultation.

Quality training and assessment principles

Institute of Science Management and Technology. will apply the *Principles of Assessment and the Rules of Evidence* to achieve positive outcomes.

Principles of assessment

To ensure quality outcomes, assessment should be: • Fair



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- Flexible • Valid
- Reliable

Fair

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Learners have access to the appeal form online through RTO website, www.ISMT.edu.au.

Appeal forms will also be provided along with the Learner Assessment Guides.

Flexible

Assessment is flexible to the individual learner by:

- Reflecting the learner's needs;
- Assessing competencies held by the learner no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context,

the unit of competency and associated assessment requirements, and the individual.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the unit(s) of competency and the associated assessment requirements covers



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the broad range of skills and knowledge that are essential to competent performance;

- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills

and knowledge in other similar situations; and

- Judgment of competence is based on evidence of learner performance that is aligned to the unit/s

of competency and associated assessment requirements

Reliable

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient • Authentic • Current

Valid



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The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency.

Authentic

The assessor is assured that the evidence presented for assessment is the learner's own work.

Current

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. This is particularly relevant to RPL.

Assessment Policy

Institute of Science Management and Technology acknowledges the critical role that assessment plays in determining the competency of students/learners. In developing the assessment (including RPL) for the units of competencies, the RTO ensures:

- Compliance with the assessment guidelines from the relevant training package and unit of competency.
- Assessment leads to a statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- Evidence collected conforms to the rules of evidence.



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- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students/learners.
- Assessment complies with Institute of Science Management and Technology's access and equity policy.
- All students/learners have access to re-assessment on appeal.
- All students have up to **2 attempts** free of charge in completing the assessment and after that fees will be charged and student will be out on risk at failing the unit of competency.

Institute of Science Management and Technology. implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Institute of Science Management and Technology recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions outlined by the relevant training package. Numerous approaches to assessment are used by the Institute staff. Assessment approaches may include observation of performance in class, workshops or laboratories, case studies, projects, assignments, presentations, role plays, written tests and exams.

Students will be given advance notice of the due date and the nature of assessments and will not be expected to sit an assessment they have not prepared for.

A complete qualification includes several units of competency. Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked **S – Satisfactory** or **U – Unsatisfactory**. After each assessment, verbal and written feedback will be provided. The result for an overall Unit of competency will be recorded as **C – Competent** and **NYC – Not Yet Competent**. Therefore, within a particular unit of



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competency, the student must get S – Satisfactory grade in each of the assessment task to get overall **C-Competent** grade.

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

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

1. a) the student can provide a certificate from a registered medical practitioner indicating that the he/she was medically unable to attend the assessment; or
2. b) the student can provide independent evidence of exceptional compassionate circumstances that are beyond the student's control. For example, an instance of serious illness or death of a close family member.

Phase 5- Completion

We will ensure that students receive AQF Certification in a timely manner. All Qualifications or Statement of attainments will be given to students within **30 Calendar days**. All staff that is in immediate contact will support you for Certification-related requests.

Student Note: See Academic Course Progress & Intervention Policy & Procedures for students who fail to complete their course.

Unique Student Identifier (USI)

The College cannot issue any AQF Qualification without USI. Students will need to provide Institute of Science Management and Technology their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters unique to each student. This USI allows



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students to link their previous and future VET qualifications into a single authenticated transcript (is accessed online). USI will allow students to see completed training results from all previous providers. A USI Number will stay with

the student for life. Although, USI is required prior to the issuance of qualifications to students, to avoid any delays the College requests all students to provide their USI during enrolment.

Note: USI is easy to complete, hence, students can create their USI online. Please refer to the website: [https:// www.usi.gov.au/students/how-do-i-create-usi](https://www.usi.gov.au/students/how-do-i-create-usi)

Currency of training

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

Student orientation

Orientation is conducted on **the first day** of your course commencement. The purpose is to fully inform new students of the salient information that the student is required to know to complete their study successfully at the College. Orientation also covers information on the campus facilities, work health and safety, student support, libraries around St Leonard's, places of interest nearby to the College campus, Sydney CBD, costs of living, transportation, facilities, banking and accommodation and introduction to polices and procedures affecting you. In addition, the student will be introduced to the local area, Level 1, 575 - 597 Pacific Highway, St Leonard's, NSW 2065 (e.g., shops, Cafes, interesting get together spots, art galleries, cinemas, organic shops). Students will be given ample opportunities to ask questions.



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Orientation session will also cover information about the College and student's obligations. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa or enjoyment of the stay in Australia.

Work Place Arrangements:

ISMT is now offering CHC – Community Courses - CHC 33015 Certificate -III in Individual Support ,CHC 43115 Certificate IV Ageing Support and CHC43015 Certificate IV in Disability and CHC 53115 Diploma of Community . These courses have work placement components which will be delivered at host provider facility during training. ISMT has an arrangement with host provider for work placement components where it will be conducted.

These courses require students to attend between 120 hours of Work placement on individual Course basis. ISMT trainer and assessor will visit these places on a pre-determined frequency and assess the student at work. He may also ask feedback from the Host on student's performance.

Student plagiarism, cheating and collusion

ISMT has a Zero tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work. Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non submission of assessments by their due dates



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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again. If student continues to plagiarise even after cautionary notices, ISMT reserves the right to cancel the enrolment of the student and report the student to DHA.

Other Misconducts and Classroom Behaviour

Non-Academic Misconduct

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on College grounds, in class and anywhere else on College premises
- Provide College with false documents e.g. Qualifications, Statements of Attainment, References
- Online abuse to any student or staff

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.



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Unlawful activity

ISMT reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behavior to the legal authorities.

Classroom Behaviour

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in lecture room. Chewing gum is not permitted on College premises.

Students are not to enter in the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities, should ask their trainers or a College representative for assistance.

Information of any such misconduct can be communicated by the victim and others to DoS/CEO through lodging a complaint. Please visit our Complaints and Appeals procedure section of this handbook.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment



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and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- Placing the student in a tutorial class with students having similar problem.
- One to one support from our trainers/assessors to assist you with your studies.
- One to one support from the Director of Studies relating to any student concerns.
- Referral to relevant external services e.g. for English language support and LLN skills.
- Assigning of a mentor/coach that is able to provide additional support in the workplace and who works closely with the student and the trainer/assessor.
- Adjustments to the way training resources are accessed or provided.
- Adjustments to the way assessments are to be conducted or extra time for assessments.
- More options as discussed with the student.

Welfare Referral Services

ISMT does not have any registered counsellor for providing direct welfare services. We provide referrals only. We also conduct monthly information sessions on topics relevant to employment rights, mental health, safety issues, copy right issues, etc. It may also include advice on academic and study issues.

Internal welfare services and referrals will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider.

Contact us for further details about welfare services we can offer.

External Support Services

For students requiring additional support with their studies, work or life, ISMT provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.



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Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

The following online resources are also useful for providing student support to study:

Effective Study skills

A useful quick overview of study skills

www.adprima.com/studyout.htm

How to Study

A large directory to study skills websites, including how to study in specific subject areas.

www.howtostudy.org

Study Guides and Strategies

A wide ranging overview of the skills needed at all stages of student life.

www.studygs.net

Study Skills Self-Help

Covers important skills such as time management, note taking and exam preparation.

www.ucc.vt.edu/stdysk/stdyhlp.html

Anti-Discrimination Board NSW

Phone (02) 9268 5544

Toll free 1800 670 812 (for regional NSW only)

Email enquiries: adbcontact@justice.nsw.gov.au

Email complaints: complaintsadb@justice.nsw.gov.au

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws and



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handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

[Legal Aid New South Wales](#)

Telephone: LawAccess NSW 1300 888 529, +61 2 8833 3190, Website:

<https://www.legalaid.nsw.gov.au/get-legal-help/legal-helpline>

LawAccess NSW is a free government telephone service that provides legal assistance for people who have a legal problem in NSW. They can provide you with information about your legal problem and contact details for services that might be able to assist you.

Legal services for Students

Redfern Legal Centre is a not-for-profit organisation which advises international students about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities.

<https://rlc.org.au/our-services/international-students>

[Disability Rights Victoria](#)

Telephone: 1800 043 159

NSW Health aims to provide services in a non-discriminatory, equitable and efficient manner, which allows people with disability to function as fully participating citizens. This commitment is reflected in NSW Health's disability inclusion action planning, service provision and policies.

The details can be found here: <https://www.nsw.gov.au/services/services-by-need/people-with-a-disability/your-rights/>

[Lifeline](#)

Telephone: 13 11 14



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

The nearest Mental Counsellor may be found at

Address: 74/330 Wattle St, Ultimo NSW 2007 Phone: (02) 9114 9977

[Kids Help Line](#)

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you have any issue with your underaged children, you may consider contacting who provide access to telephone, web and email counselling.

[Fair Work Australia](#)

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

[Reach Out](#)

Website: www.reachout.com.au

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

- [transition to life and study in a new environment](#)

<https://www.service.nsw.gov.au/transaction/support-international-students>

- [Accommodation options information:](#)

<https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation>



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- emergency and health services
 - Call: 000
 - For other health services

<http://www.health.nsw.gov.au/pages/emergency.aspx>

<http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html>

<http://www.health.nsw.gov.au/pts/Pages/default.aspx>

For English Language Skills:

BBC Learning English: <http://www.bbc.co.uk/learningenglish>

Mobile App: <https://www.duolingo.com/>

There are lots of MeetUp groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.

Rights of International Students as employees:

When students will be working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace. Students should consult the following link

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

Social Gathering

Student may consider joining student clubs for social and professional reasons

Council of International Students Australia (CISA)

<http://www.cisa.edu.au/>

Australian Federation of International Students (AFIS)



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<https://www.afis.org.au/>

Shopping

The Central Business District of Sydney and the surrounding areas have many shopping malls, department stores, discount stores, markets and supermarkets that can be reached easily by public transport. For more information on shopping and prices of products use any of the following links:

www.coles.com.au

www.woolworths.com.au

www.aldi.com.au

Or type “cheap shopping” into your Google browser

Breach of Code of Conduct

This Student Code of Conduct applies to all students of Institute of Science Management and Technology, across all courses. A student breach of conduct occurs when a student behaves in a manner described below:

- Attacks, attempts to attack or threatens a person on Institute of Science Management and Technology premises.
- Acts against the Equal Opportunity practices of Institute of Science Management and Technology which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following:
 - o Age
 - o Impairment
 - o Industrial activity
 - o Lawful sexual activity
 - o Marital status



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- o Physical features
 - o Political belief or activity
 - o Pregnancy
 - o Race
 - o Religious belief or activity o Sex
 - o Status as a parent or a carer
-
- Disobeys or disregards any lawful direction given by an officer of The Institute.
 - Acts dishonestly or unfairly in connection with an assessment conducted by Institute of Science Management and Technology.
 - Deliberately prohibits any teaching activity, assessment or meeting of Institute of Science Management and Technology.
 - Engages in any conduct or activity damaging to the management and good governance of Institute of Science Management and Technology.
 - Wilfully damages or wrongfully deals with any Institute of Science Management and Technology property.
 - Attends Institute of Science Management and Technology whilst under the influence of alcohol or affected by drugs.
 - Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
 - Fails to pay fee on time
 - Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or wilfully places another person in a position of risk or danger.
 - Constantly interrupts class time using mobile phones/other electronic devices Uses abusive language

The following are the expectations from the expectations from the Student:

The expectation that students will not engage in cheating or plagiarism or collusion.

The expectation that students will submit work when required.

The expectation that students will at all times meet the requirements, terms and



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conditions in the student agreement including payment of fees.

The expectation that students will maintain consistent attendance by attending all required classes and assessments.

The expectation that students will undertake all reasonable efforts to maintain satisfactory course progress. The expectation that students “at risk” of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the Institute in consultation with the student.

Follow any reasonable direction from a member of Institute of Science Management and Technology. Avoid swearing, drinking, and eating in classrooms and other learning areas. Behave responsibly by not being under the influence of drugs or alcohol.

Avoid using mobile phones or any other electronic devices that may disrupt classes.

Attend all scheduled classes

Student rights:

All students have the right to:

- Be treated fairly and with respect by Institute of Science Management and Technology staff and other students
- Rights of consumer protection
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling, if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint / appeal without fear of retaliation or victimization
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).



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- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the College's property protected from damage or other misuse.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously

Academic Misconduct

Students are also required to adhere to the Institute code of conduct. If a student is found to have acted in a way that the Institute deems to be misconduct, it may impact their successful completion of the course. As outlined in the Code of Conduct, students are expected to approach learning and assessment activities in an ethical manner. At the Institute, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about their meanings. While most students are familiar with cheating, the fundamental confusion occurs when students do not reference another author's ideas or words resulting in *plagiarism*. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during the assessment process:

- Referring to unauthorized information, phones, and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorized person during the assessment process



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- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g., in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes Cheating in any form during assessments will result in the student's assessment submission being rendered invalid.

Plagiarism

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

During the assessment process you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not reference the original author, you are plagiarizing. Although, it is advised to reference Harvard Style, but other legitimate styles are also accepted as long as authorship is acknowledged. If students are including other people's work in submissions, for example, passages from books or websites, the reference should be made to the source.

For further information on what constitutes plagiarism please refer to:

Email- info@ismt.edu.au

Submitting plagiarized work during, as completed assessments will result in the student's assessment submission being rendered invalid.



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Collusion

Collusion is the presentation of an assignment by a student as his / her individual work, which in fact, might be the result of unauthorized collaboration with other students or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism often occur in-group work.

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

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

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

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled
- be refused an entry in other institutions within Australia as it is taken seriously.

24-hours Support Contact

The following staff members can be contacted 24-hours if the overseas student faces any serious problem on campus and outside campus. This could involve any violence, traffic accident, robbery at house or while commuting, incident at home, crisis mental situation, medical situation. During Fire, ambulance, and police



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emergency, the Student MUST call Phone 000. Students can also text the following staff for a return call if you do not have enough phone balance.

STUDENT CONTACT 1

DR. SANJAY NIJHAWAN

24-hour emergency contact Phone: 0439314476

Office hour contact: 02-85421219, Email: info@ismt.edu.au

(Has sufficient prior work history in supporting clients as the Doctor) **EDUCATION**

STUDENT CONTACT 2

NEERAJ KHURANA

24-hour emergency contact Phone: 0424267477

Office hour contact: 02-85421219, Email: info@ismt.edu.au

National VET Regulator Act 2011

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

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Standards of Registered Training Organisation 2015

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the



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Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the *National Vocational Education and Training Regulator Act 2011* (NVR Act), which aims to:

- provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

National Code 2018

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research.

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. The National Code 2018 commenced on 1 January 2018. Education providers must comply with the National Code to maintain their registration to provide education services to overseas students.

The National Code 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the *Education Services for Overseas*



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Students (ESOS) Act 2000. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- establish and safeguard Australia's international reputation as a provider of high quality education and training by:
 - ensuring that education and training for overseas students meets nationally consistent standards, and
 - ensuring the integrity of registered providers
- protect the interests of overseas students by:
 - ensuring that appropriate consumer protection mechanisms exist
 - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
 - providing nationally consistent standards for dealing with student complaints and appeals
- support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The ESOS Framework

The ISMT is committed to providing quality education and protecting your rights.

The Australian Government requires 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 2018.



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CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.education.gov.au>

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA and Department of Education (DoE) of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA and DoE of students who may have breached the terms of their student visa - for example when the student has not been progressing in studies.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.



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Protection for Overseas Students

Overseas students on a student visa, 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.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, duration of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement and proof of payments will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in similar course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students?
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How attendance will be monitored.
 - How to use the provider's complaints and appeals process.
- The student responsibilities include:



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- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Workplace Health and Safety

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

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with ISMT emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.



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- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).
- World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar of which areas to be careful of you can check with a trainer or Director of Studies.
- In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing. If you have any questions or concerns about these things, please check with your Director of Studies.
- Electrical equipment: Within the training automotive environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:
 - Electrical equipment that is not working should be reported to ISMT staff immediately.
 - Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
 - All personal equipment used at college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.
 - The college can arrange tagging and testing for students. A fee may apply.
- Fire safety: ISMT will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. It is the user's responsibility to understand fire drill procedures displayed around the premises. Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.



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- First aid: Provision for first aid facilities is available, on the first floor of each campus located at reception. All accidents must be reported to ISMT staff. The accident and any first aid provided must be recorded by staff involved.
- Lifting: Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by ISMT unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity. When lifting, always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Critical incident

Critical incident means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury to the student and affect the student's ability to undertake or complete a course. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Victim of severe verbal or psychological aggression
- Death, serious injury or any threat of these to the student
- Death or illness of close family member
- Natural disaster in home country; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Please inform us immediately if you face any incident so that we can provide you appropriate services.

Harassment, victimisation or bullying



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ISMT is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. ISMT will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc. Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps. If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per ISMT Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

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

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

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



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Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Privacy Policy

In collecting your personal information ISMT will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:



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- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent.
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

ISMT's Privacy Policy can also be found in website ISMT.edu.au.

Fees, Charges and Refunds

1. Protection of fees paid in advance

- ISMT protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

- ISMT does not require international students to pay more than 50% of course fees prior to course commencement. However, ISMT provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, ISMT will require students to pay the full cost of the course prior to course commencement.
- ISMT pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 2 and 4 of



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the National Code 2018, this is provided prior to enrolment or commencement of training, whichever is first.

Refund information is outlined in the Student Agreement and in the Student Handbook. ISMT publish in a prominent place on its website (i) All tuition and non-tuition fees (as shown on Course Outlines), (ii) This Fees and Refunds Policy.

Fees will only be collected once a signed copy of the signed Student Agreement is received by ISMT

2. Inclusions in course fees

The Offer Letter and Agreement is clearly itemising tuition, as well as non-tuition fees.

- Course fees means the tuition fee, and non-tuition fees e.g. materials fee and other expenses. Tuition Fee includes all of training/teaching and assessments required for the students to achieve the qualification or course in which they are enrolling within the attempts allowed. Material fees include copies of text book extract, hand-out and other mandatory learning materials, prepared by ISMT. Any other textbook or reference book and materials that may need to be consulted but not necessarily required to be purchased, are not included in materials fees and will be mentioned as additional cost, should the student wish to purchase such materials. If text/library books are lost and need to be replaced, the student will be required to cover the cost of the replacement materials.
- Tuition fees include the issuance of one set of testamur and record of results and/or statement of attainment (in case of withdrawal or partial completion). For additional copies or re-issuing of any of these documents, an additional fee is applicable. Refer Schedule of Charges.



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- Non-Tuition Fee also include fees apply for re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task (VET students only), Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pick- ups; Direct debit setup; transaction and dishonour fees (where applicable); Credit card payment surcharges; stationaries like pen, pin; uniform etc. These fees will be additional costs as outlined in the Schedule of Charges, if applicable.

Payments

Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit. Credit card payments incur a surcharge per transaction.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Students will be communicated before 14 calendar days of a payment due date. For delays in payment, an additional fee may be charged as late payment fee (consult schedule of charges). Debts will be referred to a debt collection agency where fees are more than 40 days past due. ISMT reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.



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Refunds

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to ISMT in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.



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Refunds Process

Refund applications must be made in writing to the Chief Executive Officer (through contact details of SSM). Refunds are expected to be paid from college's end in AUD without any accrued interest within 28 working days (but not later than 90 calendar days of application, if any banking/technical reason make it delayed) of receipt of a written application and will include a statement explaining how the refund was calculated. Student has to provide own bank account details or indicate the specified person in the designated section of this agreement to receive the refund.

Students may be charged a non-refundable application processing fee / enrolment fee which is outlined on the fee section. This fee is non-refundable except in the unlikely situation where ISMT is required to cancel a course for insufficient numbers, own inability to commence a course or for other unforeseen circumstances. In this case, students will receive a full refund of their application processing fee / enrolment fee.

Course Fee Refund

HOW TO LODGE REFUNDS

Refund applications must be made in writing to the Institute by way of filling out the refund application form that is available on our website. The student refund application form must be used as the written application for the refund. Alternatively, the Institute can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within 2-weeks of receiving the refund application form. Students are to include a statement explaining (in the student refund form) how the refund was calculated along with the reasons for refund.

TERMINOLOGY USED FOR REFUNDS Tuition fees: Fees paid by the student to the CRICOS RTO for the training and assessment services provided by the RTO. The Tuition fees do not include any other fees, e.g., materials fees, OSHC, application fees, airport pick up fees etc. Materials fees: Fees paid by the student to the RTO for course related materials, e.g., materials supplied for student learning. Enrolment Application fees: Fees paid by the



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student to the RTO for the costs of processing a student enrolment application and time that ISMT has spent in assessing students for enrolment. Bank Charges: Any refunded amount attracting bank charges and currency exchange fees will be applied at the rate charged to the Institute. How to lodge refunds Refund applications must be made in writing to the Institute by way of filling out the refund application form available at ISMT website. The student refund application form must be used as the written application for the refund. Alternatively, the institute can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within 2-weeks of receiving the refund application form appropriately filled. Students are to include statements explaining 1) how the refund was calculated and 2) reasons for the refund. Student course withdrawal If the student wants to withdraw from the course after some fees have been paid, refunds will be made in accordance with the refund policy outlined here. • If a course withdrawal is notified in writing and received by ISMT on the commencement date or after the course commences, the refund for the current unit of competency will not be provided as ISMT has already reserved its seat for the student. All future pre-paid fees will be refunded after deducting the fees for the current unit (\$625) and the enrolment application fees (\$250). • The refund of the pre-paid tuition fee for the future unit (s) of competency (where the student has notified before the commencement date of the Unit (s) of competency) after deducting the Enrolment Application fees, will be made available. Refunds will be calculated as follows: • A tuition fee per unit of competency is \$625 Student's Default Student default is a set of circumstances whereby the student is in breach of this written agreement. All students are required to provide reasons relating to the course fees refunds. A space is allocated in the refund application form for students to provide reasons for refunds. Provided reasons will be assessed to make refund judgements relevant to specific situations. The rationale here is that the future pre-paid fee minus enrolment application fees and fees for current unit will be refunded. Qualification not being delivered In the unlikely event that the Institute is unable to deliver your full course, you will be offered a full refund of all the prepaid course fees, application fees and materials fees. The refund will be paid to you within 2 weeks of the day on which the course offer is ceased. In the case of the provider's default there is no



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requirement for a student to lodge a refund application form as the Institute will initiate processing refunds. Return of course material The students who will return the course material in the unused / original condition will receive a full refund of the material fees. This applies to all refunds where the student is returning course materials. Australian Consumer Law Institute of Science Management and Technology ensures consumer protection to protect the rights of Australians, including international students. Information provided via Marketing, pre-enrolment, student offer and written agreements ensures that you are protected. Refunds after Visa Refusal Where a prospective student gets a refusal of their initial student visa by the Australian Government issuing authority, all the prepaid course fees and materials fees (if materials are returned in original form) will be fully refunded. However, the Enrolment application fees will remain non-refundable. To receive the refund, students are required to provide authenticated evidence of the student visa refusal to the Institute. Students MUST attach this evidence to the refund application. Refund application is available from the Institute's website or can be sent to student by post or email. The refund application must be used to apply for all refunds and must be addressed to the CEO of the Institute, Dr Sanjay Nijhawan. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies. FREE SERVICES Students are entitled at no additional cost: to a formal Statement of Attainment, AQF Certification, a letter of release, changes to enrolment, deferment, suspension and cancellation application. CHANGE OF ADDRESS Students must notify the Institute of changes of address, telephone number, email address and other applicable changes within 7 days of the change. For example, change of address is required by visa condition. Failure to do this may mean you may not receive important information which may affect your course enrolment or the visa. REFUSAL OF SERVICES • On completion of the course, ISMT may refuse to issue AQF Certification to students who are in breach of any part of this agreement (e.g., non-payment of fees, cheating, other matters). • Letters of release will not be issued to students who are in breach of any part of fees payment and refund agreement. • Certain services could be removed from students under



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some disciplinary action by the Institute. Completion with In the Expected Duration of Study Policy and Procedure Institute of Science Management and Technology Completion within the Expected Duration of Study Policy and Procedure SCOPE This policy applies to all Institute of Science Management and Technology international vocational education and training (VET) students and Institute of Science Management and Technology staff who deal with all matters concerning VET. The purpose of this policy is to ensure that the College monitors the workload of students to ensure they complete their course within the duration specified on their electronic Confirmation of Complaints and Appeals

Refund applications must be made in writing to the Institute by way of filling out the refund application form that is available on our website. The student refund application form must be used as the written application for the refund. Alternatively, the Institute can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within 2-weeks of receiving the refund application form. Students are to include a statement explaining (in the student refund form) how the refund was calculated along with the reasons for refund.

Institute of Science Management and Technology has a specific complaints and appeals process that will ensure students'/International students' complaints and appeals are addressed fairly, effectively and efficiently. Furthermore, international students, trainers, assessors, other college staff and stakeholders will have a public access to Complaint and Appeal forms, policies and processes. Additionally, all international students will be provided appeal forms with the Assessment results to ensure that international students have necessary forms to appeal against assessment decisions and procedural matters. Complaints and Appeal forms along with the policy and procedures are also available on ISMT website, 'www.ISMT.edu.au. Furthermore, all complaints and appeals are documented in complaints and appeals registers respectively. Students have the following documents to lodge and know about our complaints and appeals forms, policy and processes: • The Complaint Form • The



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Appeal Form • Complaint & Appeal Feedback Form • Continuous Improvement Register • Complaint & Appeal Policy and Procedure Purpose of Complaints and Appeals Policy & Processes for the International Student Institute of Science Management and Technology Pty Ltd strives to ensure that each international student is satisfied with their learning experience and outcomes and college's decisions. In the unlikely event if the International student needs to purpose complaint or the appeal, this document provided guidelines about our policy, processes and lodgement forms. Via the provision all International students have access to a rigorous, fair and timely complaint and appeal processes. Our staff is readily available to help you with complaint and appeals related information. Staff members will also support you throughout the process in a way that students are not disadvantaged. When the initial causative factor of the complaint identifies a problem with ISMT's current systems, processes and facilities of Institute of Science Management and Technology, our improvement procedure will ensure changes are made to prevent reoccurrence of the problem. Corrective actions will be documented appropriately. If the outcome of a student's appeal through a provider's internal or external complaints and appeals handling process is favourable to the student, Institute of Science Management and Technology will immediately advise the student of this and implement the required corrective and preventive actions. All International students will receive timely correspondence regarding the status and receipt of your lodgements. Note: Students are advised to keep code of expectable conduct whilst communicating with the relevant staff to make a complaint or appeal. Students can ask the student support team any question during the grievance resolution process. Student Enrolment during complaint and appeals Institute of Science Management and Technology will maintain the student's enrolment while the complaints and appeals process are ongoing. All students are encouraged to maintain their usual course progress and attendance during the resolution period unless advised otherwise by writing by ISMT. While the resolution is being achieved, the provider does not notify the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS). Students will not incur costs in accessing ISMT's complaints and appeals process internally



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and through independent party (i.e., Student Mediation Scheme). **INFORMAL RESOLUTION**

Stage 1

ISMT staff is a happy to achieve informal resolution with the student. In this case, the CEO of ISMT can be involved if the staff member or the student deems it necessary. During the informal process, the student can simply raise their concerns with the relevant staff member via a chat or email. The student and staff member can resolve the matter at their level provided the student is happy with the resolution. ISMT staff will provide you with final resolution outcome via email so that the record of the resolution is maintained. How to discuss complaint informally? At first, the student can discuss a grievance informally by approaching the relevant person. If the student is happy with the resolution provided, complaint process will stop here, and staff member will note down the resolution and will document it in the continuous improvement register. Examples of such complaints might be, untidy class rooms, kitchen or other facilities, college computers' problems, or fight among two students and other day-to-day matters that can simply be resolved when brought into the attention of ISMT's staff. In some cases, the informal resolution and a mediated solution will be inappropriate. For example, if the institution has failed to follow its own policies and procedures, this type of complaint will be a subject to Formal lodgement, and in most cases, will be resolved independently. Each party may be accompanied and assisted by a support person at any relevant meetings.

COMPLAINTS - Stage 2

If you are still not happy with the Informal resolution, the matter can be formally escalated. Students can formally raise concerns relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise. A complaint may be in relation to an another student, college staff, college management or any matter in relation to studying at Institute of Science Management and Technology or a third-party delivering (i.e., Education agents doing recruitment and marketing) services on behalf of Institute of Science Management and Technology's. All formal complaints must be submitted by the Student in writing (i.e., by filling out the Complaint Form).



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Institute of Science Management and Technology has ensured that complaints forms are easy to read and complete. Complaint forms are to be found on our website, college reception and / or can be requested via email from ISMT. Information obtained through the complaint form allows ISMT to manage and respond to allegations involving the conduct of: • ISMT, its trainers, assessors, CRICOS COLLEGE staff and other parties involved • an international student of ISMT

Complaint Resolution Time ISMT will respond to all complaints within 30 calendar days of the receipt. After receiving a written complaint or appeal, ISMT will begin the resolution process within 10 calendar days of the provider receiving the formal written lodgement of the complaint or appeal. **Complaint Resolution Outcomes** Institute of Science Management and Technology will provide a written statement of the outcome including details and reasons for the decision. **College Complaint Resolution Committee** The CEO will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of any complaint. Members of the committee should include: • A representative of Institute of Science Management and Technology. management

- An Institute of Science Management and Technology training staff member
 - A person not directly involved in providing the services for which students are raising their concerns.
 - Student can involve their representative if the student is willing. Although, the complaint committee will have an independent member, ISMT will provide an independent review (i.e., external to ISMT) for the complaint only if independent review is requested in writing by the student and when the internal complaint and appeal process is exhausted. The Stage 3 will be implemented in that case.
- How to lodge a Formal complaint?** It is a normal procedure that all formal complaints are lodged in writing by filling out the Complaint Form. The Complaint form is available on ISMT website, www.ISMT.edu.au, to all persons (i.e., college staff, trainer/assessor, the international student, stakeholder) wishing to make a complaint. If required, ISMT staff will assist you in filling out the form. Complaint form can be submitted to any staff member ensuring that the student does not shy away from handing the form. Each



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party may be accompanied and assisted by a support person at any relevant meetings. After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by ISMT staff. Complainants will receive the final resolution outcome by way of writing within 30 Calendar days. International students will be informed by way of writing if the resolution will take longer than 60 calendar days. Resolution Outcomes ISMT complaint and appeal resolution committee will inform all parties involved of the outcome in writing or via email. Although ISMT will try to resolve all complaints and appeals within 30 Calendar days, for complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all international students will be notified in writing if the resolution of complaints will take longer than 60 calendar days. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. Institute of Science Management and Technology's management will maintain the complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaint's procedure will be reviewed as part of the Institute of Science Management and Technology's continuous improvement procedure. Independent resolution of complaints and appeals –

Stage 3

The Institute will encourage the parties to approach a complaint or appeal with an open view. We will attempt to resolve problems through discussion and conciliation and formal internal processes. Where a complaint or appeal cannot be resolved through discussion and conciliation and internal review, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute by involving Mediation agency. ISMT has arrangements with Student Mediation Scheme, infoaus@resolution.institute. The review is free of charge for the student. ISMT will provide an independent review (i.e., external to ISMT) for the external mediation only if requested in writing by the student. The student will be provided the Form with the Stage 2 outcome to lodge independent review. The student can submit the independent review form to any staff member of ISMT. Institute of Science Management and Technology is the member of the Student Mediation Scheme



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availing the following services: • Appointment of a mediator; • Arranging a mutually convenient date and location for any preliminary conference and the mediation; • Arranging the mediation venue and any teleconference for the preliminary conference, if applicable; • Notifying the parties and the mediator of the arrangements; • Providing each of the parties and the mediator with the documentation necessary to conduct the mediation. © Lambda Education Pty Ltd Trading as Institute of Science Management and Technology | RTO Code: 45032 CRICOS Provider No: 03764J | International Student Handbook 109 It is the responsibility of Institute of Science Management and Technology's management to ensure adherence to the external review of complaint and appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting International students with the appeal procedure and supply of appeal forms. ISMT support staff is happy to assist you in filling out the external mediation Form. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. However, for any independent pursuits, Students are to do this at their own expense. Students wishing to take this course of action are advised to: Contact a solicitor; for example, the following solicitor is near our campus: Students are Make an independent appointment with the solicitor **Mercantile Legal Services 99 Jones St (02) 9211 9980** However, students are provided a fair independent resolution processes free of charge by the College. If the student is still unsatisfied with the external review Students can contact ASQA and lodge a written complaint against ISMT. The student can contact the Department of Education through the ESOS online enquiry form or through the ESOS helpline 1300 615 262. ISMT may provide further information upon inquiry in relation to this. Availability of Student Support in Lodging Complaints Students will be given adequate information about the complaints and appeals processes during their orientation programme. When the student is lodging a complaint or appeal, student support officer or Course Coordinator will help the student in providing all necessary information required for lodgement and resolution. The student will be adequately supported using all available means. More details are provided in the procedure section of the policy and procedure.

APPEALS



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Appeals are different from complaints which may comprise for example, appeal against recording assessment results inaccurately, receiving a failing grade in a unit of competency, refusal of fees refund, refusal of grant of release letter, appeals against notification of an intention to report a student to Department of Home Affairs, suspension, cancellation and deferment of study and other decisions taken by ISMT affecting the student. An appeal may be in relation to any decision made by Institute of Science Management and Technology that impacts the student. The Institute of Science Management and Technology's appeals process is concerned with the international student's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters. Also, assessment decisions include RPL assessment decisions. The student will not incur costs when accessing the internal appeals process unless they seek representation. All appeals are to be lodged formally if the initial informal resolution is not achieved. Student has up to 20 working days to lodge a formal appeal after an apparently unfavourable decision by ISMT. Each party may be accompanied and assisted by a support person at any relevant meetings. The following matters must be lodged via a formal internal appeals within 20 working days of notification of an intention to report the student to Department of Home Affairs in order to be considered by the Institute.

- Deferral of commencement, suspension or cancelling a student enrolment
- Not achieving satisfactory course progress

College Appeal Committee The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal. Members of the committee should include:

- A representative of Institute of Science Management and Technology. management
- An Institute of Science Management and Technology. training staff member

- A person not directly involved in providing the services for which students are raising their concerns

Appeal Resolution Time

ISMT will respond to all Appeals within 30 calendar days of the receipt. After receiving a written appeal, ISMT will begin the resolution process within 10 calendar days of the provider



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receiving the formal written lodgement of the appeal. Appeal Resolution Outcomes Institute of Science Management and Technology will provide a written statement of the outcome including details and reasons for the decision. All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process. Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current Institute of Science Management and Technology's policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem. How to lodge an appeal? International students will receive Appeal related information and forms with the Assessment Result sheet. The Appeal Form is also published on ISMT website. All international students or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of Institute of Science Management and Technology have access to the following procedure:

STEP 1. Informal appeal: An initial appeal will involve the appellant communicating directly with Institute of Science Management and Technology's assessors/trainers/relevant staff verbally about the nature of appeal. Institute of Science Management and Technology Pty Ltd. management will make a decision, discuss their judgement with the appellant and record the outcome of the appeal. International students / Candidates dissatisfied with the outcome of Institute of Science Management and Technology's decision may initiate the formal appeal's procedure.

STEP 2. Formal appeal: • In case of formal appeal against assessment marking, all international students are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision. • It is a normal procedure that all formal appeals proceed only after the initial informal appeal (accept for an intention to report the student to Department of Home Affairs) • The formal appeal is to be submitted in writing by way of filling out the Appeal Form. • After receiving the written appeal, ISMT will notify international students acknowledging the receipt of the appeal via email. • ISMT CEO will convene the appeal committee to reach a resolution, • ISMT appeal committee will reach a decision on the appeal



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after careful considerations • International students/students/candidates will be informed in writing of the outcome within (30) calendar days of lodging the appeal. If the resolution takes longer than 60 calendar days, appellants will be notified in writing by explaining reasons for the delayed temporal course of resolution. ISMT will try its best to resolve the appeal as soon as practicable. The formal notice of appeal is required to comply with the following principles upon submission to ISMT management: The notice of formal appeal should be made in writing, addressed to Institute of Science Management and Technology for referral to the management team and submitted within (20) working days of College's decision. The appeal form is available on the website, www.ISMT.edu.au, can be requested by email. Also, appeal forms are given to international students with the Assessment Results. • The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the international student's appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to ISMT management via email (Info@ismt.edu.au). The notice of deferral must be submitted within (7) calendar days of the conclusion date displayed on the medical certificate.

- Appeal processes through ISMT is free of charge including the independent appeal pursued via ISMT mediator.

- Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be covered by the student. The Student support officer or Course Coordinator will support via the following means: • Assist the student register their formal complaint or appeal.

- Provide lodgements forms. • Ensure the resolution phase commences within specified time of the written complaint being lodged.

- Provide the student, or the students representative, with an opportunity to present their complaint.

- Ensure to fully understand your complaint / appeal.



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- Work with you to identify how the complaint can be resolved to your satisfaction.
- Consult and negotiate with the all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution.
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document.
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that corrective measures are implemented immediately by ISMT if applicable.
- Advise the student to take the complaint/ appeal to the next stage if a resolution cannot be agreed upon. External appeal mediation/resolution When the student has exhausted ISMT's internal appeal process without reaching an appropriate resolution, the students can fill a form (i.e., LEADR Application for External Review) to access an external appeal mediation/resolution.

All students can access the website, <https://www.resolution.institute/membership-information/student-mediation-scheme> for further information. ISMT staff will email students LEADR application form or students can fill in the form at ISMT reception. After the receiving the student application for an external review, applicants will be forwarded a letter (by email or post) acknowledging the receipt of their external appeal and a copy of this policy and procedure within 5 working days of Institute of Science Management and Technology receiving such request. The Institute will forward all external appeals to the mediator agreed by both parties e.g., LEADR within 5 working days. LEADR will advise the student that in general, the purpose of the external appeals process is to determine whether Institute of Science Management and Technology has followed its internal complaints and appeals policy and procedure. The mediators will not review the evidence or make a decision in place of those made by Institute of Science Management and Technology. Students will not incur costs in accessing the external appeals process. All documentation will be placed in the students file. The mediator will provide a written statement of the outcome including reasons and details



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for the decision to the appellant and Institute of Science Management and Technology at the completion of the external appeals process. If the outcome of the external appeals process results in a decision favouring the student, Institute of Science Management and Technology will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be contacted within one business day of receiving notification of the decision. There are no further avenues provided by Institute of Science Management and Technology available to students once the internal and external complaints and appeals process has been accessed. Students have the right to access other legal avenues. If the appellant is still not satisfied with the resolution of the appeal, the international student may contact ASQA and lodge a written complaint against ISMT. The student can contact the Department of Education through the ESOS online enquiry form or through the ESOS helpline 1300 615 262. International students may also access the external appeals process through the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who wish to appeal a decision after the conclusion of the internal complaints and appeals process. Further information can be obtained from the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. The Students Ombudsman will not review the evidence or make the decision in place of those made by Institute of Science Management and Technology. The Students Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and Institute of Science Management and Technology at the completion of the external appeals process. The student will be advised as to the course of action taken by Institute of Science Management and Technology as per The Overseas Students Ombudsman's advice.

Course Credit and Recognition of Prior Learning (RPL)

The decision to assess prior learning or grant course credit will preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course. If ISMT grants the overseas student RPL or course credit that reduces the overseas student's course length, ISMT will (i) inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is



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issued only for the reduced duration of the course (ii) will report any change in course duration in PRISMS, if RPL or course credit is granted after the overseas student's visa is granted. Check the Schedule of Charges for fees of RPL.

Issuing of certification documents – VET Students

On completion of your course and payment of all relevant fees, we will issue you with certification within thirty (30) days. For VET students this will include a Testamur and record of results that will show the units of competency achieved in the course and corresponding results.

Where a VET student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested. ISMT reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where ISMT is not permitted to do so by law ISMT must have a valid USI on file for the student for a qualification or Statement to be issued

[Re-Issuing Statements and Qualifications](#)

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Schedule of Charges.

*END OF INTERNATIONAL STUDENT HANDBOOK