International Student Prospectus
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About ANIB

ANIB offers training at a metropolitan location close to transport, retail shopping, entertainment and other colleges and universities. Check out the locations at Google Maps

Address

ANIB is located in south-east metropolitan Brisbane close to transport, retail shopping, entertainment and other colleges and universities. The Bus station is just a 1-minute walk from the main campus; this allows access to Buses, which gives access to Brisbane’s entire Bus network. College facilities include modern well equipped classrooms, computer and internet facilities with printing and photo copying facilities.

ANIB has a secondary campus at 9 Hubert Street which is in Woolloongabba (and just a 1 minute walk from the Main Campus). This campus will be used as Campus for Certificate III painting and Decorating course.

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 run by the College.

ANIB Hubert Street Main Campus

1A Hubert Street
Woolloongabba, 4102
Ph: 61-7-3891 7912
Email: info@anib.qld.edu.au
Website: www.anib.qld.edu.au
ANIB Hubert Street Painting and Decorating Campus

Suite 2/9 Hubert Street
Woolloongabba, 4102
Ph: 61-7-3891 7912
Email: info@anib.qld.edu.au
Website: www.anib.qld.edu.au
Living in Brisbane

Australia

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

One of the oldest continents, Australia is the only country to occupy an entire continent.

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

Queensland

Queensland (abbreviated as Qld) is the second-largest and third-most populous state in Australia. Situated in the north-east of the country, it is bordered by the Northern Territory, South Australia and New South Wales to the west, south-west and south respectively. To the east, Queensland is bordered by the Coral Sea and Pacific Ocean. The capital and largest city in the state is Brisbane, Australia's third largest city. Referred to as the 'Sunshine State', Queensland is home to 10 of Australia's 30 largest cities and is the nation's third largest economy.

Brisbane

Brisbane, the capital city of Queensland, is mid-way up the east coast of Australia - 27.5oS, 153oE. With the Gold Coast to the south and the Sunshine Coast to the north, domestic and international airports, Brisbane is an ideal headquarters for an Australian holiday. Brisbane, indeed all Queensland, operates on Eastern Standard Time, which is 10 hours ahead of GMT all year round - summertime or Daylight Saving is not practiced in Queensland.

Residents and visitors to Brisbane enjoy a wide range of landscapes and lifestyles. The inner-city, metropolitan Brisbane is surrounded by leafy, sometimes very hilly, suburbs. Further out in the suburbs, the traditional Australian house on a large block or even acreage dominates.

Moreton Bay and its islands provide water sports, sailing and sea-side suburbs. The Pacific Highway leads south to the Gold Coast and its well-known surf beaches.

North is the seaside town of Redcliffe, the rainforest and picturesque countryside of Pine Rivers, Caboolture and the Glasshouse Mountains. Bribie Island offers the first surf beach to the north. The Sunshine Coast towns and hinterland are popular holiday spots.

Travelling west of Brisbane, past Ipswich, you soon climb the Great Dividing Range to Toowoomba and the rich plains of the Darling Downs.

Brisbane is one of the major business hubs in Australia. Most major Australian companies, as well as numerous international companies, have contact offices in Brisbane, while numerous electronics businesses have distribution hubs in and around the city.

Brisbane has a range of retail precincts, both in the Central Business District and in surrounding suburbs. The Queen Street Mall has a vast array of cafes, restaurants, cinemas, gift shops and shopping centres including: Wintergarden, Broadway on the Mall, Queens Plaza, Brisbane Arcade, Queen Adelaide Building, Tattersalls Arcade and The Myer Centre. Edward St, in the city, is home to many luxury international retailers, such as Louis Vuitton, Tiffany and Co., Hermès, Gucci, Bally, Montblanc, Canali, Maxmara, Oroton, Polo Ralph Lauren, Bvlgari, and Hugo Boss. The majority of retail business is done within the suburbs of Brisbane in shopping centres which include major department store chains. The largest shopping centres by area are located in the suburbs of Chermside, Upper Mount Gravatt, Carindale and Indooroopilly. Other large shopping centres are located in Toombul (Centro Toombul), Mitchelton (Brookside Shopping Centre), North Lakes (Westfield North Lakes), Strathpine (Westfield Strathpine) and Loganholme (Logan Hyperdome). Strips of locally based retail stores are located on Latrobe Tce, Paddington; Boundary Street, West End; and James Street, Fortitude Valley.

Brisbane has multi-campus universities and colleges including the University of Queensland (UQ), Queensland University of Technology (QUT) and Griffith University, all among Australia's highest rated universities. Other universities which have campuses in Brisbane include the Australian Catholic University, Central Queensland University, and the Queensland University of Technology (QUT).
University, James Cook University, JMC Academy, University of Southern Queensland and the University of the Sunshine Coast.

A Good Choice for Study
There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:
• Australia has a high-quality education system, the equal of any country in the world
• Australia offers traditional education in reputable schools, colleges and universities
• Awards from Australian institutions of higher education are recognized internationally
• Australian universities, colleges and schools have established networks of welfare and support to help overseas students
• The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
• Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
• Australia is a safe, stable country with a pleasant climate.

Become job-ready
These courses are directly related to getting a job and assess you by how well you do the tasks needed for that job rather than by exams.

You can study these courses:
• at a government owned Technical and Further Education (TAFE) institute
• at a University
• through a Registered Training Organisation.

Choose your pathway from school into further education or other career options with the advantage of a widely-recognised education history

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

To be a successful student, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills.

Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills

Climate
Brisbane enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

<table>
<thead>
<tr>
<th>Season</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring (September - November)</td>
<td>20 - 26°C</td>
</tr>
<tr>
<td>Summer (December - February)</td>
<td>20 - 33°C</td>
</tr>
<tr>
<td>Autumn (March - May)</td>
<td>20 - 25°C</td>
</tr>
<tr>
<td>Winter (June - August)</td>
<td>18 - 21°C</td>
</tr>
</tbody>
</table>

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

Festivals
- International Film Festival
- Soundwave Festival
- Brisbane Pride Festival
- Brisbane Festival.
- Caxton Street Seafood and Wine Festival

International sporting events:
- Pura Cup Cricket
- V8 Supercar Championship Series

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

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

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

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

Language
Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse cities many Australians are naturally fluent in other languages.

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

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

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

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

Visitors from many parts of the world are attracted by Australia’s spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

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

**Health care**

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

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

**Food**

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

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

**Electricity**

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

**Transport**

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.

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

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

**Telephones**

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

**Sports and recreation**

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

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

**Entertainment**

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

**Travel**

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

**Australia welcomes overseas students**

Overseas students are welcomed in Australia because they:

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

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

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

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

Normal bank trading hours
9.30 am – 4.00 pm Monday to Thursday
9.30 am – 5.00 pm Friday
Some banks are open Saturday mornings

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

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

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

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

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

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

The average international student in Australia spends about $360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about $265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.
Accommodation
The following types of accommodation are available for International students:
1. Full Board (Home-stay) AU$200 - AU$270 per week
2. Student house AU$150 - AU$200 per week
3. Half - Board AU$150 - AU$200 per week (plus expenses).
4. Leasing a House/Flat AU$200 - AU$350 per week (unfurnished)

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

Some useful internet sites for housing are:
http://studenthousing.mobilephonerealestate.com.au
http://www.qyhc.org.a

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

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

Overseas Student Health Cover (OSHC)¹
International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Annual rates are AU$498* for single coverage and AU$* for family coverage. OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living
Australia is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about AU$18,000 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about $360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

¹ For details of the Overseas Student Health Cover, please visit the Department of Immigration and Border Protection website.
Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

<table>
<thead>
<tr>
<th>Food*</th>
<th>Personal Effects/Services*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk 1 litre $2.00</td>
<td>Shoes 1 pair $70.00</td>
</tr>
<tr>
<td>Bread 1 loaf $2.50</td>
<td>Cinema ticket $15.00</td>
</tr>
<tr>
<td>Apples 1 kg $4.00</td>
<td>Toothpaste 140g $2.50</td>
</tr>
<tr>
<td>Potatoes 1 kg $1.50</td>
<td>Shampoo 500ml $3.00</td>
</tr>
<tr>
<td>Beefsteak 1 kg $15.00</td>
<td>T-shirt $20.00</td>
</tr>
<tr>
<td>Eggs 1 dozen $4.00</td>
<td>Public transport city information on <a href="http://www.translink.gov.au">www.translink.gov.au</a></td>
</tr>
</tbody>
</table>

These prices are indicative and may fluctuate

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Queensland, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia. School fees vary depending on the school. Details about the Queensland public school system are available at [http://education.qld.gov.au/](http://education.qld.gov.au/). Intending students with dependents should budget for school fees, living costs and health insurance in their calculations. If you are intending that your dependents will attend a private school in Queensland you will have to contact the specific school to obtain information of fees. Information on private school in Australia is available at [http://education.qld.gov.au/](http://education.qld.gov.au/).

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

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

The Department of Immigration and Border Protection publishes a full list of mandatory and discretionary student visa requirements on their web site. http://www.border.gov.au/ Follow the Student Visa Conditions link for details.

Upon arriving in Australia, you are required to advise ANIB of your residential address and telephone number and of any subsequent changes to these details within 5 working days. This is extremely important. ANIB is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour: or academic progress. ANIB may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at ANIB to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the DIBP web site.

Student Safety and Security Measures

Be prepared

Keep emergency contact numbers with you.
Carry a mobile telephone, and program your emergency numbers into your phone
Be aware of your surroundings
Stick to main roads rather than quiet, unlit paths
Avoid isolated areas
Pay attention to your intuition. If any area doesn't feel safe - avoid it
Change direction if you think you are being followed
Don't walk alone at night
If in trouble, make a lot of noise
Be alert and walk purposefully

If you have trouble speaking English, carry a small document with your name, address, date of birth, telephone number and native language. If you have a local friend who can help interpret for you, include their contact details too

Do not carry large amounts of money

If you have a car

If possible, park your car close to your building in a well-lit, busy area
Don't leave valuable items in your car
Lock all your car doors and windows when you leave your car
Consider installing security technology in your car
Before you return to your car, check the surrounding area
If you notice any strangers hanging around the car park, call the police
Carry your keys in your hand so you can get into your car quickly

ANIB recognises the importance of providing a safe and healthy environment for students and visitors during their participation in work and training activities with the organisation.

ANIB aspires for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency needs of its students and others
The ESOS Framework – Providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students

- As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au/ CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, welfare and support.

- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

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

- orientation and access to welfare and support services to help you study and adjust to life in Australia

- who the contact officer or officers is for overseas students

- if you can apply for course credit

- when your enrolment can be deferred, suspended or cancelled

- what your provider’s requirements are for satisfactory progress in the courses you study and what welfare and support assistance is available if you are not progressing well

- if attendance will be monitored for your course, and

- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider’s permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:
- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact Details

<table>
<thead>
<tr>
<th>Who?</th>
<th>Why?</th>
<th>How?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your provider</td>
<td>For policies and procedures that affect you</td>
<td>• Speak with your provider.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Go to your provider’s website</td>
</tr>
<tr>
<td>Department of Education</td>
<td>For your ESOS rights and responsibilities</td>
<td>• <a href="http://www.education.gov.au">www.education.gov.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ESOS Helpline +61 2 6240 5069</td>
</tr>
<tr>
<td>Department of Immigration and</td>
<td>For visa matters</td>
<td>• <a href="http://www.border.gov.au">http://www.border.gov.au</a></td>
</tr>
<tr>
<td>Border Protection (DIBP)</td>
<td></td>
<td>• Phone 131 881 in Australia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contact the Immigration office in your country.</td>
</tr>
</tbody>
</table>

The PDF version of the ESOS Framework is available at:

Standards for Registered Training Organisations

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. ASQA regulates providers according to the Standards for Registered Training Organisations (2015). As a Registered Training Organisation ANIB has a responsibility for the quality of training and assessment it provides in accordance with the standards.

For further information regarding the Standards for Registered Training Organisations (2015), refer to the below link.


As a provider of vocational training and education programs, ANIB provides competency based training and assessment. This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student’s workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations.

Dimensions of competency

The student’s ability to perform in a range of situations forms part of assessment and these skills are referred to collectively as the dimensions of competency. The student must be able to demonstrate:

- Task skills – completing tasks to the required standard.
- Task Management skills – managing a number of different tasks at once to complete the whole job function.
- Contingency Management skills – appropriately responding to problems and unforeseen events when completing a task.
- Job/role Environment skills – appropriately dealing with the responsibility and expectations of the work environment such as working with others, interacting with clients and following procedures.
- Transfer skills – transferring the skills and knowledge to different contexts/environments.

Employability skills

Another set of skills also forms part of the assessment decision and they are referred to as ‘employability skills’. Employability skills are those generic skills that are gained throughout work and life experiences that are required in most jobs by most of today’s employers. A student must show they have these skills and can perform at a certain level as outlined in the competency standards. The eight (8) employability skills are:

- communication
- teamwork
- problem-solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology
Quality training

ANIB ensures that all training services provided are of the highest quality standard possible and are reflective of current industry trends and delivered by appropriately qualified trainers who have extensive industry experience via face to face and supported learning.

The training philosophy held by ANIB is that students learn best by doing and gaining practical experience in real situations. Therefore, where possible, training practices will reflect and incorporate simulated work experiences and examples from students and trainers, as well as the workplace environment that students can expect for the industry which they are learning about.

Assessment

Students are provided with tasks to completed throughout each unit of competency

The assessment process includes the gathering of evidence to demonstrate competence. Students are assessed using a range of methods; written questions, practical demonstration, research/project or case studies

Students are required to submit all tasks, to their trainer/assessor in person. Assessments will be marked by trainers/assessors and feedback provided to the students

Re-Assessment

Students, who are deemed Not Yet Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit where the student has been deemed Not Yet Competent after three re-assessment attempts.

Where an additional assessment is required after the third attempt, in order to achieve competency, ANIB reserves the right to charge a student, an additional unit re-enrolment fee.

Duration of Courses

All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration to avoid additional fees. Students who do not complete all units within the maximum timeframe will receive a Statement of attainment listing the units they have completed at no additional cost.

Enrolment begins from the course commencement.

Reasonable adjustment

Reasonable adjustment refers to measures or actions taken to provide a student with a disability [or a language or literacy disadvantage the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for a registered training organisation and must be allowable within rules defined by the Training Package or Course Curriculum.

Where necessary appropriate, adjustments will be made to methods of delivery and assessment (with approval of Compliance Manager) to suit the needs of the individual so that the student has a reasonable chance of success in their program.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While ‘reasonable adjustment’ and ‘unjustifiable hardship’ are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.
Reasonable adjustment activities could involve:
• modifying or providing equipment
• changing assessment procedures
• changing course delivery
• modifying premises.

The determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency.
Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students’ VET records are not lost. The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI came into effect on 1 January 2015.

Do you need a USI?

You will need a USI if you are a:

- student enrolling in nationally recognised training
- for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

For more information or to apply for your own USI please visit www.usi.gov.au
Qualification content, core and elective units

BSB40215 Certificate IV in Business
Duration 26 weeks

This Qualification requires the achievement of ten (10) Units of Competency in accordance with the following rules.

- 1 Core unit
- 9 elective units

<table>
<thead>
<tr>
<th>Core units</th>
<th>Classroom Delivery Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWHS401</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elective Units from BSB Elective List</th>
<th>Classroom Delivery Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBADM405 Organise Meeting</td>
<td>20</td>
</tr>
<tr>
<td>BSBCCM401 Make a presentation</td>
<td>40</td>
</tr>
<tr>
<td>BSBLED401 Develop teams and Individuals</td>
<td>40</td>
</tr>
<tr>
<td>BSBMKG413 Promote products and Services</td>
<td>40</td>
</tr>
<tr>
<td>BSBCCUS402 Address customer needs</td>
<td>40</td>
</tr>
<tr>
<td>BSBREL401 Establish Networks</td>
<td>30</td>
</tr>
<tr>
<td>BSBITU401 Design and develop complex text documents</td>
<td>50</td>
</tr>
<tr>
<td>BSBRES401 Analyse and present research information</td>
<td>40</td>
</tr>
<tr>
<td>BSBWRT401 Write Complex Documents</td>
<td>50</td>
</tr>
</tbody>
</table>

**Total Hours** 400

- **Fees $6000**
  AS per study periods* ($2,750 –Term 1 + $2,750 –Term 2) +($200 Application fee + $300 Materials Fee (non-refundable)

**Entry requirements**

- IELTS 5.5 or Equivalent
- Satisfactorily completed year 11 or equivalent
- 18 years or above
BSB51915 Diploma of Leadership and Management

Duration: 52 weeks

This Qualification requires the achievement of twelve (12) Units of Competency in accordance with the following rules.

1. 4 core unit’s plus
2. 8 elective units

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Classroom Delivery Hours</th>
<th>External Study Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBLDR501 Develop and use emotional intelligence</td>
<td>70</td>
<td>30</td>
</tr>
<tr>
<td>BSBMGT517 Manage operational plan</td>
<td>80</td>
<td>40</td>
</tr>
<tr>
<td>BSBLDR502 Lead and manage effective workplace relationships</td>
<td>60</td>
<td>30</td>
</tr>
<tr>
<td>BSBWOR502 Lead and manage team effectiveness</td>
<td>70</td>
<td>30</td>
</tr>
</tbody>
</table>

**Elective Units Group A**

<table>
<thead>
<tr>
<th>Elective Units Group A</th>
<th>Classroom Delivery Hours</th>
<th>External Study Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCUS501 Manage quality customer service</td>
<td>60</td>
<td>30</td>
</tr>
<tr>
<td>BSBFIM501 Manage budgets and financial plans</td>
<td>70</td>
<td>30</td>
</tr>
<tr>
<td>BSBHRM405 Support the recruitment, selection and induction staff</td>
<td>70</td>
<td>30</td>
</tr>
<tr>
<td>BSBWHS501 Ensure a safe workplace</td>
<td>70</td>
<td>30</td>
</tr>
<tr>
<td>BSBWOR501 Manage personal work priorities and professional development</td>
<td>70</td>
<td>40</td>
</tr>
</tbody>
</table>

**Elective Units Group B**

<table>
<thead>
<tr>
<th>Elective Units Group B</th>
<th>Classroom Delivery Hours</th>
<th>External Study Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBADM502 Manage meetings</td>
<td>50</td>
<td>20</td>
</tr>
<tr>
<td>BSBLED501 Develop a workplace learning environment</td>
<td>70</td>
<td>30</td>
</tr>
</tbody>
</table>

**Elective Units Group B**

<table>
<thead>
<tr>
<th>Elective Units Group B</th>
<th>Classroom Delivery Hours</th>
<th>External Study Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBADM506 Manage business document design and development</td>
<td>60</td>
<td>30</td>
</tr>
</tbody>
</table>

**Total Qualification Hours**

- Fees $10000
  - As Per study periods* ($2,200- Term 1 + $2,200 Term 2 + $2,200 Term 3 + $2,200 Term 4 ($200 Application fee + $1000 Materials Fee (non-refundable)

Entry requirements

- IELTS 5.5 or Equivalent
- Satisfactorily completed year 11 or equivalent
- 18 years or above
BSB61015 Advanced Diploma of Leadership and Management
Duration 76 weeks
This Qualification requires the achievement of twelve (12) Units of Competency in accordance with the following rules.

- 4 core units plus
- 8 elective units

<table>
<thead>
<tr>
<th>Core units</th>
<th>Classroom Delivery Hours</th>
<th>External Study Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBFIM601 Manage finances</td>
<td>140</td>
<td>60</td>
</tr>
<tr>
<td>BSBINN601 Lead and manage organisational change</td>
<td>100</td>
<td>40</td>
</tr>
<tr>
<td>BSBMGT605 Provide leadership across the organisation</td>
<td>100</td>
<td>40</td>
</tr>
<tr>
<td>BSBMGT617 Develop and implement a business plan</td>
<td>100</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Electives from elective list</th>
<th>Classroom Delivery Hours</th>
<th>External Study Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBHRM602 Manage human resources strategic planning</td>
<td>100</td>
<td>40</td>
</tr>
<tr>
<td>BSBMGT616 Develop and implement strategic plans</td>
<td>100</td>
<td>40</td>
</tr>
<tr>
<td>BSBMKG609 Develop a marketing plan</td>
<td>100</td>
<td>40</td>
</tr>
<tr>
<td>BSBRSK501 Manage risk</td>
<td>60</td>
<td>30</td>
</tr>
<tr>
<td>BSBSUS501 Develop workplace policy and procedures for sustainability</td>
<td>60</td>
<td>30</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other electives</th>
<th>Classroom Delivery Hours</th>
<th>External Study Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMKG607 Manage market research</td>
<td>100</td>
<td>50</td>
</tr>
<tr>
<td>BSBMKG608 Develop organisational marketing objectives</td>
<td>100</td>
<td>40</td>
</tr>
<tr>
<td>BSBADV602 Develop an advertising campaign</td>
<td>140</td>
<td>50</td>
</tr>
</tbody>
</table>

Total Qualification Hours 1200 500

- Fees $16000
AS per study periods* ($3,700 –Term 1 + $3,700 –Term 2 + $3,700 –Term 3 + $3,700 – Term 4 ($200 Application fee + $1000 Materials Fee (non-refundable)

Entry requirements

IELTS 5.5 or Equivalent
Satisfactorily completed year 11 or equivalent
18 years or above
CPC30611 Certificate III in Painting and Decorating

Duration 60 weeks

This Qualification requires the achievement of twenty-seven (27) units of competency:
- 23 core units
- 4 elective units.

<table>
<thead>
<tr>
<th>COMPULSORY CORE UNITS (23)</th>
<th>Actual Hours of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPCCCM1012A</td>
<td>Work effectively and sustainably in the construction industry</td>
</tr>
<tr>
<td>CPCCCM1013A</td>
<td>Plan and organise work</td>
</tr>
<tr>
<td>CPCCCM1014A</td>
<td>Conduct workplace communication</td>
</tr>
<tr>
<td>CPCCCM1015A</td>
<td>Carry out measurements and calculations</td>
</tr>
<tr>
<td>CPCCCM2001A</td>
<td>Read and interpret plans and specifications</td>
</tr>
<tr>
<td>CPCCCM2003B</td>
<td>Calculate and cost construction work</td>
</tr>
<tr>
<td>CPCCCM2010B</td>
<td>Work safely at heights</td>
</tr>
<tr>
<td>CPCCOH2001A</td>
<td>Apply OHS requirements, policies and procedures in the construction industry</td>
</tr>
<tr>
<td>CPCCM3001C</td>
<td>Operate elevated work platforms</td>
</tr>
<tr>
<td>CPCCPB3026B</td>
<td>Erect and maintain trestle and plank systems</td>
</tr>
<tr>
<td>CPCCPD2011A</td>
<td>Handle painting and decorating materials</td>
</tr>
<tr>
<td>CPCCPD2012A</td>
<td>Use painting and decorating tools and equipment</td>
</tr>
<tr>
<td>CPCCPD2013A</td>
<td>Remove and replace doors and door and window components</td>
</tr>
<tr>
<td>CPCCPD3021A</td>
<td>Prepare surfaces for painting</td>
</tr>
<tr>
<td>CPCCCM2009B</td>
<td>Erect and dismantle restricted height scaffolding</td>
</tr>
<tr>
<td>CPCCPD3022A</td>
<td>Apply paint by brush and roller</td>
</tr>
<tr>
<td>CPCCPD3023A</td>
<td>Apply texture coat paint finishes by brush, roller and spray</td>
</tr>
<tr>
<td>CPCCPD3024A</td>
<td>Apply paint by spray</td>
</tr>
<tr>
<td>CPCCPD3025A</td>
<td>Match specified paint colour</td>
</tr>
<tr>
<td>CPCCPD3026A</td>
<td>Apply stains and clear timber finishes</td>
</tr>
<tr>
<td>CPCCPD3027A</td>
<td>Apply wallpaper</td>
</tr>
<tr>
<td>CPCCPD3028A</td>
<td>Apply decorative paint finishes</td>
</tr>
<tr>
<td>CPCCPD3031A</td>
<td>Implement safe lead paint and asbestos work practices in the painting industry</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELECTIVE UNITS (4)</th>
<th>Actual Hours of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPCCPD3029A</td>
<td>Remove graffiti and apply protective coatings</td>
</tr>
<tr>
<td>CPCCPD3030B</td>
<td>Apply protective paint coating systems</td>
</tr>
<tr>
<td>CPCCPD3032A</td>
<td>Apply advanced wallpaper techniques</td>
</tr>
<tr>
<td>CPCCSP3003A</td>
<td>Apply trowelled texture coat finishes</td>
</tr>
</tbody>
</table>

Total Qualification Hours 1080

Fees $10000
As per study periods* $2,200- Term 1 + $2,200- Term 2 + $2,200-Term 3+ $2,200- Term 4 + ($200 Application fee + $1000 Materials Fee (non-refundable)

Entry requirements
- IELTS 5.5 or Equivalent
- Satisfactorily completed year 11 or equivalent
- 18 years or above
CPC50308 – Diploma of Building and Construction (Management)
Duration 52 weeks
This Qualification requires the achievement of Twelve (12) Units of Competency in accordance with the following rules.

- 5 core units
- 7 elective units

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Actual Hours of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBFIM501A Manage budgets and financial plans</td>
<td>80</td>
</tr>
<tr>
<td>BSBHRM402A Recruit, Select and Induct Staff</td>
<td>60</td>
</tr>
<tr>
<td>BSBMGT515A Manage operational plan</td>
<td>60</td>
</tr>
<tr>
<td>BSBOHS504B Apply principles of OHS risk Management</td>
<td>60</td>
</tr>
<tr>
<td>BSBWOR502B Ensure team effectiveness</td>
<td>60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Electives from Elective List (A) (Minimum 2)</th>
<th>Actual Hours of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBITU402 Develop and use complex spreadsheets</td>
<td>60</td>
</tr>
<tr>
<td>BSBITU404 Produce complex desktop published documents</td>
<td>60</td>
</tr>
<tr>
<td>BSBWOR501 Manage personal work priorities and professional development</td>
<td>60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elective Units from other Diploma qualifications (B) (Maximum 2)</th>
<th>Actual Hours of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBRSK501 Manage risk</td>
<td>60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elective Units from other CPC08 Certificate IV (C) (Maximum 3)</th>
<th>Actual Hours of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWRT401 Write complex documents (from CPC40611)</td>
<td>60</td>
</tr>
<tr>
<td>BSBLSLS403A Present a sales solution (from CPC40408)</td>
<td>60</td>
</tr>
<tr>
<td>BSBLSLS404A Secure prospect commitment (from CPC40408)</td>
<td>40</td>
</tr>
</tbody>
</table>

Total Qualification Hours 720

- Fees 10000

AS per study periods* ($2,375 – Term 1 + $2,375 – Term 2 + $2,375 Term 3 + 2,375 Term 4 + ($200 Application fee + $300 Materials Fee (non-refundable))

Entry requirements
IELTS 5.5 or Equivalent
Satisfactorily completed year 11 or equivalent
18 years or above
BSB50215 – Diploma of Business
Duration 51 weeks
This Qualification requires the achievement of eight (8) Units of Competency in accordance with the following rules.

<table>
<thead>
<tr>
<th>Elective Units</th>
<th>Delivery Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBADM506 Manage business document design and development</td>
<td>120</td>
</tr>
<tr>
<td>BSBCUS501 Manage quality customer service</td>
<td>120</td>
</tr>
<tr>
<td>BSBWOR501 Manage personal work priorities and professional development</td>
<td>120</td>
</tr>
<tr>
<td>BSBRSK501 Manage risk</td>
<td>120</td>
</tr>
<tr>
<td>BSBADM502 Manage Meetings</td>
<td>120</td>
</tr>
<tr>
<td>BSBADV507 Develop a media plan</td>
<td>120</td>
</tr>
<tr>
<td>BSBMKG501 Identify and evaluate marketing opportunities</td>
<td>120</td>
</tr>
<tr>
<td>BSBHRM506 Manage recruitment, selection and induction processes</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total Qualification Hours</strong></td>
<td><strong>880</strong></td>
</tr>
</tbody>
</table>

- **Fees $9500**
  AS per study periods* ($2,250 -Term 1 + $2,250 –Term 2 +$2,250 Term 3 + 2,250 Term 4 +($200 Application fee + $300 Materials Fee (non-refundable)

**Entry requirements**

- IELTS 5.5 or Equivalent
- Satisfactorily completed year 11 or equivalent
- 18 years or above
BSB60215 – Advanced Diploma of Business

Duration 51 weeks

This Qualification requires the achievement of eight (8) Units of Competency in accordance with the following rules.

<table>
<thead>
<tr>
<th>Elective Units from BSB07 elective list (8)</th>
<th>Classroom Delivery Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBINM601 Manage knowledge and information</td>
<td>80</td>
</tr>
<tr>
<td>BSBMKG607 Manage market research</td>
<td>120</td>
</tr>
<tr>
<td>BSBMKG609 Develop a marketing plan</td>
<td>120</td>
</tr>
<tr>
<td>BSBMKG608 Develop organisational marketing objectives</td>
<td>120</td>
</tr>
<tr>
<td>BSBADV602 Develop an advertising campaign</td>
<td>120</td>
</tr>
<tr>
<td>BSBHRM602 Manage human resources strategic planning</td>
<td>120</td>
</tr>
<tr>
<td>BSBINN601 Manage organisational change</td>
<td>100</td>
</tr>
<tr>
<td>BSBWHSS01 Ensure a safe workplace</td>
<td>100</td>
</tr>
</tbody>
</table>

Total Hours 880

- Fees $10000

AS per study periods* ($2,200 – Term 1 + $2,200 – Term 2 + $2,200 Term 3 + 2,200 Term 4 + ($200 Application fee + $1000 Materials Fee (non-refundable)

Entry requirements

IELTS 5.5 or Equivalent
Satisfactorily completed year 11 or equivalent
18 years or above
BSB51215 – Diploma of Marketing

Duration 50 weeks

This Qualification requires the achievement of eight (8) Units of Competency in accordance with the following rules.

<table>
<thead>
<tr>
<th>Elective Units from BSB07 elective list (8)</th>
<th>Classroom Delivery Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMKG501 Identify and evaluate marketing opportunities</td>
<td>80</td>
</tr>
<tr>
<td>BSBMKG502 Establish and adjust the marketing mix</td>
<td>100</td>
</tr>
<tr>
<td>BSBMKG506 Plan market research</td>
<td>80</td>
</tr>
<tr>
<td>BSBMKG514 Implement and monitor marketing activities</td>
<td>100</td>
</tr>
<tr>
<td>BSBMKG515 Conduct a marketing audit</td>
<td>100</td>
</tr>
<tr>
<td>BSBWRT501 Write persuasive copy</td>
<td>80</td>
</tr>
<tr>
<td>BSBADV507 Develop a media plan</td>
<td>100</td>
</tr>
<tr>
<td>BSBSLS501 Develop a sales plan</td>
<td>80</td>
</tr>
</tbody>
</table>

**Total Hours** 720

- **Fees $9500**
  AS per study periods* ($2,250 – Term 1 + $2,250 – Term 2 + $2,250 Term 3 + $2,250 Term 4 + ($200 Application fee + $300 Materials Fee (non-refundable))

**Entry requirements**

- IELTS 5.5 or Equivalent
- Satisfactorily completed year 11 or equivalent
- 18 years or above
BSB60515 – Advanced Diploma of Marketing
Duration 51 weeks
This Qualification requires the achievement of eight (8) Units of Competency in accordance with the following rules.

<table>
<thead>
<tr>
<th>Elective Units from BSB07 elective list (8)</th>
<th>Classroom Delivery Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMKG607  Manage market research</td>
<td>100</td>
</tr>
<tr>
<td>BSBMKG608  Develop organisational marketing objectives</td>
<td>100</td>
</tr>
<tr>
<td>BSBMKG609  Develop a marketing plan</td>
<td>100</td>
</tr>
<tr>
<td>BSBINN601  Lead and manage organisational change</td>
<td>90</td>
</tr>
<tr>
<td>BSBMGT617  Develop and implement a business plan</td>
<td>100</td>
</tr>
<tr>
<td>BSBMKG603  Manage the marketing process</td>
<td>120</td>
</tr>
<tr>
<td>BSSBSUS501  Develop workplace policy and procedures for sustainability</td>
<td>80</td>
</tr>
<tr>
<td>BSBFIM601  Manage finances</td>
<td>110</td>
</tr>
<tr>
<td><strong>Total Hours</strong></td>
<td><strong>800</strong></td>
</tr>
</tbody>
</table>

- **Fees $9500**
  AS per study periods* ($2,250 – Term 1 + $2,250 – Term 2 + $2,250 Term 3 + 2,250 Term 4 + ($200 Application fee + $300 Materials Fee (non-refundable)

**Entry requirements**

IELTS 5.5 or Equivalent
Satisfactorily completed year 11 or equivalent
18 years or above
**SIT30813 – Certificate III in Commercial Cookery**  
Duration 52 weeks  
This Qualification requires the achievement of twenty-five (25) Units of Competency in accordance with the following rules.

<table>
<thead>
<tr>
<th>Core Unit Code + Name</th>
<th>Prerequisite</th>
<th>Nominal Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBSUS201A Participate in environmentally sustainable work practices</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>BSBWOR203B Work effectively with others</td>
<td>Nil</td>
<td>15</td>
</tr>
<tr>
<td>HLTAID003 Provide first aid</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC101 Use food preparation equipment</td>
<td>SITXFSA101</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC201 Produce dishes using basic methods of cookery</td>
<td>SITXFSA101</td>
<td>40</td>
</tr>
<tr>
<td>SITHCCC202 Produce appetisers and salads</td>
<td>SITXFSA101</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC203 Produce stocks, sauces and soups</td>
<td>SITXFSA101</td>
<td>35</td>
</tr>
<tr>
<td>SITHCCC204 Produce vegetable, fruit, egg and farinaceous dishes</td>
<td>SITXFSA101</td>
<td>40</td>
</tr>
<tr>
<td>SITHCCC301 Produce poultry dishes</td>
<td>SITXFSA101</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC302 Produce seafood dishes</td>
<td>SITXFSA101</td>
<td>30</td>
</tr>
<tr>
<td>SITHCCC303 Produce meat dishes</td>
<td>SITXFSA101</td>
<td>40</td>
</tr>
<tr>
<td>SITHCCC307 Prepare food to meet special dietary requirements</td>
<td>SITXFSA101</td>
<td>80</td>
</tr>
<tr>
<td>SITHCCC308 Produce cakes, pastries and breads</td>
<td>SITXFSA101</td>
<td>40</td>
</tr>
<tr>
<td>SITHCCC309 Work effectively as a cook</td>
<td>SITXFSA101</td>
<td>80</td>
</tr>
<tr>
<td>SITHKOP101 Clean kitchen premises and equipment</td>
<td>SITXFSA101</td>
<td>13</td>
</tr>
<tr>
<td>SITHKOP302 Plan and cost basic menus</td>
<td>Nil</td>
<td>30</td>
</tr>
<tr>
<td>SITHPAT306 Produce desserts</td>
<td>SITXFSA101</td>
<td>100</td>
</tr>
<tr>
<td>SITXFSA101 Use hygienic practices for food safety</td>
<td>Nil</td>
<td>15</td>
</tr>
<tr>
<td>SITXFSA201 Participate in safe food handling practices</td>
<td>Nil</td>
<td>40</td>
</tr>
<tr>
<td>SITXHRM301 Coach others in job skills</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITXINV202 Maintain the quality of perishable items</td>
<td>SITXFSA101</td>
<td>10</td>
</tr>
<tr>
<td>SITXWHS101 Participate in safe work practices</td>
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<td>12</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>740</strong></td>
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<table>
<thead>
<tr>
<th>Elective Unit Code + Name</th>
<th>Prerequisite</th>
<th>Nominal Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITHIND201 Source and use information on the hospitality industry</td>
<td>NIL</td>
<td>20</td>
</tr>
<tr>
<td>SITXCCS303 Provide service to customers</td>
<td>NIL</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC304 Produce and serve food for buffets</td>
<td>SITXFSA101</td>
<td>20</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
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</table>

**TOTAL QUALIFICATION HOURS 800**
Fees $11000
AS per study periods* ($2,625 – Term 1 + $2,625 – Term 2 + $2,625 Term 3 + $2,625 Term 4 + ($200 Application fee + $300 Materials Fee (non-refundable))

**Entry requirements**
- Successful completion of Year 11 or the equivalent level of study.
- Minimum English level of IELTS 5.5 or equivalent.
- Applicant must be 18 years of age or above
### SIT40413 – Certificate IV in Commercial Cookery

Duration 72 weeks

This Qualification requires the achievement of thirty-three (33) Units of Competency in accordance with the following rules.

- Twenty-seven (27) core units AND
- Six (6) elective units

<table>
<thead>
<tr>
<th>Core Unit Code + Name</th>
<th>Prerequisite</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBDIV501A Manage diversity in the workplace</td>
<td>Nil</td>
<td>50</td>
</tr>
<tr>
<td>BSBSUS301A Implement and monitor environmentally sustainable work practices</td>
<td>Nil</td>
<td>30</td>
</tr>
<tr>
<td>HLTAID003 Provide first aid</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC101 Use food preparation equipment</td>
<td>SITXFSA101</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC201 Produce dishes using basic methods of cookery</td>
<td>SITXFSA101</td>
<td>40</td>
</tr>
<tr>
<td>SITHCCC202 Produce appetisers and salads</td>
<td>SITXFSA101</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC203 Produce stocks, sauces and soups</td>
<td>SITXFSA101</td>
<td>35</td>
</tr>
<tr>
<td>SITHCCC204 Produce vegetable, fruit, egg and farinaceous dishes*</td>
<td>SITXFSA101</td>
<td>40</td>
</tr>
<tr>
<td>SITHCCC301 Produce poultry dishes</td>
<td>SITXFSA101</td>
<td>20</td>
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<tr>
<td>SITHCCC302 Produce seafood dishes</td>
<td>SITXFSA101</td>
<td>30</td>
</tr>
<tr>
<td>SITHCCC303 Produce meat dishes*</td>
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<td>40</td>
</tr>
<tr>
<td>SITHCCC307 Prepare food to meet special dietary requirements</td>
<td>SITXFSA101</td>
<td>80</td>
</tr>
<tr>
<td>SITHCCC308 Produce cakes, pastries and breads</td>
<td>SITXFSA101</td>
<td>40</td>
</tr>
<tr>
<td>SITHCCC309 Work effectively as a cook</td>
<td>SITXFSA101</td>
<td>80</td>
</tr>
<tr>
<td>SITHKOP302 Plan and cost basic menus</td>
<td>Nil</td>
<td>30</td>
</tr>
<tr>
<td>SITHKOP402 Develop menus for special dietary requirements</td>
<td>Nil</td>
<td>15</td>
</tr>
<tr>
<td>SITHKOP403 Coordinate cooking operations</td>
<td>SITXFSA101</td>
<td>70</td>
</tr>
<tr>
<td>SITHPAT306 Produce desserts</td>
<td>SITXFSA101</td>
<td>100</td>
</tr>
<tr>
<td>SITXCOM401 Manage conflict</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITXFIN402 Manage finances within a budget</td>
<td>Nil</td>
<td>30</td>
</tr>
<tr>
<td>SITXFSA101 Use hygienic practices for food safety</td>
<td>Nil</td>
<td>15</td>
</tr>
<tr>
<td>SITXFSA201 Participate in safe food handling practices</td>
<td>Nil</td>
<td>40</td>
</tr>
<tr>
<td>SITXHRM301 Coach others in job skills</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITXHRM402 Lead and manage people</td>
<td>Nil</td>
<td>60</td>
</tr>
<tr>
<td>SITXINV202 Maintain the quality of perishable items</td>
<td>SITXFSA101</td>
<td>10</td>
</tr>
<tr>
<td>SITXMGT401 Monitor work operations</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITXWHS401 Implement and monitor work health and safety practices</td>
<td>Nil</td>
<td>30</td>
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</tbody>
</table>

**TOTAL** 1005

<table>
<thead>
<tr>
<th>Elective Unit Code + Name</th>
<th>Prerequisite</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITHIND201 Source and use information on the hospitality industry</td>
<td>Nil</td>
<td>20</td>
</tr>
</tbody>
</table>
### Fees $13500

AS per study periods* {($2,500 – Term 1 + $2,500 – Term 2 + $2,500 Term 3 + 2,500 Term 4 + $2,500 Term 5 + ($200 Application fee + $800 Materials Fee (non-refundable))

### Entry requirements

- Successful completion of Year 11 or the equivalent level of study.
- Minimum English level of IELTS 5.5 or equivalent.
- Applicant must be 18 years of age or above
**SIT50313 – Diploma of Hospitality**

Duration 75 weeks

This Qualification requires the achievement of twenty-eight (28) Units of Competency in accordance with the following rules.

- Thirteen (13) core units AND
- Fifteen (15) elective units

<table>
<thead>
<tr>
<th>Core Unit Code + Name</th>
<th>Prerequisite</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBDIV501A Manage diversity in the workplace</td>
<td>Nil</td>
<td>50</td>
</tr>
<tr>
<td>BSBSUS301A Implement and monitor environmentally sustainable work practices</td>
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<td>HLTAID003 Provide first aid</td>
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<tr>
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</tr>
<tr>
<td>SITHCCC303 Produce meat dishes*</td>
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<tr>
<td>SITHCCC309 Work effectively as a cook</td>
<td>SITXFSA101</td>
<td>80</td>
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<tr>
<td>SITHKOP302 Plan and cost basic menus</td>
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<tr>
<td>SITHKOP402 Develop menus for special dietary requirements</td>
<td></td>
<td>15</td>
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<tr>
<td>SITHKOP403 Coordinate cooking operations</td>
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<td>70</td>
</tr>
<tr>
<td>SITHPAT306 Produce desserts</td>
<td>SITXFSA101</td>
<td>100</td>
</tr>
<tr>
<td>SITXCOM401 Manage conflict</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITXFIN402 Manage finances within a budget</td>
<td>Nil</td>
<td>30</td>
</tr>
<tr>
<td>SITXFSA101 Use hygienic practices for food safety</td>
<td>Nil</td>
<td>15</td>
</tr>
<tr>
<td>SITXFSA201 Participate in safe food handling practices</td>
<td>Nil</td>
<td>40</td>
</tr>
<tr>
<td>SITXHMRM301 Coach others in job skills</td>
<td>Nil</td>
<td>20</td>
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<tr>
<td>SITXHMRM402 Lead and manage people</td>
<td>Nil</td>
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<tr>
<td>SITXINV202 Maintain the quality of perishable items</td>
<td>SITXFSA101</td>
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</tr>
<tr>
<td>SITXMGT401 Monitor work operations</td>
<td>Nil</td>
<td>20</td>
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<tr>
<td>SITXWHS401 Implement and monitor work health and safety practices</td>
<td>Nil</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>1005</strong></td>
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<table>
<thead>
<tr>
<th>Elective Unit Code + Name</th>
<th>Prerequisite</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITHIND201 Source and use information on the hospitality industry</td>
<td>Nil</td>
<td>20</td>
</tr>
</tbody>
</table>
### Course Details

<table>
<thead>
<tr>
<th>Code</th>
<th>Course Description</th>
<th>Fee</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITXCCS303</td>
<td>Provide service to customers</td>
<td>Nil</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCC304</td>
<td>Produce and serve food for buffets</td>
<td>SITXFSA101</td>
<td>20</td>
</tr>
<tr>
<td>SITXFSA401</td>
<td>Develop and implement a food safety program</td>
<td>Nil</td>
<td>50</td>
</tr>
<tr>
<td>SITXINV201</td>
<td>Receive and store stock</td>
<td>Nil</td>
<td>15</td>
</tr>
<tr>
<td>SITXHRM401</td>
<td>Roster staff</td>
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<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>1160</strong></td>
</tr>
</tbody>
</table>

- **Fees $17000**

AS per study periods* ($3,300 – Term 1 + $3,300 – Term 2 + $3,300 Term 3 + 3,300 Term 4 + 3,300 Term 5 + ($200 Application fee + $300 Materials Fee (non-refundable)

### Entry Requirements
- Successful completion of Year 11 or the equivalent level of study.
- Minimum English level of IELTS 5.5 or equivalent.
- Applicant must be 18 years of age or above
**SIT60313 – Advanced Diploma of Hospitality**

Duration 94 weeks

This Qualification requires the achievement of thirty-three (33) Units of Competency in accordance with the following rules.
- Sixteen (16) core units AND Seventeen (17) elective units

<table>
<thead>
<tr>
<th>Core Unit Code + Name</th>
<th>Prerequisite</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBDIV501A</td>
<td>Nil</td>
<td>50</td>
</tr>
<tr>
<td>BSBFIM601A</td>
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<td>BSBMG515A</td>
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<td>BSBMG617A</td>
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<td>SITXF601</td>
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<td>SITXGL501</td>
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<tr>
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<td>SITXM602</td>
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</tr>
<tr>
<td>SITXWHS601</td>
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</table>

<table>
<thead>
<tr>
<th>Elective Unit Code + Name</th>
<th>Prerequisite</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAID003</td>
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</tr>
<tr>
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<tr>
<td>SITXFA201</td>
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<tr>
<td>SITHC2203</td>
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<tr>
<td>SITHC2204</td>
<td>SITXFA101</td>
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<tr>
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<td>SITXFA101</td>
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<tr>
<td>SITHCC303</td>
<td>SITXFA101</td>
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</table>

**TOTAL** 585
TOTAL QUALIFICATION HOURS | 1525

- Fees $19000
AS per study periods* ($3,700 - Term 1 + $3,700 - Term 2 + $3,700 - Term 3 + $3,700 - Term 4 + $3,700 - Term 5 + ($200 Application fee + $300 Materials Fee (non-refundable))

Entry requirements
- Successful completion of Year 11 or the equivalent level of study.
- Minimum English level of IELTS 5.5 or equivalent.
- Applicant must be 18 years of age or above

ANIB’s Additional Fees and Charges
- Re-Issue of Testamurs / Statements of attainment - $50 each copy
- Reassessment Fee $220.00 (after third attempt)
- RPL Fee $250.00 per unit
- Re-Issue of Student Card $20.00
- Later payment of semester fees - $250.00 per instalment
- Unit re-enrolment fee $500.00 (for students who exceed the maximum duration period)
Credit transfer

Credit Transfer’ (CT) defined by AQF as a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in contact and learning outcomes between matched qualifications.

The granting of exemption or credit by a Registered Training Organisation (RTO) to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit.

Students can apply for a credit transfer through the credit transfer application at the commencement of course or as soon as possible.

All applications are to be submitted to Administration and students are to provide original documents so that these can be sighted and copied.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the formal process by which the skills and knowledge gained through work and life experience and outside formal training arrangements are formally recognised.

This process allows competency to be determined without the student being required to complete formal assessment tasks. When recognition is gained for a unit this means it will not be required to be included in the student’s course of study.

ANIB has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.
Student Orientation

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

Orientation Program

1.1 Before course commencement an orientation program will be provided to all students. The orientation program will cover the following information:
- Student welfare services
- Fees and fee refunds
- Modes of Study and Assessment requirements
- Recognition of prior learning / credit transfer
- College contact people
- Student visa conditions
- Working and your student visa
- Emergency and Health Services
- Complaints and appeals
- Student code of conduct
- Attendance requirements
- Completion within the expected duration of study
- Keeping address and contact details up-to-date
- Welfare services for students
- Legal services for students
- Emergency and health services for students
- College location, facilities and resources
- A tour of the college

1.2 The following information will be provided at the orientation program:
- Student Handbook
- Recognition of Prior Learning (RPL)/Credit Transfer (CT) application form
- Deferral, suspension or cancellation application form
- Course Progress and Intervention Strategy
- Complaints and Appeals
- Library facilities
- Student transfer
- Attendance
- Student behaviour

1.3 List of College staff and contact details
Completion within the expected duration of study  

Standard 9 of the National Code 2007

Purpose
The purpose of this policy is to ensure that ANIB monitors the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student’s Confirmation of Enrolment (CoE).

Policy
1. ANIB is committed to ensuring that students are able to complete their course within the duration specified on their CoE. The expected duration of study is as recorded on the CRICOS register.
2. All students are aware of the start and finish date of their studies as specified on their Confirmation of Enrolment.
3. A copy of the CoE and any variations will be kept in the student administration file.
4. All students are required to complete a course load of 20 hours per week.
5. The monitoring process that will take place to ensure a student can complete his or her course within the expected duration is as documented in ANIB Course Progress and Intervention Policy.
6. ANIB does not provide any distance or on-line learning.
7. The duration of a student’s study will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the student’s CoE as a result of:
   - Compassionate and compelling circumstances such as:
     - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
     - bereavement of close family members such as parents or grandparents;
     - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies;
     - a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists’ reports); or
     - where ANIB is unable to offer a pre-requisite unit.
   - Implementation of an intervention strategy for students identified at risk of not meeting satisfactory course progress (Course Progress and Intervention Policy).
   - An approved deferment or suspension of study has been granted under Standard 13.
8. If an extension to the student’s expected duration of study is approved, ANIB will notify Department of Education, via the Provider Registration and International Students Management System (PRISMS) and issue a new CoE to the student.
9. ANIB will only carry out this notification when it is clear how long an extension of duration of study the student will require.
10. All variations in the student’s enrolment load, including the reasons for the variation will be recorded on the student's file.
Course Progress and Intervention Strategy  

Standard 10 of the National Code

Purpose

The purpose of this policy is to ensure that ANIB systematically monitors students in order to provide all students with the best opportunity to meet their study goals and aspirations and to ensure those who are at risk of failing to meet course progress requirements are notified and counsels students.

Scope

The policy applies to all international students currently enrolled with ANIB. ANIB monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled.

Policy

1. The monitoring of a student’s course progress allows ANIB to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress.

2. ANIB records, however does not monitor attendance. Attendance records are maintained for a period of 4 weeks and are used as a means of determining non-attendance for 6 consecutive classes in a study period for the purpose of item 4.

3. Study period is defined as one term which is generally 8-12 weeks long. Students are advised at the commencement of the term the units scheduled to be delivered and assessed within the duration of the term. Each course will have its own course progress sheets indicating the number of units to be successfully completed within the study period in order to maintain satisfactory course progress.

4. Unsatisfactory/not meeting course progress is where;

- the student is deemed Not Yet Competent in 50% of the unit’s student is scheduled to attempt in a study period
- the student has failed a pre-requisite unit
- The student has failed to attend 6 consecutive classes in a study period (ANIB will record attendance)
- Student identified will be immediately put on intervention strategy and the cause of the unsatisfactory course progress will be identified.
- ANIB identifies a student who is at risk of making unsatisfactory course progress before the end of the study period, implements its intervention strategy as early as practicable.

5. Possible interventions may include but are not limited to:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and
- Advising students of assistance such as:
  - attending tutorial or study groups;
  - receiving individual case management;
  - attending counselling;
- possible referral service to assist with personal issues which are influencing progress;
- require the student to enter a study agreement with a timeframe for completing units NYC;
- reinforce to the student that unsatisfactory course progress in 2 consecutive study periods may lead to the student being reported to Department of Education
- receiving mentoring or
- a combination of the above and a reduction in course load.

- Compassionate and compelling circumstances brought to the attention of Student Support Officers including (but not limited to):
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents;
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
  - where ANIB is unable to offer a pre-requisite unit.

6. Students, who are deemed Not Yet Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit and pay the additional fees where the student has been deemed Not Yet Competent after three re-assessment attempts.

7. ANIB provides all students with clear expectations on course progress and information on intervention strategies in the International Student Prospectus and Student Handbook which are provided to students prior to or upon commencement of a course.
   Staff are provided with information on course progress and intervention strategies in the Staff Handbook.
   These are also available on ANIB’s website at www.anib.qld.edu.au

8. Trainers and Assessors will monitor each student's progress and record each unit outcome for the units studied within the students chosen course. Individual student's course progress is assessed at the end of every study period.

9. Trainers are to provide the Administration staff with the academic progress sheets so that the student’s academic result is recorded using the student management system (SMS). It is the responsibility of the Administration staff to ensure that assessment is recorded accurately.

10. At a minimum, the intervention strategy must be activated where the student has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. ANIB may activate an intervention strategy at any point before the end of the study period.

11. Each student’s course progress will be assessed at the end of each study period. However, Trainers/Assessors will monitor students’ progress throughout the term and provide a student at risk form to the Student Support Officer where a student has been identified as not meeting course progress. At this point intervention is activated

12. The Student Support Officer will contact the student via phone, text or email and organize a meeting to offer counselling/support/advice with a view to improve student course progress. A referral service is available if the reason identified is related to student welfare.
13. In consultation with the compliance manager, the student support officer will tailor intervention strategies to each student’s needs whether academic or personal. ANIB will obtain a copy of the agreed intervention strategy signed by the student and support officer and place this in the student’s file. The 1st warning letter will be issued. The student’s trainer will be provided details of the intervention strategy implemented so that monitoring of the student’s progress continues.

14. As soon as the student fails 2nd unit within the same study period and the total course progress is 50% or below student will be sent a 2nd warning letter and an intervention support meeting is conducted with the student and student support officer in consultation with the compliance manager.

15. Documentary evidence of the interventions implemented will be kept on the student’s file.

16. Where the student continues to demonstrate unsatisfactory course progress despite two warnings, as well as intervention and time has been allowed for the intervention to run its course, ANIB will provide written notice to the student of its intention to report the student to the Secretary of the Department of Education via PRISMS.

17. The written notice of the intention to report will also indicate to the student that he or she can appeal against the decision by accessing ANIB Complaints and Appeals process and has 20 working days in which to do so. If the student chooses to access this process, ANIB will maintain the student’s enrolment while the complaints and appeals process is ongoing.

18. An appeal will only be considered if ANIB has not recorded or calculated the student's marks correctly, has not implemented intervention strategies as set out in this policy, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

19. If the student chooses not to access ANIB Complaints and Appeals process, withdraws from the process, or the process is completed and results in a decision supporting ANIB, then ANIB will notify the Secretary of The Department of Education via PRISMS of the student not achieving satisfactory course progress as soon as practicable.

20. DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student’s visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

21. All records and correspondence will be kept on the student’s file.
Course Progress and Intervention Strategy Process

Stage 1
Trainers contact student in an attempt to determine absence/assessment due.
If unsuccessful refer to SSO

Stage 2
SSO attempts to contact student via Phone/SMS/and/orEmail and implement support strategies. If unsuccessful refer to registrar

Stage 3
Registrar issues 1st/2nd Academic Warning Letter. If unsuccessful and stage 1, 2, 3 have been exhausted, refer to CEO

CEO reviews all documentation of attempts to determine that intervention strategies have been implemented. Student has not responded to the support provided and issues NOICC

Student has access to Complaints and Appeals process and has 20 working days in which to do so. If the student chooses to access this process, ANIB will maintain the students enrolment while the complaints and appeals process is ongoing.
Student Welfare and Support Services

ANIB is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with ANIB. Student support services will be regularly reviewed through ANIB Continuous Improvement Policy. Services provided by ANIB are at no additional cost to the students. Where external support services may be required, ANIB will not charge the students for the referral.

Orientation Program

ANIB is committed to ensuring that all students receive support to adjust to life and study at ANIB. An orientation program will be compulsory for all students prior to starting their course.

Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the student support officer will go through the orientation on an individual basis.

ANIB will ensure that the orientation program is culturally sensitive so as not to offend any student or their families.

The orientation program will include information provided through a power point presentation on:

- details of internal and external support services available to assist in the transition into life and study. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress

Learning Support

Students are provided with a range of learning support options and resources to help them meet course requirements and maintain attendance. This includes:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Tutorial support assistance.
- Computer and technology support.
- Referral to external support services
- Literacy and Numeracy Support

Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the ANIB Course Progress and Intervention Policy.

Additional Support Services

ANIB recognizes that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing issues such as disability and access or any other issues that may affect their ability to achieve their training goals.

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

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources.
available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Welfare Services

Welfare services can include services that address the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

ANIB offers a free training support service available to all students who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For our Training Support Service call 07 3891 7912 during office hours from Mon-Sun 9.00am-5.00pm

Key College Staff

<table>
<thead>
<tr>
<th>Services</th>
<th>Name</th>
<th>Phone Number</th>
<th>References</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodations</td>
<td>Harpreet Kaur Gill</td>
<td>61 7 3891 7912</td>
<td><a href="mailto:harpreetgill@anib.qld.edu.au">harpreetgill@anib.qld.edu.au</a></td>
</tr>
<tr>
<td>Emergency health Services</td>
<td>Munish Sharma</td>
<td>61 7 3891 7912</td>
<td><a href="mailto:munish@anib.qld.edu.au">munish@anib.qld.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Jasleen kaur</td>
<td></td>
<td><a href="mailto:jasleen@anib.qld.edu.au">jasleen@anib.qld.edu.au</a></td>
</tr>
<tr>
<td>Complaints and Appeals</td>
<td>Munish Sharma</td>
<td>61 7 3891 7912</td>
<td><a href="mailto:munish@anib.qld.edu.au">munish@anib.qld.edu.au</a></td>
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<tr>
<td></td>
<td>Jasleen Kaur</td>
<td></td>
<td><a href="mailto:jasleen@anib.qld.edu.au">jasleen@anib.qld.edu.au</a></td>
</tr>
<tr>
<td>Student Visa</td>
<td>Munish Sharma</td>
<td>61 7 3891 7912</td>
<td><a href="mailto:munish@anib.qld.edu.au">munish@anib.qld.edu.au</a></td>
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<td></td>
<td>Harpreet Kaur Gill</td>
<td></td>
<td><a href="mailto:harpreetgill@anib.qld.edu.au">harpreetgill@anib.qld.edu.au</a></td>
</tr>
<tr>
<td>Critical Incident</td>
<td>Munish Sharma</td>
<td>0433 111 290</td>
<td><a href="mailto:munish@anib.qld.edu.au">munish@anib.qld.edu.au</a></td>
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<tr>
<td>24 hour access</td>
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<tr>
<td>Safety and Security</td>
<td>Munish Sharma</td>
<td>61 7 3891 7912</td>
<td><a href="mailto:munish@anib.qld.edu.au">munish@anib.qld.edu.au</a></td>
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### Helpful contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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| Fire, ambulance and police emergency         | Phone 000  
Policelink 131 444                                |
| Translating and Interpreting Service        | Phone 131 450  
[+613 9268 8332](tel:+613%209268%208332) (outside Australia) |
| Life Line 24-hour Counselling, Advice and Referral Services | Phone 131 114                                         |
| Queensland Police Centre                     | **Address:** 200 Roma Street  
BRISBANE Qld 4000  
**Telephone:** 131 444 |
| Doctor                                       | 1) Mater Health Services Brisbane Ltd  
**Raymond Terrace, South Brisbane Qld 4101**  
Emergencies & Enquiries  
**Phone:** +61 7 3163 8111  
2) Royal Brisbane and Women's Hospital  
**Butterfield Street & Bowen Bridge Rd**  
**Herston Queensland 4029**  
Emergencies & Enquiries  
**Phone:** 07 3646 8111  
3) Princess Alexandra Hospital  
**Phone** (07) 3176 2111  
199 Ipswich Road, Woolloongabba  
Queensland, Australia |
| Dentist                                      | **South Brisbane Dental Hospital**  
Woolloongabba QLD 4102  
T: (07) 32401444 |
| Community health centre                     | Community Health Services - New Farm, QLD  
**Address:**  
20 Balfour St, New Farm QLD 4005, Australia  
Ph.: 07-33584988 |
| Counsellors                                  | **BRISBANE COUNSELLING CENTRE**  
Level 7/87, Wickham Terrace, Brisbane  
Phone (07) 3831 4452 |
| Legal assistance                             | Legal Aid Queensland  
44 Herschel Street,  
Brisbane Qld 4000  
PH: 1300 651 188 |
| Pharmacies                                   | Chemist Warehouse  
110 Logan Rd, Woolloongabba  
Phone (07) 3217 3288 |
| For External Appeals                         | Overseas Students Ombudsman 1300 362 072  
www.ombudsman.gov.au |
| Physiotherapist                              | **BRISBANE CITY PHYSIOTHERAPY**  
82 Eagle ST, Brisbane  
Phone (07) 3301 2345 |
<table>
<thead>
<tr>
<th>Religious institutions</th>
<th>Anglican</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HOLY TRINITY ANGLICAN CHURCH</strong></td>
<td>68, Hawthorne St. Woolloongabba 4102</td>
</tr>
<tr>
<td>Phone 07 3891 9401.</td>
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<thead>
<tr>
<th>Catholic Church</th>
<th>29 Bunya St, Greenslopes</th>
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<tr>
<td>Phone 07 3394 4994</td>
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<tr>
<th>Archbishop’s Office</th>
<th>227 Elizabeth Street</th>
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<tr>
<td>Brisbane Qld 4000</td>
<td>Phone: 07 3324 3324</td>
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<tr>
<th>Muslim Community</th>
<th>2674 Logan Rd, Eight Mile Plains</th>
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<tr>
<th>Hindu</th>
<th>Shree Laxminarayan Mandir</th>
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<tr>
<td>46 Daymar St, Burbank QLD 4156</td>
<td></td>
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<tr>
<td>Phone: (07) 3216 8848</td>
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<tr>
<th>Buddhists</th>
<th>Langri Tangpa Centre Inc.</th>
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<tbody>
<tr>
<td>535 Old Cleveland Road, Camp Hill QLD 4152</td>
<td></td>
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<tr>
<td>Phone: 07 3398 3310</td>
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<table>
<thead>
<tr>
<th>Sikh Gurudwara</th>
<th>2679 Logan Rd, Eight Mile Plains 4113</th>
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<tr>
<td>Phone: 07 3841 1987</td>
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<tr>
<th>Study in Australia -</th>
<th><a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a></th>
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<tr>
<td>Youth Central -</td>
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<tr>
<td>Study Brisbane</td>
<td><a href="http://www.choosebrisbane.com.au">www.choosebrisbane.com.au</a></td>
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**Student Plagiarism and Cheating**

**Definitions**

*Cheating* – seeking to obtain an unfair advantage in the assessment of any piece of work.

*Plagiarism* – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one’s own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

ANIB is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.

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 texts and resource materials utilized in the development of the work.

Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such.

**Unacceptable behaviour**

From time to time, there may be incidents of student plagiarism and cheating which ANIB is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.

Student plagiarism and cheating in any form are unacceptable and will be treated seriously by ANIB.

**Responding to incidents**

A student found to have plagiarized or cheated will be given an opportunity to respond to the allegations.

Where, following discussion with the student, the trainer forms the view that the student has plagiarized, the trainer may take the following appropriate action, including:

(a) explaining referencing guidelines,

(b) explain to the student that they would need to resubmit the assessment;

(c) provide the student with another form of assessment;

(d) failing the assessment in question

(e) failing the unit of study.

The student will be referred to the student Support Officer, to discuss the matter and a 1st warning letter will be issued. If on the 2nd submission the work is still found to be plagiarised, the student will be issued a 2nd written warning letter. On the third submission if the work submitted is plagiarized, the Compliance Manager may cancel the student’s enrolment on the grounds of misconduct.
Access and equity policy

ANIB is committed to ensuring that:

i. Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.

ii. No person is discriminated against, harassed or treated unfairly in their dealings with ANIB.

iii. Each student has access to the level of support required to enable them to reach their full potential without causing unjustifiable hardship to the organisation.


ANIB recognizes and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences. ANIB recognizes that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

- providing a welcoming and supportive training community
- offering flexibility in the way in which training and assessment is provided
- providing reasonable adjustments to training and assessment activities
- having transparent student and staff recruitment and selection procedures
- determining the needs of all individuals upon engagement with the organisation
- providing students, staff and clients access to a range of support services.

Discrimination

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, color, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Harassment

ANIB is committed to providing all people with an environment free from all forms of harassment. ANIB will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades or humiliates another person.

Fairness

The principles and practices adopted by ANIB aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with ANIB. ANIB aims to provide open, fair, clear and transparent policies and procedures for use by staff and students. ANIB has fair and equitable processes for selecting students for enrolment into its courses. Decisions about student selection is based on clearly defined entry requirements. Entry requirements as well as application and enrolment procedures are published in ANIB’s marketing materials, course guides and on the organisation’s website. All will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Equity in access

ANIB 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.
ANIB provides equitable access to training and education services by:

- offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances
- referring students to support and counseling services where needed
- offering a wide range of course and learning options
- assisting students to arrange additional services if required such as interpreters or trained note takers
- providing courses that are self-paced and flexibly delivered
- encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.
Student Code of Behaviour

1. Students’ rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
- Access the information ANIB holds about them.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to ANIB on the client services, training, assessment and support services they receive.

2. Students’ responsibilities

All students, throughout their training and involvement with ANIB, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to ANIB in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify ANIB if any difficulties arise as part of their involvement in the program.
• Notify ANIB if they are unable to attend a visit or training session for any reason at least 24 hours prior to the commencement of the activity.
• Refrain from smoking at training venues and on the premises of ANIB.
• Make payments for their training within agreed timeframes.

Diversity
ANIB recognises and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.
ANIB recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:
  ▪ providing a welcoming and supportive training community
  ▪ offering flexibility in the way in which training and assessment is provided
  ▪ providing reasonable adjustments to training and assessment activities
  ▪ having transparent student and staff recruitment and selection procedures
  ▪ determining the needs of all individuals upon engagement with the organisation
  ▪ providing students, staff and clients access to a range of support services.

Discrimination
In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, color, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Harassment
ANIB is committed to providing all people with an environment free from all forms of harassment. ANIB will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades or humiliates another person.
Student Discipline

Purpose
The purpose of this policy is to provide a basis for resolving issues associated with inappropriate conduct and/or behavior which breaches ANIB’s policies and procedures, Student Code of Conduct and/or federal or state law.

The policy provides the student with the opportunity to modify their conduct and/or behavior to align with expected standards.

Scope
The policy applies to all students currently enrolled with ANIB.

Policy
1. ANIB provides all students with clear expectations on the standards of conduct that are expected of them during their participation in the course. The rights and responsibilities of students are prescribed in:
   a) The Student Code of Conduct; and
   b) Other organisational policies and procedures.

2. ANIB provides information on the above in the Student Handbook and International Student Prospectus which is provided to students prior to or upon commencement of a course. These are also available on ANIB’s website at www.anib.qld.edu.au

3. If any student breaches the requirements or expectations of them as a student, ANIB will be required to take disciplinary action with the student to rectify and/or manage the behavior.

4. The decision to initiate disciplinary action will only be made subject to:
   a) Exploring other potential avenues for dealing with the matter and fully exhausting these.
   b) An investigation occurring to determine the facts.
   c) Consultation occurring between the Trainer/Assessor and Compliance Manager.

5. Disciplinary action will include meetings with the student either by phone or in person to formulate an action plan for rectifying the issues. The student will be given fair goals and timelines for rectifying the behavior. Where the student fails to meet the requirements of the action plan or the behavior continues, ANIB will decide on appropriate further measures to be taken.

6. In serious cases, a Disciplinary Panel will be convened and will include senior members of ANIB’s management team. The purpose of the panel is to review the disciplinary process that has been followed; any evidence, meeting outcomes and allegations; to reach a decision about an appropriate course of action to be followed.

7. In all situations and circumstances, the student will be given due time and opportunity to respond to any concerns about their conduct or failure to meet the expectations set upon them. Students will be invited to bring a support person with them to a disciplinary meeting.

8. Incidents of plagiarism and cheating will not be tolerated and will be dealt with according to the Student Plagiarism and Cheating Policy and Student Discipline Procedures.

9. Students have the right to make an appeal of any decision made under the Student Discipline Policy and Procedure according to the Complaints and Appeals Policy and Procedure.
Refunds

1. Refunds in full

1.1 Tuition fees will be refunded in full where:
- the course does not start on the starting date notified in the Letter of Offer
- the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;
- the course is not provided fully/not being delivered to the student because ANIB has a sanction imposed by a government regulator; or
- an offer of a place is withdrawn by ANIB and no incorrect or incomplete information has been provided by the student.

1.2 Instead of refunding all tuition fees, ANIB may offer the student a place on an alternative course and the student can decide whether to accept this offer or not.

1.3 ANIB may also arrange for another course, or part of a course, to be provided to the student at no additional cost to the student as an alternative to refunding the course money. Where the student agrees to this arrangement, ANIB will not be liable to refund the money owed for the original enrolment.

1.4 If the student accepts the place on another course within ANIB, a new letter of offer and written agreement will be developed and provided to the student for acceptance.

1.5 If ANIB is unable to provide a refund or offer the student a place in another course, the Tuition Protection Service (International Student) of which ANIB is a member will place the student in an alternative course at no extra cost to the student. If this is not possible, the final course of action is for the Tuition Protection Service to attempt to place the student in an alternative course and if this is not possible, the student is entitled to a refund as calculated by the Authority.

The Tuition Protection Service (TPS)

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.

In the unlikely event ANIB is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia’s global reputation.

Some of the key features are:
- A new national TPS which will replace a range of existing tuition assurance arrangements.
- A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
• Specified providers to keep initial prepaid fees in a separate account until a student commences study.
• Student refunds will be based on unexpended tuition fees (Application and material fees are non-refundable).

1.6 A full refund will also be provided to students in the following circumstances:

- a student is unable to obtain a student visa (off shore)
- a student cannot commence the course because of illness or a disability;
- where there is death of a close family member of the student (parent, sibling, spouse or child); or
- at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

2. Partial Refunds

2.1 Partial refunds will be provided in the following circumstances:

- If a student has supplied incorrect or incomplete information and as a result ANIB withdraws offer, the student will be eligible to receive all tuition fees paid for the term period less a 20% administration fee.
- If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.
- Where a student has not met, the conditions included in the letter of offer and withdraws 0 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 1.6, 50% of the tuition fees paid thus far will be refunded.
- Where an on-shore student is renewing their visa and the outcome is refused, students will only be refunded any unused tuition fees.

3. Student is not eligible for a refund

3.1 Where ANIB terminates the student’s enrolment, because of a failure to comply with ANIB policies, misbehaviour or unsatisfactory course progress or attendance,

3.2 If a student’s visa is cancelled during a study period

3.3 If the student withdraws from a course after the course start date,

4 Refunds for students who have a packaged offer for multiple courses

4.1 Where students have a packaged offer for multiple courses within ANIB or a partner college and does not receive their results until less than 28 days before the course commencement date and the results show that the student does not meet the entry requirements for the next course, and if the student submits a Cancellation Form to ANIB of the intention to defer or withdraw from a course of study within 14 days of receiving their results, then one of the following will occur:

- All fees except the enrolment deposit are refundable less an administrative fee of 20% of the tuition fee for the term period
- the student can transfer the fees to the next available study period.
5 Payment of refunds

5.1 Eligibility for a refund will be assessed based on this Policy.

5.2 If a student’s refund application is approved, the student’s enrolment will be cancelled and fees refunded as per this policy. (this includes any tuition/course fees collected by education agents on behalf of the ANIB)

5.3 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 ANIB in writing using the Refund Application Form. Students who have not completed these forms are not eligible for consideration of a refund or reduction in fees.

5.4 Refunds will be paid within 10 working days in full to students when:
   - a course doesn’t start on the agreed starting date or
   - a course is stopped after the course has commenced and before it is completed or
   - a course is not fully provided to the student because of a sanction put on ANIB.

5.5 In all other circumstances agreed refunds will be paid within 4 weeks of receiving the completed Refund Application Form with supporting documentation as required.

5.6 The outcome of the refund assessment will be provided by written notice to the student’s registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

5.7 Refunds will be paid in Australian dollars to the person who made the original payment.

5.8 Where a student does not agree with the refund decision, he or she may access ANIB Complaints and Appeals process.

5.9 This process does not circumscribe the student’s rights to pursue other legal remedies.

Requests for Refund of Tuition Fees

A student who wishes to apply for a Refund in accordance with this Refund Policy should do so by filling a Refund Application form and submitting it to ANIB.

NOTE: The availability of complaints and appeals processes does not remove the rights of the student to take action under the Australia’s Consumer Protection Laws.

Please note, in all of the above cases, course commencement date is the date indicated on the student’s most current and approved e-CoE. There will be no refund of any bank or courier charges.
Student complaints and appeals

Purpose
This Complaints and Appeals Policy and related procedure are designed to ensure that ANIB responds effectively to individual cases of dissatisfaction. This policy outlines ANIB's approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately. It is also to ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and/or appeal process.

This Policy meets the requirements of Standard 8 of the National Code 2007 'Registered providers’ complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.'

Definitions
Complaint – a person’s expression of dissatisfaction with any service provided by ANIB.

Appeal – a request to review a decision that has previously been made.

Policy
NOTE: THIS PROCESS IS TO BE COMPLETED BEFORE THE STUDENT SUBMITS THEIR CONCERNS TO ASQA.

Complaints and appeals systems
Despite all efforts of ANIB to provide satisfactory services to its students, complaints may occasionally arise requiring formal resolution.

The CEO is responsible for ensuring that this Complaints and Appeals Policy is made available to all stakeholders via the website.

ANIB is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. ANIB aims to:

- develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- set in place a complaints and appeals handling system that is client focused and helps ANIB to prevent these events from recurring
- ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- ensure that there is a consistent response to complaints and appeals.
- both parties may be assisted by a support personal in any relevant meeting

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. In addition, the register will be regularly reviewed by management and used as an opportunity for improvement and reflection.

Nature of complaints and appeals
Complaints and appeals may be made be in relation to any of ANIB’s services, activities and decisions such as:

- the enrolment, induction/orientation process
- the quality of education provided
• training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
• access to personal records
• ANIB’s Trainers, Assessors or other staff
• third Party providing services on behalf of ANIB
• another Student/ the way someone has been treated
• decisions made by ANIB

Resolving issues before they become a complaint

Students are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. ANIB’s Student Support Officers and other staff members are available to assist students to resolve their issues at this level.

Students must be made aware of the criticality of exhausting the in-house process for complaints resolution, using the internal and external complaints procedure before taking the matter to ASQA.

Lodging a complaint

Formal complaints and appeals are to be made in writing to the Student Support Officer.

All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

Where student complaints are discussed, records of the discussion and outcomes are to be recorded and placed on the student file.

Student complaints that cannot be resolved through discussions with the student support officer may be escalated to the CEO for resolution.

This escalation will require interaction with the complainant to achieve resolution.

Where the student is satisfied by the resolution, the matter is closed. Where the student remains dissatisfied with the outcome, then they may appeal the decision. Students have the right to make an appeal against the decisions made by ANIB.

Appeals against any decisions are to be made in writing following this Formal Complaints and Appeals procedure.

Appeals against assessment decisions and other academic matters must be made within twenty (20) days of the original decision being made.

Resolution timeframe

All formal complaints and appeals will be responded to as soon as possible but within twenty (20) days. Resolution may take a longer period of time, depending upon the complexity of the matter.

Where a student chooses to access this policy and procedure, ANIB will maintain the student’s enrolment while the complaints handling process is ongoing.

Record keeping and confidentiality

A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least two (2) years to allow all parties to the complaint or appeal
appropriate access to these records. Following the complaint, appropriate actions will be taken to prevent the problem from recurring through its Continuous Improvement policy.

All records relating to complaints and appeals will be treated as confidential and will be covered by ANiB’s Privacy and Personal Information Policy.

Non-limitation of policy/External Appeals

This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia’s Consumer Protection laws.

Students have the right to access the external appeals process. Where this is the case, the matter shall be referred to the external independent mediator at no cost to the student.

The third-party mediation organization is Commonwealth Ombudsman 1300 362 072. This policy does not circumscribe an individual’s rights to pursue other legal remedies.
Deferment, Suspension and Cancellation Policy

Purpose
The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with ANIB and where ANIB can initiate the suspension or cancellation of the student’s enrolment.

Scope
The policy applies to all students currently enrolled with ANIB. It covers student initiated deferral, suspension and cancellation of studies, as well as suspension and cancellation initiated by ANIB.

Definitions
Suspend Enrolment means to temporarily cease studies.
Deferral is defined as postponement of the commencement of enrolment.

A student may request a temporary deferment or suspension to enrolment on the grounds of compassionate or compelling circumstances. Compassionate or compelling circumstances are those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing such as:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- death 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 which has impacted on the student’s studies; or
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists’ reports.
- where ANIB is 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.

Students wanting to defer, suspend or cancel enrolment will be required to complete an application to defer, suspend or cancel enrolment. Students will be advised to speak to the Student Support Officer (where applicable) and documentation will be kept in the student admin file. Students will be notified of the outcome within 10 working days from the date of receipt of application.

Deferment
Students must complete an application to defer enrolment and supporting documentation will need to be provided with this application. Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS.

ANIB will always use its professional judgement to assess each student’s case on its individual merits when determining whether compassionate or compelling circumstances exist.
Suspension
Students must complete an application to suspend enrolment and supporting documentation will need to be provided with this application. Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS.

ANIB is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

Cancellation
Students must complete an application to cancel enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS.

Under Standard 7 of the National Code, students wanting to cancel their enrolment prior to completing 6 months of their principle course must provide a Letter of Offer from another provider.

Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS.

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, ANIB will notify Department of Education via PRISMS of the change in enrolment status.

Australia National Institute of Business Initiated Suspension or Cancellation
ANIB may also initiate suspension or cancellation of a student's enrolment on the grounds of misconduct of the student. ANIB Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism or cheating, ANIB Student Plagiarism and Cheating Policy and Procedure will be followed.

Where ANIB has intention to suspend or cancel the student's enrolment, ANIB will provide the student with 20 working days to access the internal complaints and appeals process. If the student accesses the internal complaints and appeals process, the suspension or cancellation cannot take effect until the internal process is completed.

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

Extenuating circumstances relating to the welfare of student may include

Student is missing; has medical concerns, severe depression of psychological issues which lead the provider to fear for the student's well-being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

In most cases, ANIB will continue to provide learning opportunities to students during the appeal process.
Informing Students

ANIB provides all students with clear information on the circumstances, in which they may defer, suspend or cancel their enrolment and the circumstances in which ANIB can suspend or cancel the student’s enrolment. and that any application to defer or suspend or cancel their course may affect their student visa

ANIB provides information on deferment, suspension and cancellation in the Student Handbook and/or Prospectus which are provided to students prior to or upon commencement of a course. These are also available on ANIB’s website at www.anibqld.edu.au

Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook and International Student Prospectus. These standards will indicate to students what acceptable and unacceptable behaviour is and inform them of the circumstances in which ANIB may suspend or cancel their enrolment.

Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.

Appropriate records of the assessment of the student’s application for deferment, suspension or cancellation will be kept on the student’s file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept in the student’s file.
Student transfer

Purpose
ANIB does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.

Scope
The policy applies to all international students currently enrolled with ANIB.

Definitions
Six months means six calendar months from the date that the student commences their principal course.

Principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

Policy
1. Student transferring from another registered provider
   1.1 ANIB will not enrol a student wishing to transfer from another RTO except where:
       • the original registered provider has ceased to be registered;
       • the course in which the student is enrolled has ceased to be registered;
       • the original registered provider has provided a written letter of release;
       • the original registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing his or her principal course; or
       • any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
   1.2 If any of the above conditions apply, ANIB will request supporting documentation as evidence to enrol a student before they have completed six months of their principal course.
   1.3 ANIB will not actively recruit a student before the student has completed six months of their course.
   1.4 The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.
   1.5 ANIB will check all enrolling students on Provider Registration and International Student Management System (PRISMS) to ensure that students who have not completed six months of their principal course of study are not enrolled except in the circumstances outlined in 1.1.

2. Students wishing to transfer to another registered provider
   2.1 Students may transfer to another RTO upon the completion of six months of their principal course.
   2.2 For a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another RTO confirming that a valid offer of enrolment has been made.
   2.3 All decisions made with regard to student’s requests to transfer to another provider will be fair and take into account the student’s individual circumstances and any other relevant factors.
2.4 A transfer will be granted where the course that the student wishes to transfer to better meets the study capabilities of the student or the long-term goals of the student for future work, education or personal aspirations;

2.5 A transfer will also be granted where the intended course offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.

2.6 The transfer will also be approved where a student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

2.7 A transfer to another course will usually not be granted where:

- the transfer may jeopardise the student's progression through a package of courses
- 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. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- the student is trying to avoid being reported to Department of Education for failure to meet ANIB academic course progress requirements.

2.8 There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with ANIB Refund Policy.

2.9 Where students are granted a letter of release, they must contact DIBP to seek advice on whether a new student visa is required. To find out more about visa requirements, student should call DIBP on 131881 or visit their web site at http://www.border.gov.au/

3. Informing students

3.1 ANIB provides all students with clear expectations on course transfer in the International Student Prospectus or Student Handbook which are provided to students prior to or upon commencement of a course and are also available on ANIB's website at www.anib.qld.edu.au

3.2 Students will be informed of outcome of their application for transfer within 10 days of lodging the application.

4. Complaints and appeals

4.1 Where the decision is made to refuse a student or ANIB does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing ANIB Complaints and Appeals process within 20 working days.

4.2 If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

5. Record keeping

5.1 All records of requests for letters of release and the process used to make a decision in relation to the request will be kept on the student’s administration file.