CEO MESSAGE

Dear Student,

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

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

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

I wish you a very warm welcome.

CEO: DR. SANJAY NIJHAWAN
Education Services for Overseas Students (ESOS) framework

ISMT shares the Following information about the ESOS framework, including official Australian Government material or links to this material online.
It is noteworthy that the information is provided by Australian Government [https://internationaleducation.gov.au]

International education: ensuring quality and protecting students

Australia welcomes international students

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

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

Australian laws protect international students

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


Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.
CRICOS is a good place to start when you want to find a course or education institution to study with, and, can be found at http://cricos.education.gov.au.

Using an education agent

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.
If you want to use an education agent, it’s best to pick one used by the institution you want to study at. You can find a list of education agents on the institution’s website.
The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.
In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection’s website at www.border.gov.au/Trav/Visa/Usin.
If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

**Written agreements or contracts between the student and institution**

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

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

**Your rights before you enrol**

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

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

**Paying your tuition fees**

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

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

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements. In Australia there are also very strong protections for students’ fees, which you can learn more about on this fact sheet under the heading: **Protecting your tuition fees.**

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

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under © Lambda Education Pty Ltd Trading as Institute of Science Management and Technology | RTO Code: 45032

CRICOS Provider No: 03764J | International Student Handbook

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Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or $500, whichever is the lowest amount, and must refund you the rest.

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

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

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

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

**During your studies**

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

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

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

**Welfare for students under 18 years of age**

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

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

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don’t have your institution’s approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

Your responsibilities as an international student in Australia

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

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

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection’s website at: www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents, or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

Academic integrity and misconduct
The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments. Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

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

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

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

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

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

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

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don’t apply when a business has an enterprise agreement or other registered agreement that covers the employee’s working conditions. For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit: https://www.fairwork.gov.au/employeeentitlements/protections-at-work/protection-from-discrimination-at-work or https://www.humanrights.gov.au/.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and respons-
sibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you
should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.
au. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays).
Getting help to resolve a workplace issue will not automatically affect your student visa.
You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out
of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa
holders can be found on the Department of Immigration and Border Protection website at: www.border.gov.
au/Trav/Stud/More/Work-conditions-for-Student-visa-holders

Changing education institutions or courses
If you are not satisfied with the course you are doing and wish to transfer to another education institution,
before you make the decision to enrol with another institution you should be aware that there are rules about
what you can or cannot do.
From 1 January 2018, if you are a school student and want to change to another education institution before
finishing the first six months of your first school course, you must seek permission from your original edu-
cation institution to transfer. Six months after you start your first school course, you can change to another
education institution without asking your original education institution for approval.
For all other students, if you haven’t completed six months of your principal course (the main course of study
you are undertaking), Australian legislation says that you can only change education institutions if:
• your original institution can no longer provide the course you enrolled in, or
• your original institution says they will release you, or
• you have a government sponsor and that sponsor writes a letter saying they support your change of
course.

In other words, you will usually need your institution’s permission if you want to transfer before you have
completed six months of your principal course.
Your original institution can only provide a letter of release if:
• you have a letter from another institution saying they have made you an enrolment offer
• where you are under 18, you have the support of your parent or legal guardian, or the institution wishing
to enrol you says they will take responsibility for your welfare.

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

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

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of
your student visa. Further information about the impact of changing courses or education institutions is avail-
able on the Department of Immigration and Border Protection’s website at: http://www.immi.gov.au/Study/
Pages/changing-courses.aspx.
For more details about the legislative requirements around transferring courses, you can visit: https://inter-
national.education.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students/ESOS-Legisla-
tive-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx

Making complaints and getting help
If you have a complaint about your institution, you should talk to them first. Your education institution must
have complaints and appeals processes in place to help students resolve their issues.
If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to
find out whether your institution is a private or government type by searching them and looking at the Institution
If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at: www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen.

Questions?
If you have any questions or concerns that haven’t been answered in this fact sheet, you can submit an enquiry at https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-OverseasStudents-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx.

Find out more and connect on social media
Study in Australia is the official Australian Government website for international students. You can connect with it through:

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

The Fair Work Ombudsman gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: https://www.fairwork.gov.au/
- Facebook: https://www.facebook.com/fairwork.gov.au · Twitter: https://twitter.com/fairwork_gov_au
- YouTube: http://www.youtube.com/user/FairWorkGovAu
- Subscribe to email updates at https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates

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

Why choose Institute of Science Management and Technology?

Institute of Science Management and Technology offers face-to-face classroom training in relaxed surroundings in St Leonards. Our face-to-face training effectively engages International students, facilitating learning. The Campus has classrooms fitted with required aids (e.g., internet, white-board, lap-tops, furniture) to optimise your study engagement. We believe that classroom contact is essential as our trainers / assessors are available on campus to assist you in your journey with Institute of Science Management and Technology. ISMT strives to achieve its vision (i.e., expansion of knowledge) by using available means driven by our deep values. We spend entirety (i.e., developmental milestones, school, higher education, professional life) of our lives, learning – learning can be seen as consistently constant. The statement further reflects our motto – “Learning is consistently constant”.

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

Delivery Location for 2 Qualifications
Address: Level 1, 575 - 597 Pacific Highway, St Leonards, NSW 2065

Floor Plan for Institute of Science Management and Technology

SITE ADDRESS: LEVEL 1, 575 - 597 PACIFIC HIGHWAY, ST LEONARDS, NSW 2065
All qualifications are delivered at this site.

Address: Level 1, 575 - 597 Pacific Highway, St Leonards’ NSW 2065
Australian Qualifications Framework (AQF)

Institute of Science Management and Technology offers AQF Qualifications. The Australian Qualifications Framework (AQF) enables the alignment of qualifications between different Australian education providers (e.g., University, Vocational college) and international education providers. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. Students can refer to the Figure above as it is useful for determining course credits and recognition of your previous experience and study.

Australian Qualification Framework

AQF levels and the AQF levels criteria are an indication of the relative complexity and/or depth of achievement and the autonomy required to demonstrate that achievement. AQF level 1 has the lowest complexity and AQF level 10 has the highest complexity.

The AQF level summaries are statements of the typical achievement of graduates who have been awarded a qualification at a certain level in the AQF.

AQF level 5 criteria [e.g., BSB51918 - Diploma of Leadership and Management]
Australian Education Framework
### Summary
Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning

### Knowledge
Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning

### Skills
Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:

- Analyse information to complete a range of activities
- Provide and transmit solutions to sometimes complex problems
- Transmit information and skills to others

### Application of knowledge and skills
Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters

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**© AQF Policy**

Institute of Science Management and Technology offers AQF Qualifications. The Australian Qualifications Framework (AQF) enables the alignment of qualifications between different Australian education providers (e.g., University, Vocational college) and international education providers. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. Students can refer to the Figure above as it is useful for determining course credits and recognition of your previous experience and study.

**Nationally Recognised Training**

Institute of Science Management and Technology (ISMT) is a Registered Training Organisation (RTO Code, 45032; CRICOS CODE: 03764J) delivering quality education in the field of leadership and management.
Qualifications offered to International students
Institute of Science Management and Technology is in the process of getting the following nationally recognised qualification available to overseas students:

1. BSB42015 - Certificate IV in Leadership and Management (CRICOS Course Code: 0100124
2. BSB51918 Diploma of leadership and management (CRICOS Course Code: 0100125)

Study Pathway - Leadership & Management Pathway

<table>
<thead>
<tr>
<th>Qualification</th>
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<tbody>
<tr>
<td>BSB80215 - Graduate Diploma of Strategic Leadership</td>
</tr>
<tr>
<td>BSB61015 - Advanced Diploma of Leadership and Management</td>
</tr>
<tr>
<td>BSB51918 - Diploma of Leadership and Management</td>
</tr>
<tr>
<td>BSB42015 Certificate IV in Leadership &amp; Management</td>
</tr>
</tbody>
</table>

Team Leader Skills Set

Workplace Supervisor, Literacy and Numeracy Skills Set, Aspiring Supervisor Skill Set, Innovation Leadership Skills Set
INDIVIDUAL COURSE INFORMATION

BSB42015 - Certificate IV in Leadership and Management (CRICOS Course Code: 0100124)

BRIEF QUALIFICATION DESCRIPTION
This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team. They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

Licensing/Regulatory Information
No licensing, legislative or certification requirements apply to this qualification at the time of publication.

ADMISSION REQUIREMENTS
International Students are to meet the following admission requirements.

Age Requirements
All students must be aged 18 years of age or over at the time of applying for admission in the College.

Minimum Academic Requirements
Satisfactory completion of Australian Year 12 equivalent education is required for entry into this course.

Minimum English requirements
- IELTS (Academic): minimum overall band of 5.5 (with no individual band below 5.0)
- Pearson Test of English (Academic): minimum score of 46 (with no band less than 42)
- Cambridge English: Advanced (CAE) score of 47
- Occupational English Test (OET) score of PASS
- TOEFL Internet Based Test (IBT) score of 62

If the student meets Minimum English requirements, language and literacy and numeracy requirements for this course are met.

English exemption
This is generally applicable for onshore international students who have already completed an Australian qualification. If a student has completed an AQF Certificate III level or above qualification (i.e., qualification delivered in English), English requirements are satisfied for the student.

Computer literacy requirements
All learners enrolling in our programs must have basic computer skills. Students who do not possess basic computer skills will be referred to take a basic computer skills course before the enrolment is finalised.

Our course is designed in a manner requiring students to have a working understanding of the following:
- Computer/laptop
- The Internet
- Word processing, spreadsheet and presentation software such as MS Word, MS Excel, MS PowerPoint
- Software to view online videos and images such as Adobe reader, Windows Media Player, Windows Photo Viewer
- Digital video recording device and/or digital camera and associated software to save and upload video and image files. Many mobile phone and smart phones include this technology
- Office equipment and resources such as telephone, photocopier, scanner and printer (e.g., Office equipment is used by students in a simulated environment whereby students will undertake role plays tapping business meetings, conferences, online conference, board room meetings)

Students will be completing a pre-enrolment survey that will allow the College to know about your computer skills in advance.

**Visa Requirements**

International Students must meet the requirements for the Student Visa (i.e., Sub-class 500) and:

- Be of good character with a genuine interest to undertake the qualification.
- Are of sound health
- Must be able to undertake a minimum of 20-hours of classroom training per week.
- Have acceptable health insurance through the Overseas Student Health Cover (OSHC) for self and any family members accompanying student to Australia.
- Demonstrate the capacity to meet basic living costs requirements set by the Australian Government
- Have a genuine intent of studying

**Note:** More information about studying in Australia and student visa requirements can be found at the department of home affairs (www.homeaffairs.gov.au).

**Possible study pathways**

After completing BSB42015 - Certificate IV in Leadership and Management, Institute of Science Management and Technology students may pursue BSB51918 - Diploma of Leadership and Management (i.e., AQF Level 5) within the college, or at another college. The College does not guarantee any placement into any pathway program(s) at another institute as it is entirely a responsibility of the student. Also, the College does not guarantee any migration or employment outcomes after the course is completed.

**Fees / Refunds**

Students will receive the breakdown of the fees charged to you and refunds in the Student Offer Written Student Agreement. Students are to always keep a copy of your Student offer & Written Agreement.

**Qualification Volume of training / Mode of delivery**

This is an intensive program that is delivered through classroom training. The total training hours for this qualification is 1100 hours (20 hours per week) for 50 weeks (excluding 15 weeks holiday periods). Each unit of competency will be delivered in five (5) weeks or as schedule in classroom training (20 hours per week).

The total Volume of training may be adjusted subject to approved course credit(s). However, eCOE will mention any alteration to the program length & fees as a function of Course Credits. It is noteworthy that the eCoE course duration will affect Student Visa Duration.
COURSE STRUCTURE
Total number of units = 12  |  C = Core  |  E = Elective
Units of Competency: 12 units required to complete the qualification

Technique Legend
The evidence gathering techniques used for this qualification and target group are as follows:

<table>
<thead>
<tr>
<th>Written/oral questioning</th>
<th>E Written Report</th>
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<tbody>
<tr>
<td>B Reflective Journal</td>
<td>F Role-play</td>
</tr>
<tr>
<td>Case study/scenario-based questioning</td>
<td>G Presentation and observation</td>
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<tr>
<td>Portfolio of work</td>
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<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>A</th>
<th>B</th>
<th>C</th>
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<th>E</th>
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<tbody>
<tr>
<td>BSBLDR402</td>
<td>Lead effective workplace relationships</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>BSBLDR401</td>
<td>Communicate effectively as a workplace leader</td>
<td></td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>BSBLDR403</td>
<td>Lead team effectiveness</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<td>X</td>
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<tr>
<td>BSBMGT402</td>
<td>Implement operational plan</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
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<tr>
<td>BSBINN301</td>
<td>Promote innovation in a team environment</td>
<td>X</td>
<td></td>
<td>X</td>
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<tr>
<td>BSBFIA412</td>
<td>Report on financial activity</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>BSBWOR404</td>
<td>Develop work priorities</td>
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<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>BSBLED401</td>
<td>Develop teams and individuals</td>
<td>X</td>
<td>X</td>
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<tr>
<td>BSBPMG522</td>
<td>Undertake project work</td>
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<tr>
<td>BSBMGT403</td>
<td>Implement continuous improvement</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BSBLDR511</td>
<td>Develop and use emotional intelligence</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>BSBCUS401</td>
<td>Coordinate implementation of customer service strategies</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
Assessment re-sit costs
Students are entitled for 2 free assessment attempts for each assessment task. If the student is unsuccessful after 2 assessment attempts, they will be required to repeat the unit and pay to finish the course or a unit of competency. Students who have cheated or plagiarised may not be entitled to re-sit assessments.

Career opportunities
Career opportunities for international students will depend on the job context, organisational and business culture and requirements in their home country. Hence, Institute of Science Management and Technology does not provide any assurance that students will always get a job upon returning to their home country. However, this qualification will offer a range of skills that aspiring middle managers or team leaders must have to work in commerce & management sectors.

Award upon completion
Students obtaining a competent result for all 12 unit(s) of competency will achieve the nationally recognised award, BSB42015 - Certificate IV in Leadership and Management (CRICOS Course Code: 0100124). Students completing less than 12 units towards the qualification will receive a Statement of Attainment.
BSB51918 - Diploma of Leadership and Management (CRICOS Course Code: 0100125)

A brief description of the qualification
This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Licensing/Regulatory Information
No licensing, legislative or certification requirements apply to this qualification at the time of publication.

ADMISSION REQUIREMENTS
International Students are to meet the following admission requirements.

Age Requirements
All students must be aged 18 years of age or over at the time of applying for admission in the College.

Minimum Academic Requirements
Satisfactory completion of Australian Year 12 equivalent education is required for entry into this course.

Minimum English requirements
- IELTS (Academic): minimum overall band of 5.5 (with no individual band below 5.0)
- Pearson Test of English (Academic): minimum score of 46 (with no band less than 42)
- Cambridge English: Advanced (CAE) score of 47
- Occupational English Test (OET) score of PASS
- TOEFL Internet Based Test (IBT) score of 62

If the student meets Minimum English requirements, language and literacy and numeracy requirements for this course are met.

English exemption
This is generally applicable for onshore international students who have already completed an Australian qualification. If a student has completed an AQF Certificate III level or above qualification (i.e., qualification delivered in English), English requirements are satisfied for the student.

Computer literacy requirements
All learners enrolling in our programs must have basic computer skills. Students who do not possess basic computer skills will be referred to take a basic computer skills course before the enrolment is finalised.

Our course is designed in a manner requiring students to have a working understanding of the following:
- Computer/laptop
- The Internet
- Word processing, spreadsheet and presentation software such as MS Word, MS Excel, MS PowerPoint
- Software to view online videos and images such as Adobe reader, Windows Media Player, Windows Photo Viewer

© Lambda Education Pty Ltd Trading as Institute of Science Management and Technology | RTO Code: 45032
CRICOS Provider No: 03764J | International Student Handbook
- Digital video recording device and/or digital camera and associated software to save and upload video and image files. Many mobile phone and smart phones include this technology.

- Office equipment and resources such as telephone, photocopier, scanner and printer (e.g., Office equipment is used by students in a simulated environment whereby students will undertake role plays tapping business meetings, conferences, online conference, board room meetings).

Students will be completing a pre-enrolment survey and a brief interview that will allow the College to know about your computer skills in advance.

**Visa Requirements**

International Students must meet the requirements for the Student Visa (i.e., Sub-class 500) and:

- Be of good character with a genuine interest to undertake the qualification.
- Are of sound health
- Must be able to undertake a minimum of 20-hours of classroom training per week.
- Have acceptable health insurance through the Overseas Student Health Cover (OSHC) for self and any family members accompanying student to Australia.
- Demonstrate the capacity to meet basic living costs requirements set by the Australian Government
- Have a genuine intent of studying

*Note:* More information about studying in Australia and student visa requirements can be found at the department of home affairs (www.homeaffairs.gov.au).

**Possible Study pathways**

**Leadership & Management Pathway**

<table>
<thead>
<tr>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB80215 - Graduate Diploma of Strategic Leadership</td>
</tr>
<tr>
<td>BSB80315 - Graduate Certificate in Leadership Diversity</td>
</tr>
<tr>
<td>BSB61015 - Advanced Diploma of Leadership and Management</td>
</tr>
<tr>
<td>BSB51918 - Diploma of Leadership and Management</td>
</tr>
<tr>
<td>BSB42015 Certificate IV in Leadership &amp; Management</td>
</tr>
</tbody>
</table>

**Team Leader Skills Set**

**Workplace Supervisor, Literacy and Numeracy Skills Set, Aspiring Supervisor Skill Set, Innovation Leadership Skills Set**

It is noteworthy that ISMT does not offer all pathway qualifications. Also, the College does not guarantee any placement into any pathway program(s) at another institute as it is entirely a responsibility of the student. Also, the College does not guarantee any migration or employment outcomes after the course is completed.
Fees / Refunds
Students are to read fees / refund information from Marketing Brochure (s) and the breakdown is also provided in the Student Offer Written Student Agreement prior to enrolling (Australian Consumer Protection). Australian Consumer Protection protects the overseas student rights relevant to refunds and replacements. International Students are visit the following weblink for further information: https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students

The College has provided information about its services, refunds, fees, products and obligations as per the Australian Consumer Protection legislation.

Qualification Volume of training / Mode of delivery
This program is delivered through classroom training. The total training hours for this qualification is 1100 hours (20 hours per week) for 50 weeks (excluding 15 weeks holiday periods). Each unit of competency will be delivered in five (5) weeks or as schedule in classroom training (20 hours per week). The total Volume of training may be adjusted subject to approved course credit (s). However, eCOE will mention any alteration to the program length & fees as a function of Course Credits. It is noteworthy that the eCoE course duration will affect Student Visa Duration.

COURSE STRUCTURE
Total number of units = 12  |  C = Core  |  E = Elective
Units of Competency: 12 units required to complete the qualification

Technique Legend
The evidence gathering techniques used for this qualification and target group are as follows:

<table>
<thead>
<tr>
<th>Technique Legend</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written/oral questioning</td>
<td>Reflective Journal</td>
<td>Case study/ scenario-based questioning</td>
<td>Portfolio of work</td>
<td></td>
</tr>
<tr>
<td>E Written Report</td>
<td>F Role-play</td>
<td>G Presentation and observation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Unit/s of Competency (Code) | Unit Name | Assessment Code
--- | --- | ---
BSBLDR511 | Develop and use emotional intelligence | B, C, F, H |
BSBMGT517 | Manage operational plan | C, D, E, F, H |
BSBLDR502 | Lead and Manage effective workplace relationships | C, D, F, G, H |
BSBWOR502 | Lead and Manage team effectiveness | C, D, E, F, H |
BSBMGT516 | Facilitate continuous improvement | B, D, E, G, H |
BSBPMG522 | Undertake project work | A, D, E, G, H |
BSBINN502 | Build and sustain an innovative work environment | E, G, H |
BSBWOR501 | Manage personal work priorities and professional development | B, D, E, H |
BSBFIM501 | Manage budgets and financial plans | E, F, G, H |
BSBRSK501 | Manage risk | C, E, F, H |
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>C, E, F, G, H</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMGT502</td>
<td>Manage people performance</td>
<td></td>
</tr>
<tr>
<td>BSBHRM405</td>
<td>Support the recruitment, selection and induction staff</td>
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Career opportunities for international students will depend on the job context, organisational and business culture and requirements in their home country. Hence, ISMT does not provide any assurance that students will always get a job upon returning to their home country. However, this qualification will offer a range of skills that aspiring middle managers or team leaders must have to work in commerce, leadership & management sectors.

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Students obtaining a competent result for all 12 unit(s) of competency will achieve the nationally recognised award, BSB51918 - Diploma of Leadership and Management (CRICOS Course Code: 0100125). Students completing less than 12 units towards the qualification will receive a Statement of Attainment.

Credit transfer
The Institute recognises qualifications and statements of attainment issued by other Registered Training Organisations. Applicants who have successfully completed any of our unit(s) of competency for the qualification with another Australian RTO can apply for credit transfer. Note: The completed unit of competency CODE and TITLE must match to the competency for which you wish you obtain credit transfer.

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

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the Institute. The CT application form is available on request from the Institute. Further information on the RPL/CT process can be accessed by contacting the Institute. Please note that Credit Transfer applications can only be considered for whole units of competency. The Institute ascertains credit transfers via the pre-enrolment analysis survey prior to your enrolment. CT are free of charge and students eCoE duration will be adjusted.

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

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

The RPL fee listed in the fee schedule section of the Student Offer and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the Institute before commencing an RPL application.
The Institute ascertains RPL via the pre-enrolment analysis survey prior to your enrolment. The student’s eCoE duration will be adjusted as per the RPL given.

**OUR STUDENT SUPPORT**

ISMT has a range of student support services for each phase of your journey with us. The institute’s Staff will support you in all 5 phases of student journey. Our available support examples are provided under each phase of your journey with us. For detailed information, please see our Student Handbook available on the website.

**Phase 1 - Marketing and recruitment**

During the first Phase, we will endeavour to provide you with accurate information about our courses & services in a timely manner. Since this is a crucial stage as students choose their education providers, we are here to answer your questions (via phone, email, in person if onshore). Students will receive our Student Handbook containing important information including, but not limited to policies, procedures and your obligations. After reading Marketing Flyer, Student Handbook is the important document that will inform you about most things you need to know about the College and our services. Collectively, marketing information will allow you to make an informed decision whether this course and our services are suitable to your needs.

**Phase 2 – Enrolment**

Phase 2 involves student’s enrolment experience with ISMT. Before finalising enrolment, the College ensures that potential students meet Admission criteria (English language, literacy & numeracy skills, age, academic & visa requirements, computer literacy). Upon completing enrolment application form, students will complete a pre-enrolment survey and will sit a brief oral interview answering a range of questions. Our enrolment staff will help students in case of any questions relating to pre-enrolment & enrolment phases. Information gathered along with documentary evidence during the Enrolment phase will allow the College to know whether students meet admission requirements for course(s) and services meet your individual needs. This phase is students’ chance to provide information relating to any course(s) completed before, so the College can assess and provide course credits. During this phase, we will support you by providing information about our course(s) & services, classes, assessment, fees, refunds & fees protection, complaints & appeals, deferment, course progress requirements, College obligations towards students and student obligations. Our main aim is that you understand our course structure, requirements and your own obligations and commitments.

**Pre-enrolment Assessment**

Selection for enrolment in both courses will be approved for applicants who meet the qualification admission criteria via Pre-enrolment survey and a brief interview prior to the confirmation of enrolment at Institute of Science Management and Technology. This is to ensure that the student has relevant skills required to undertake and successfully complete the qualification within the time-frame specified on electronic confirmation of enrolment (eCoE).
**Enrolment Steps**

_Since this is a complex stage requiring steps in the right order, the following table will conveniently guide you through enrolment steps:_

<table>
<thead>
<tr>
<th>Enrolment Steps</th>
<th>Fee (s) Payable</th>
<th>Student Task</th>
<th>Purpose</th>
<th>College Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Not Applicable</td>
<td>Student will read <strong>marketing information</strong> from Course Flyer(s) and the college staff. Student will also read <strong>Student Handbook</strong> that contains comprehensive information for students. The College staff will individual email Student Handbook to the potential student during recruitment ensuring that it is read and understood.</td>
<td>The student will assess the marketing materials whether the course, college and country are suitable for the student. This is a critical step and students are advised to discuss marketing information with their superiors, college staff and / or parent/guardians.</td>
<td>The College will provide further information (in addition to student handbook, marketing flyer, if the agent is involved) if required by the student.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td></td>
<td>Student will also fill <strong>Enrolment Form.</strong></td>
<td>College will assess whether all documents are submitted by student as per Enrolment Form Document Checklist.</td>
<td>College will clarify certain points in Enrolment Form or Documents submitted (mistakes, errors by student on Enrolment Form) if further clarity is required.</td>
</tr>
</tbody>
</table>
### Step 3

**Pre-enrolment survey**

**AND**

**Oral Interview (in person, or SKYPE)**

It is a pre-enrolment assessment that will allow the college to know more information about the student (i.e., course credits, English level, student expectations, course suitability to students, students’ prior experience, student support requirements, computer literacy etc.)

The College will assess students’ responses to **Enrolment Form, Pre-enrolment survey and Oral Interview** to ascertain whether: The College and its courses are suitable for students, the student has required prior skills and knowledge to undertake and complete the course within COE timeframe, support needs, English levels, computer literacy, student expectations and obligations.

### Step 4

**No fees are acceptable prior to the student agreeing to the College Offer and conditions by way of signing.**

The College either provides the student the **Student offer & Written Agreement**

*Or*

**Offer Rejection Letter.**

If the student meets all admission requirements, the College will send a formal student offer with written Contract outlining detailed conditions, policies and procedures, fees and refunds. A student will be Entering into a FORMAL Agreement with the College at this stage.

Alternatively, if the Student did not meet the admission requirements the College will send an **Offer Rejection Letter** outlining reasons.

The College will check whether the student has signed Course Acceptance appropriately and every page of the document. College may seek further clarification whether the student understood the conditions.

If the student has been sent a **refusal letter**, the Enrolment Phase is finished here and the student can apply at a later time point if they meet the admission criteria. No fees have been accepted till this point, hence, refunds are not applicable.
<table>
<thead>
<tr>
<th>Step 5</th>
<th>Student pays 1st Fees instalment required for eCoE.</th>
<th>Electronic Confirmation of enrolment (eCOE) is issued and the College asks whether the student needs any more information.</th>
<th>The student receives the eCoE outlining course, fees paid and payable) from college. The student checks information on the eCoE for accuracy.</th>
<th>The College ascertains whether the student has paid and received the eCoE.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 6</td>
<td>Further fees are only payable if the student needs additional service from the college (e.g., airport pick up, accommodation arrangement etc.)</td>
<td>Student Applies for Australian Student Visa</td>
<td>The College responds to the student with fees and invoice if the student has requested additional services (e.g., airport pick up, accommodation arrangement etc.)</td>
<td>The College helps the student in providing any information about studying in Australia.</td>
</tr>
<tr>
<td>Step 7</td>
<td>Refund of prepaid (e.g., 1st Fees instalment) as per the Student Written Agreement is the visa is refused</td>
<td>Student fills the Refund application form</td>
<td>The College responds to the student with refund details as per the written contract.</td>
<td>The College refunds the money as per its refund policy outlined in the Student offer &amp; Course Acceptance Agreement.</td>
</tr>
<tr>
<td>Step 8</td>
<td>Student arrives in Australia and attends the College Orientation</td>
<td>The College takes the Orientation Program. Additional services are provided to the student if the student has requested any.</td>
<td>The College orientation is a great way in getting to know the College staff and facilities and course curriculum and information about buses, time tables, trains etc.</td>
<td></td>
</tr>
</tbody>
</table>

**Phase 3 - Support and progression**

We will support you by providing you with access to sufficient support as identified during the enrolment phase. Our purpose here is to maximise the study outcomes for the student. We will make use of information provided by you to systematically assess whether you need any support. This support for example, may include helping you with English if you have problems understanding Australian English. The College has the provision of free extra classes and students will be informed regularly on how and when to access classes. The institute will support you by promptly responding to your complaints and appeals. Furthermore, we will conduct a comprehensive orientation session informing you about important milestones relevant to Course Progress that you need to know to complete your studies with us.

**Phase 4 - Training and assessment**

Our qualified trainers and assessors will be able to support you throughout your studies by using available means possible as per our Support Policy. The support will include extra classes, extended trainer contact, helping you with appeals, Skype support, email support, answering your questions within classes, providing reasonable adjustments during assessment if the need arises, allowing you 2 free attempts for assessment completions. Students will be able to access
our facilities (i.e., simulated learning, computer lab, extra classes). Our course length is determined so that you absorb the required skills and knowledge. We will endeavour to provide you with valid & well-explained assessment activities reflecting fairness. Learning and assessment time table will be provided to you during the orientation, specifically guiding you to important milestones. Students will be given helpful feedback for their completed assessments, allowing positive outcomes.

**STUDY STRUCTURE & STUDY TIPS**

In Australia, much emphasis is placed upon regular learning over time. As a tip for the student, you must commence research about an assignment and exam fairly early on and not at the last minute. Learning in small sessions will be very effective than learning and preparing for an exam the last day.

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

Our trainers understand the difficulties in getting used to different study methods. Our training staff will be patient in helping you to develop new skills.

In VET education at our College, the student is required to attend 20 hours of classes per week. Classroom activities will involve instruction based on theory and practical. Your trainer will present the lecture on Power-Points. For any classroom session, at a minimum, you must have the following:

- Notebook & pen pencil
- Prescribed Text Book: *Kris Cole: Leadership and Management: Theory and Practice*
- Student Workbook (for the unit in progress)

Additionally, please keep your **Study Structure** with you. The **Study Structure** will give you weekly readings to be done as a preparation for class activities. Study structure for each qualification is provided in the Tables. This is an effective way to keep up to date with course progress. Students are reminded that our courses contain lot of practical / group activities. Your trainer will pair you with fellow students to form a team. You may also select or form your own team.

**A TIP:** More you will practice and learn in groups, the more quickly you will know how to apply knowledge to actual tasks. As per research, Group learning produces significantly better skills than individual learning.

**COURSE MATERIALS**

Students will receive the Following Materials as part of their **Enrolment Pack:**

1. Text Book: Leadership and Management: Theory and Practice; ISBN 9780170403856 (Book is valid for both Courses)
2. USB Stick
3. 12 Student Workbooks for Each Qualification enrolled.

**Material Fees** for each Course that the student pays cover for the Enrolment Pack Expenses.

The College trainer will also give you access to the College lap-tops when the lap-tops are needed for class activity. Students are to treat lap-tops with great care. Students are informed to save their data in the USB provided as the lap-tops will be imaged (delete of Data) after each use. Furthermore, the trainer will also give you handout during the class.

**PRINTING**

Students need to contact the College receptionist for printing. All the printing that is required for your coursework is free of charge. However, payments (40 cents per page black & white, 70 cents per page for Colored printing) will be applicable if you want to print something personal. The College does not do photo printing.
<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>COLE’s TEXT BOOK Mapping</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBBLDR401</td>
<td>Communicate effectively as a workplace leader</td>
<td>6. Building a strong communication foundation&lt;br&gt;7. Strengthening your personal skills&lt;br&gt;15. Providing formal and informal performance feedback</td>
</tr>
<tr>
<td>BSBMGT402</td>
<td>Implement operational plan</td>
<td>9. Understanding leadership&lt;br&gt;17. Developing, managing and monitoring operational plans&lt;br&gt;25. Recruiting and inducting staff&lt;br&gt;27. Encouraging a learning environment and developing employees</td>
</tr>
<tr>
<td>Code</td>
<td>Course Description</td>
<td>Relevant Knowledge</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| BSWCOR404  | Develop work priorities                  | 5. Establishing and managing priorities  
15. Providing formal and informal performance feedback |
| BSBLED401  | Develop teams and individuals             | 27. Encouraging a learning environment and developing employees                      |
| BSBPMG522  | Undertake project work                    | 21. Planning and managing projects                                                   |
| BSBMGT403  | Implement continuous improvement          | 9. Understanding leadership  
13. Building productive work teams  
17. Developing, managing and monitoring operational plans  
19. Satisfying the quality, innovation and continuous improvement imperatives |
| BSBLDR511  | Develop and use emotional intelligence     | 7. Strengthening your personal skills  
8. Building effective working relationships  
9. Understanding leadership  
10. Understanding motivation, engagement and retention  
13. Building productive work teams  
20. Caring for customers  
26. Making the most of diversity |
| BSBCUS401  | Coordinate implementation of customer service strategies | 19. Satisfying the quality, innovation and continuous improvement imperatives  
20. Caring for customers  
21. Planning and managing projects |
<table>
<thead>
<tr>
<th>Unit of Competency</th>
<th>Simulated Scenarios / practical Learning / group discussion / Activity name</th>
<th>Simulated &amp; Practical Learning Activities / Equipment / Policies / Procedures</th>
<th>TEXT BOOK MAPPING TO THE UNIT</th>
</tr>
</thead>
</table>
| BSBLDR511 Develop and use emotional intelligence | - Simulation based on Case-study – **Australian Hardware**  
- Magic carpet  
- Coaching role-plays (PAT)  
- Workplace 360° evaluation  
- online emotional intelligence test  
- **Text Book Case Study** (page 641, *Skills for dealing effectively with complaints*) | - Simulation based Case-study – **Australian Hardware**  
- Student Workbook: Section 1, Section 2, Section  
- relevant legislation, regulations, standards and codes  
- relevant workplace documentation and resources  
- case studies, and where possible, real situations  
- interaction with class students and role plays.  
- Magic carpet  
- Video: ‘What value are emotions in the workplace? With emotional intelligence coach Rachel Green’  
- Survey the organisational climate  
- Coaching role-plays  
- Building teams and promoting success. | **Kris Cole: Leadership and Management: Theory and Practice**  
**MAPPED BOOK CHAPTERS**  
7. Strengthening your personal skills  
8. Building effective working relationships  
9. Understanding leadership 10. Understanding motivation, engagement and retention  
13. Building productive work teams  
20. Caring for customers  
6. Making the most of diversity |
<table>
<thead>
<tr>
<th>BSBMGT517</th>
<th>Manage operational plan</th>
</tr>
</thead>
</table>

- **Simulation – BBQfun**
- **COLE Text Book Activity** [Brainstorming The Planning Process; Page 497]
- Trainer to use Projector, students will use lap tops to access in class: CourseMateExpress online COLE’s activities.

- Documents with BBQFun simulation are e-Commerce strategy, Budget summary, Human resources, Operational plan, & Action plan template. Develop and implement monitoring systems
  - Budgetary and financial performance
  - Monitor productivity
  - Coaching plan
  - Performance manage individuals or teams
  - Present and negotiate recommendations
  - Document performance.
  - Analyse operations
  - Identifying the regulatory environment
  - Balanced scorecards
  - Proposing resources
  - Identify and assess stakeholders
  - Approval process
  - Plan implementation
  - Risk analysis
  - Develop a contingency plan.

Kris Cole: Leadership and Management: Theory and Practice

**MAPPED BOOK CHAPTERS**
- 9. Understanding leadership
- 17. Developing, managing and monitoring operational plans
<table>
<thead>
<tr>
<th>BSBLDR502</th>
<th>Lead and Manage effective workplace relationships</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Simulation - JKL Industries</strong></td>
<td></td>
</tr>
<tr>
<td><strong>COLE Text Book Activity [Brainstorming on Implementing Diversity Policy: 847 – 855]</strong></td>
<td></td>
</tr>
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<td>Trainer to use Projector, students will use lap tops to access in class: CourseMateExpress online COLE’s activities.</td>
<td></td>
</tr>
<tr>
<td><strong>Discussing Diversity Policy from Commonwealth Bank</strong></td>
<td></td>
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</tbody>
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8. Building effective working relationships
9. Understanding leadership
16. Managing underperformance
18. Solving problems and making decisions
26. Making the most of diversity
30. Managing for psychological safety and well-being
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<td>- Feedback sandwich</td>
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<td>- Strategies to ensure individual input into planning</td>
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<td>- Types of problem-solving tools</td>
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<td>- How MYOB resolves difficulties</td>
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<td>- Web-based communication</td>
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<td>- A meeting on meetings</td>
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<td>- Guys, the boss wants me to tell you that …</td>
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<td>- What do the experts say about change communication?</td>
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<td>- Organisational health check</td>
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- 4. The informal organisation
- 8. Building effective working relationships
- 11. Increasing performance and productivity
- 13. Building productive work teams
- 17. Developing, managing and monitoring operational plans
- 18. Solving problems and making decisions
- 21. Planning and managing projects
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<td>• COLE Text Book Activity [Dr. Deming’s 14 key points on Quality management - case study: 567]</td>
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<td>• Trainer to use Projector, students will use lap tops to access in class: CourseMateExpress online COLE’s activities.</td>
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<td>• Develop an action/implementation plan for sustainability</td>
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<td>• Training and development – Six Sigma, DMAIC, TQM</td>
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<td>• Reflect on training, mentoring and coaching</td>
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<td>• Reflect on knowledge management systems.</td>
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<td>• Force field analysis</td>
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<td>• Tools and techniques part 1</td>
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<td>• A guide to control charts</td>
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<td>• Tools and techniques part 2.</td>
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11. Increasing performance and productivity
18. Solving problems and making decisions
19. Satisfying the quality, innovation and continuous improvement imperatives
| BSBPMG522 Undertake project work | • Simulated Business - Max Lionel Realty  
• Project management software - Simulated Example (Bitrix 24)  
• Production Process Sequential Chart  
• Cole’s Text Book Activity [Project Life Cycle – trainer led case study: 651 - 678]  
• Trainer to use Projector, students will use lap tops to access in class: CourseMateExpress online COLE's activities. | • A new product  
• Review scoping document  
• Project initiation document.  
• Ethical planning  
• Workgroup plan  
• How do I make a Gantt chart in Excel?  
• Scheduling work at Callaghan Collision Centre  
• Communication plan  
• Internet research  
• Fishbone diagram  
• Which analysis technique?  
• Review documentation  
• Finding a mentor/buddy for a new team member.  
• Quality, time, cost  
• History of project management  
• Project attitudes  
• Project management structures  
• ISO and PMI  
• WHS legislation  
• Anti-discrimination legislation  
• Collecting Information  
• Project management  
• Organising a BBQ (or other) | Kris Cole: Leadership and Management: Theory and Practice  
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21. Planning and managing projects |
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<td>• Video – management innovation revisited</td>
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<tr>
<td>• Cole’s Text Book Activity [4 Cornerstone of Quality – group discussion: 554]</td>
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<td>• Examples of evaluation matrix</td>
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<td>• Management innovation revisited</td>
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<td>• Leadership skills matrix</td>
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<td>• Survey working conditions</td>
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<td>• What does Google do?</td>
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<td>• Structured innovation time</td>
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<td>• The corporate innovation machine revisited</td>
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<td>• Research in idea generation process</td>
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<td>• Research in idea evaluation process</td>
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<td>• Prepare an evaluation matrix</td>
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<td>• Why rewards don’t work</td>
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<td>• Case study – 3M revisited</td>
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<td>• Virtual tour of the Googleplex</td>
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<td>• Offices that work</td>
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<td>• Consider virtual collaborative workspaces</td>
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17. Developing, managing and monitoring operational plans
19. Satisfying the quality, innovation and continuous improvement imperatives
27. Encouraging a learning environment and developing employees
8. Building effective working relationships
13. Building productive work teams
19. Satisfying the quality, innovation and continuous improvement imperatives
| BSFWOR501 Manage personal work priorities and professional development | - Discussing Professional development plans  
- Model personal development plans  
- Cole’s Text Book Activity [Monitoring Cycle – trainer led class discussion: 121].  
- Trainer to use Projector, students will use lap tops to access in class: CourseMateExpress online COLE’s activities. | - Role models  
- Satisfaction circle  
- Goal statements  
- Resources  
- Resources for work goals  
- Corporate strategy  
- Business plans  
- Policies and procedures  
- Responsibility and accountability  
- Personal SWOT  
- The seven-day weekend  
- The urgent-important matrix  
- The Pareto principle  
- Mentoring & coaching  
- Urgent/important time log  
- Personal reflection  
- Rocks in the bucket  
- Indicators of stress  
- Parkinson’s Law | Kris Cole: Leadership and Management: Theory and Practice  
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5. Establishing and managing priorities  
8. Building effective working relationships  
30. Managing for psychological safety and wellbeing |
| BSBFIM501 Manage budgets and financial plans | - Big Red Bicycle Pty Ltd – Case Study  
- Budgeting and finance policy & templates  
- Financial policies and procedures  
- Contingency Plans  
- Scenarios and example budgets for learning activities & class discussion  
- Cole’s Text Book Activity [The Planning Process – trainer led class discussion: 497]. | - Basic accounting principles  
- Accrual accounting and budgets  
- Planning and control  
- Why fixed?  
- Variable or semi-variable?  
- Name that cost  
- Calculate the costs  
- CVP model  
- Cost accounting models  
- Aged debtors budget  
- What sales?  
- What labour costs?  
- Which budget is which?  
- Cost centres  
- Access to budgets and financial plans  
- Your stakeholders 1  
- Your stakeholders 2  
- Your stakeholders 3  
- Negotiation 1  
- Negotiation 2  
- Risk analysis  
- Contingency planning 1  
- Contingency planning 2  
- Management cycle  
- Budget and finance policy  
- Balanced scorecards  
- Theories of motivation  
- Coaching  
- Mentoring and coaching  
- Resources and systems  
- SUM it | Kris Cole: Leadership and Management: Theory and Practice  
**MAPPED BOOK CHAPTERS**  
17. Developing, managing and motoring operational plans  
21. Planning and managing projects |
| BSBRSK501 Manage risk | - MacVille Pty Ltd – Business plan (excerpt from Simulated Business)  
- Case Study - New Toowoomba store (the existing Hurley’s Café)  
- Cole’s Text Book Activity [Risk management processes – trainer led class discussion: 729 - 740].  
- | PEST analysis  
- List of risks  
- SWOT analysis  
- Goals of risk process  
- Checklist  
- Staff input to risk management  
- Risk consultants  
- Resources  
- Strategic resource  
- Types of risk  
- Electronic risk management tools  
- Risk management principles  
- Risk process scope  
- Examine risk management documentation  
- Stakeholders  
- Communicating with stakeholders  
- Stakeholders in the risk process  
- WHS legislation, standards and codes of conduct  
- Application of National Privacy Principles  
- Contracts  
- ASIC  
- Director’s responsibilities  
- Financial record-keeping | Kris Cole: Leadership and Management: Theory and Practice  
MAPPED BOOK CHAPTERS  
23. Identifying and managing risks |
| BSBMGT502 Manage people performance | - Australian Hardware - Simulated Business  
- Class Discussion of Employee position description  
- Performance scorecard – Kim Smith (as example)  
- Cole’s Text Book Activity [Six Steps to improving performance - trainer led class discussion: page 465]. | - A performance planning checklist  
- Balanced scorecards and performance management.  
- MBWA and Gemba  
- Feedback sandwich  
- Reflect on feedback  
- Plan a coaching session  
- Delivering formal feedback and recording outcomes.  
- Learning and development plans.  
- Seek assistance from internal and external specialists  
- Rewards and recognition  
- Managing underperformance  
- Communities of practise  
- Education options  
- Provide support  
- Counselling/disciplining  
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12. Assigning work and delegating duties  
15. Providing formal and informal performance feedback  
16. Managing underperformance  
17. Developing, managing and monitoring operational plans  
23. Identifying and managing risks  
27. Encouraging a learning environment and developing employees |
<table>
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<tr>
<th>BSBHRM405 Support the recruitment, selection and induction staff</th>
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<tbody>
<tr>
<td>- Simulated Business name: CoffeeVille Pty Ltd</td>
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<td>- Resume discussion</td>
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<tr>
<td>- Employment contract template</td>
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<tr>
<td>- Induction plan template</td>
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<tr>
<td>- Cole’s Text Book Activity [Position analysis, selection tests, legal requirements – trainer led class discussion: page 803 - 821].</td>
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</table>

| - Screening process |
| - Contact applicants to advise of interview times |
| - Open the interview |
| - Prepare an appropriate environment |
| - Assess candidate performance |
| - Conduct reference checks |
| - Maintain information security |
| - Advise successful candidates by telephone |
| - Advise unsuccessful candidates by telephone |
| - 10 National Employment Standards (NES) |
| - The letter of offer and contract of employment |
| - Workplace agreements |
| - Notify key personnel |
| - The importance of a successful induction program |
| - Develop an induction plan |

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**MAPPED BOOK CHAPTERS**
25. Recruiting and inducting employees
Library access
Institute of Science Management and Technology makes all the necessary study resources available to students with the enrolment pack.
However, if students want to supplement their learning with more books and materials, and study other areas of academia just for fun (e.g., history, art, music etc.), nearby and city-based libraries can be visited.

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

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

**TAFE NSW St Leonard’s Library**
Library
Building Q, Ground floor/213 Pacific Hwy · (02) 9942 0918
Opens 8:30AM Monday

**Theosophical Society**
Library
8/599 Pacific Hwy · (02) 9267 6955
Opens 12PM Saturday

**Greenwich Library**
Public Library
48 Greenwich Rd · (02) 9436 2776
Closed · Opens 9AM Saturday

**Lane Cove Library and Information Centre**
Libraries - Lane Cove, NSW 2066
Library Walk, Lane Cove NSW 2066

**Stanton Library**
Libraries - North Sydney, NSW 2060
234 Miller St, North Sydney NSW 2060

**Ultimo Library**
Public Library
1/40 William Henry St
(02) 9298 3110

**Haymarket Library**
744 George St
(02) 8019 6477

**Library Express**
Public Library
456 Kent St
(02) 9242 8555

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

Making the fees payments during installments

All students will receive a payment invoice 2 weeks before the instalment is due. Students will also receive a friendly text reminder a week before the due date.

You may transfer the funds electronically to the ISMT bank account (Bank name: COMMONWEALTH BANK; Lambda Education Pty Ltd, BSB: 062 198; Account: 10885337) for the instalment amount.

Alternatively, you may send the Bank Cheque made to ‘Lambda Education Pty Ltd’. Onshore international students may also pay cash at ISMT’s reception.

No Fees changes after the finalisation of Written Agreement

Once the student and Institute of Science Management and Technology sign the written agreement (i.e., Student offer & STUDENT OFFER & WRITTEN AGREEMENT), fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then, any fee changes will be applicable for the extended component of the course.

REFUND POLICY

HOW TO LODGE REFUNDS

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

Tuition fees: Fees paid by the student to the CRICOS RTO for the training and assessment services provided by the RTO. The Tuition fees do not include any other fees, e.g., materials fees, OSHC, application fees, airport pick up fees etc.

Materials fees: Fees paid by the student to the RTO for course related materials, e.g., materials supplied for student learning.

Enrolment Application fees: Fees paid by the student to the RTO for the costs of processing a student enrolment application and time that ISMT has spent in assessing students for enrolment.

Bank Charges: Any refunded amount attracting bank charges and currency exchange fees will be applied at the rate charged to the Institute.

How to lodge refunds

Refund applications must be made in writing to the Institute by way of filling out the refund application form available at ISMT website. The student refund application form must be used as the written application for the refund. Alternatively, the institute can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within 2-weeks of receiving the refund application form appropriately filled. Students are to include statements explaining 1) how the refund was calculated and 2) reasons for the refund.

Student course withdrawal

If the student wants to withdraw from the course after some fees have been paid, refunds will be made in accordance with the refund policy outlined here.

- If a course withdrawal is notified in writing and received by ISMT on the commencement date or after the course commences, the refund for the current unit of competency will not be provided as ISMT has already reserved its seat for the student. All future pre-paid fees will be refunded after deducting the fees for the current unit ($625) and the enrolment application fees ($250).
- The refund of the pre-paid tuition fee for the future unit (s) of competency (where the student has notified before the commencement date of the Unit (s) of competency) after deducting the Enrolment Application fees, will be made available.

Refunds will be calculated as follows:

- A tuition fee per unit of competency is $625

Student’s Default

Student default is a set of circumstances whereby the student is in breach of this written agreement. All students are required to provide reasons relating to the course fees refunds. A space is allocated in the refund application form for students to provide reasons for refunds. Provided reasons will be assessed to make refund judgements relevant to specific situations. The rationale here is that the future pre-paid fee minus enrolment application fees and fees for current unit will be refunded.

Qualification not being delivered

In the unlikely event that the Institute is unable to deliver your full course, you will be offered a full refund of all the prepaid course fees, application fees and materials fees.

The refund will be paid to you within 2 weeks of the day on which the course offer is ceased. In the case of the provider’s default there is no requirement for a student to lodge a refund application form as the Institute will initiate processing refunds.

Return of course material

The students who will return the course material in the unused / original condition will receive a full refund of the material fees. This applies to all refunds where the student is returning course materials.
Australian Consumer Law

Institute of Science Management and Technology ensures consumer protection to protect the rights of Australians, including international students. Information provided via Marketing, pre-enrolment, student offer and written agreements ensures that you are protected.

Refunds after Visa Refusal

Where a prospective student gets a refusal of their initial student visa by the Australian Government issuing authority, all the prepaid course fees and materials fees (if materials are returned in original form) will be fully refunded. However, the Enrolment application fees will remain non-refundable. To receive the refund, students are required to provide authenticated evidence of the student visa refusal to the Institute. Students MUST attach this evidence to the refund application. Refund application is available from the Institute’s website or can be sent to student by post or email. The refund application must be used to apply for all refunds and must be addressed to the CEO of the Institute, Dr Sanjay Nijhawan.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

FREE SERVICES

Students are entitled at no additional cost: to a formal Statement of Attainment, AQF Certification, a letter of release, changes to enrolment, deferment, suspension and cancellation application.

CHANGE OF ADDRESS

Students must notify the Institute of changes of address, telephone number, email address and other applicable changes within 7 days of the change. For example, change of address is required by visa condition. Failure to do this may mean you may not receive important information which may affect your course enrolment or the visa.

REFUSAL OF SERVICES

- On completion of the course, ISMT may refuse to issue AQF Certification to students who are in breach of any part of this agreement (e.g., non-payment of fees, cheating, other matters).
- Letters of release will not be issued to students who are in breach of any part of fees payment and refund agreement.
- Certain services could be removed from students under some disciplinary action by the Institute.

Completion with In the Expected Duration of Study Policy and Procedure

Institute of Science Management and Technology

Completion within the Expected Duration of Study Policy and Procedure

SCOPE

This policy applies to all Institute of Science Management and Technology international vocational education and training (VET) students and Institute of Science Management and Technology staff who deal with all matters concerning VET. The purpose of this policy is to ensure that the College monitors the workload of students to ensure they complete their course within the duration specified on their electronic Confirmation of
Enrolment (eCoE) and do not exceed the allowable portion of online or distance learning. This policy is to be closely implemented with Academic Progress Policy (Standard, 10).
PRIVACY POLICY

The purpose of the Privacy information is to inform you that in certain circumstances, Institute of Science Management and Technology will share your personal information with various agencies. This is to ensure that you know and agree with this condition before enrolling with us.

In some circumstances students’ personal information may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.

Information is collected on this form and during my enrolment by Institute of Science Management and Technology to meet the institute’s obligations under the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018. The information collected about the overseas student on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. The following are some of the common set of common circumstances in which personal information about the student may be disclosed by the registered provider, to the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988:

- While issuing your eCoE and / or making changes to the existing eCoe via PRISMS.
- Sharing information about the overseas student’s deferment, suspension or cancellation with PRISMS.
- Providing your personal information to ASQA and other government bodies if Institute of Science Management and Technology is in default and is unable to provide you with agreed services. In that case, TPS will also be provided your information.
- Notifying PRISMS if you decide to change the provider and ISMT provides with the letter of release.
- Notifying PRISMS and government bodies about student default (i.e., unsatisfactory course progress, non-payment of fees, cancellation of your enrolment due to disciplinary action by ISMT, or any student visa violation).
- Institute of Science Management and Technology will share your information from time to time with government agencies for research and statistical purposes.
- Institute of Science Management and Technology will share specific information regarding your welfare agencies such as police and your country’s high commission, e.g., if there is an incident involving your safety, accident and we are unable to locate or find you.
- Institute of Science Management and Technology is obliged to share your personal information with agencies such as police and high commission, if there are serious concerns involving the overseas student.
- Institute of Science Management and Technology will share your information with external mediation services in circumstances where you have applied for external appeals, or if you have reviewed any decision in Australian court system against ISMT.
- Institute of Science Management and Technology is obliged to share your personal information to immigration department if they request specific information about your academic progress / and or attendance or other issue.

Provider default Obligations & Tuition Protection Service (TPS)

In the event, if Institute of Science Management and Technology cannot deliver the agreed course due to several reasons, students will have access to the following options:

© Lambda Education Pty Ltd Trading as Institute of Science Management and Technology | RTO Code: 45032
CRICOS Provider No: 03764J | International Student Handbook
• Institute of Science Management and Technology will refer you to an alternative course within ISMT only if you agree to it.

• Institute of Science Management and Technology will refund your prepaid fees and will refer you to an alternative education provider. However, it will be the responsibility of the student to meet their admission criteria and initiate enrolment.

• Institute of Science Management and Technology will refund your prepaid fees and provide you with a letter of release and advise you to contact Australian Government regarding Tuition Protection Service (TPS).

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

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

• complete their studies in another course or with another education provider or

• receive a refund of their unspent tuition fees.

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

DATA RECORDS POLICY
Institute of Science Management and Technology will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. Student can request at any time point within 2-years a copy of any record we keep. If the Institute ceases its operations, the student records will be handed over to Australian Government agencies such as ASQA. However, due care will be taken to protect your privacy at all times.

STUDENT TRANSFER POLICY & PROCEDURE
DEFINITIONS

Principal course
The principal course is usually the final course of the study to be undertaken. For example, if a student is studying ELICOS followed by a Diploma program, the Diploma program will be the principal course. If a student is requesting a transfer before completing 6 months of the principal course of study, the administration staff is to provide a copy of the transfer procedure and the application form to the student.
**Student default**
The student not meeting their obligations as per the signed written agreement between the student and ISMT. For example, student not paying fees, not meeting course progress requirements and not accessing the available RTO support, student misbehavior, disruptive class behavior, cancelled and suspended eCoe.

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

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

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

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

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

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

**PROCEDURE TO TRANSFER**

**How to apply for admission at ISMT if you are transferring from another CRICOS education provider?**
Steps here only cover your requirements relevant to the release letter. Hence, it is assumed that you meet Course Admission criteria and conditions specified on your student offer and written agreement.

**Step 1**
Students are to complete the **ISMT Enrolment Form** and provide a letter of release from previous provider along with other required documentation.

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

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

**Step 2**

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

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

**Request to Transfer Steps to another CRICOS Provider**

Students who are willing to transfer from our college to another CRICOS education provider before completing 6 months of principal course, are required to make a written application for the release letter by filling out Release Letter Application form. The Form will be made available to you during Orientation and upon request if and when you decide to apply. Students are to submit evidence as per the Form. Application is to be submitted via supporting documentation (i.e., Letter of offer from another provider, supporting documentation towards other reasons for transfer). ISMT will acknowledge your request in writing via email only.

**Time frame for all decisions**

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

**In what circumstances, ISMT will release a student?**

- If we assess that the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider’s intervention strategy to assist the overseas student in accordance with (Overseas student visa requirements), ISMT will provide the release letter.
- If ISMT has made the assessment that there is evidence of compassionate or compelling circumstances.
- If ISMT has assessed that there is evidence that the overseas student’s reasonable expectations about their current course are not being met.
- If ISMT has assessed that the registered provider fails to deliver the course as outlined in the written agreement.
- If ISMT has assessed that there is evidence that the overseas student enrolled in the wrong course due to improper marketing information and the course does not meet study objectives.
- We have assessed that an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- The Student provides a valid Enrolment offer from another CRICOS Provider and meet documentary criteria.

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

**What ground, the student release may be refused?**

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

- When the student has not paid due fees to the RTO and wants to transfer to avoid fees payment.
- The student has not completed 6 months in the principal course and transfer is not in the best interest of the student.
- The student does not provide a valid letter of offer from another institute.
- The student is very close to finishing a study period, hence, completing the study period is in the best interest of the student.
• The student provides misleading and non-truthful information in support of their transfer request application.
• If the transfer may jeopardize the student’s progression through a package of courses.
• If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
• If the student enrolment is already cancelled due to other reasons (i.e., non-payment of fees, course progress) and the student is no longer an accepted student of ISMT.

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

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

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

DEFERRING SUSPENDING CANCELLING POLICY & PROCESS

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

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

DEFINITIONS

Deferral / deferment: to delay the commencement of the course
Suspension: to temporarily put a hold on studies
Cancellation: to cease enrolment permanently
Students must apply in writing by completing the appropriate form (available from Student Services or from our website.

eCoE: Electronic confirmation of Enrolment

PRISMS: Provider Registration and International Student Management System

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

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

1) Not showing up on classes for consecutive 3-weeks without notifying (deferring, suspending or cancelling) one’s enrolment (class participation).

2) In addition to the point 1, student has not attempted to contact college or respond to ISMT commun-
cation at all.

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

**Deferring the commencement of Studies requested by Overseas Student**

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

**What are Compassionate or compelling circumstances?**

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

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

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

**Process for Deferment application**

Deferral or deferment means to delay the commencement of course.

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

All applications for deferment will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application. Students are notified that Deferment decision will be recorded on PRISMS and the student file. ISMT will report the change to the overseas student’s enrolment under **section 19 of the ESOS Act**. If the student application is granted, ISMT informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.

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

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

**Temporary suspension of studies requested by the overseas student**

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CRICOS Provider No: 03764J | International Student Handbook 53
It is important to note the meaning of the terms for this context – suspension of enrolment is not necessarily due to student’s breach / misbehaviour – suspension of enrolment in the following case is initiated by the student.

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

- Illness, where a medical certificate states that the student is unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel.
- A traumatic experience which has impacted on the student affecting student’s ability to attend classes and maintain course progress (these cases should be, where possible, supported by police or psychologists’ report).
- The student may request a suspension of enrolment due to unavailability of units, as this could be considered a compelling reason for suspending enrolment.

**Process for Suspending current studies**

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

Students must request a temporary suspension of the course on or after the course commencement date in writing and by filling out the Form. All supporting documents are to be submitted along with reasons for the application.

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

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

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

Students who receive a negative decision on the suspension application are informed of their right to appeal through ISMT’s internal complaints and appeals process within 20 working days. The appeal will be addressed in accordance with ISMT’s Complaints and appeals policy and process. The suspension of the overseas student’s enrolment cannot take effect until the internal appeals process is completed.

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

**Cancellation requested by the Student**

Cancellation of studies means to cease enrolment permanently. The student can notify cessation of studies by
completing the **Student Deferment, suspension and cancellation form** which is available on ISMT website. The student needs to submit supporting evidence with the application. The student may request the cancellation under the following circumstances but not limited to:

- If the Student wishes to return to their home country for good and can produce substantial supporting evidence.

- If the Student has gone overseas and retrospectively notifies ISMT that the student is not returning to Australia for studies due to certain compelling and compassionate circumstances. Generally, Institute of Science Management and Technology will not authorise and report a deferment or suspension retrospectively unless there are compelling circumstances where the student is not able to return.

- If the student has changed their student visa to a different kind of visa can produce substantial supporting evidence.

- If the student visa is cancelled by immigration due to decisions outside and beyond ISMT.

- Due to another scenario where by the student wishes to cease their current and future enrolments permanently can produce substantial supporting evidence.

- The student may decide to change the provider after completing **6-months** of their principal course. ISMT will assess the student cancellation by following its **Students Transfer Policy**. The student needs to complete request for a **release letter** along with study cancellation.

- All applications for cancellation will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application.

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

**Deferments, Suspensions or Cancellations initiated by ISMT**

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

- Institute of Science Management and Technology may temporarily suspend or permanently cancel a student’s enrolment if it deems the student’s behaviour to be unacceptable as per its accepted Code. The Student Code of Conduct/Behaviour/Rules are provided to students in the International Student Prospectus and/or during orientation.

- the student’s failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the course contract and written agreement between ISMT and the student.

- a breach of course progress or attendance requirements by the overseas student. In this case, overseas student visa requirements are breached by the student. The Student is not considered a genuine/bona fide student, if they do not attend class or progress in their course as further defined below.

- Should a student not permanently return to Australia after a period of suspension, Institute of Science Management and Technology will cancel the student’s enrolment as per the evidence available.

Students who have their enrolment suspended / cancelled by ISMT are subject to the rules of the refund policy regarding any refund of fees.
If and when Institute of Science Management and Technology initiates a suspension or cancellation of the overseas student’s enrolment, before imposing a suspension or cancellation, ISMT:

- informs the overseas student of the need to seek advice from immigration on the potential impact on his or her student visa.
- reports the change to the overseas student’s enrolment under section 19 of the ESOS Act.
- informs the overseas student of that intention and the reasons for doing so, in writing.
- advises the overseas student of their right to appeal within 20 working days through the provider’s internal complaints and appeals process and in accordance with ISMT’s Policy and procedure for Complaints and appeals. However, if Institute of Science Management and Technology has substantial evidence-based reasons regarding the welfare of the student or those with whom the student may come into contact, ISMT will cancel the student’s enrolment prior to completion of any appeals process. The concerning cases are not limited to but may include the following reasons:
  - the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters, or
  - the student’s actual or threatened behaviour poses a serious threat to ISMT staff / students / or the individual itself, or
  - The student has medical or psychological problems that may affect well-being of fellow students and / or ISMT staff, or

In these cases, police and regulator will be consulted by ISMT.

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

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

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

If a student’s eCoE (enrolment) is cancelled by Institute of Science Management and Technology, students must contact DEPARTMENT OF HOME AFFAIRS within 28 days to inform DEPARTMENT OF HOME AFFAIRS of their plans (to find another course, return home or access an external appeal process) and take all relevant paperwork (for example, new CoE) to DEPARTMENT OF HOME AFFAIRS. DEPARTMENT OF HOME AFFAIRS will advise students further as the student is no longer enrolled with ISMT. Website link for students: https://www.homeaffairs.gov.au/help-and-support/contact-us
SECTION 1 – ACADEMIC COURSE PROGRESS POLICY & PROCEDURE

POLICY SCOPE
This policy only applies to Course Progress requirements of all Institute of Science Management and Technology’s overseas students. The policy applies to the two (2) qualifications:
1) BSB51918 – Diploma of Leadership and Management
2) BSB42015 - Certificate IV in Leadership and Management.

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

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

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

Section 3 contains information on ISMT Intervention Policy and processes and available support. The section 3 is activated once the student is clearly identified at a risk of not achieving course progress. This is pro-active measure not designed to punish the student, but to help in advance with various support strategies and student-college collaborations.

POLICY CONTEXT
Australian government ensures that the international student enjoys quality education within a safe and rewarding environment. International student visa allows the student to study while enjoying many rights. These rights are not limited to, but include:
- access to local consumer protection, appropriate facilities, complaints and appeals, academic support intervention and other ongoing student support in all PHASE of student journey.
- receiving accurate information about ISMT course, tuition fees, refunds and appropriate college policies and processes for complaints and appeals, deferment, suspension, cancellation of enrolment prior to enrolment, student support and course progress.

While Australian government has ensured that the student receives quality education, the National Code 2018 places certain requirements and obligations on international students. Therefore, as per National Code 2018 it is the responsibility of ISMT to clearly inform all incoming and current students about student visa requirements tapping academic course progress and where applicable, course attendance. ISMT is obliged to inform and report student violations to Australian Government.

DEFINITIONS

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

Monitoring Course Attendance
Monitoring refers to an active checking of the student’s attendance for the course as per ISMT’s training and assessment strategies.
Recording
Recording means that there will be a documented record of the student’s academic results and where applicable attendance, of the unit of competency.

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

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

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

Intervention Strategy Steps
Intervention strategy entails 3 important steps: 1) ISMT will identify the student of not meeting course progress from the results of assessment tasks, 2) the student will be notified that ISMT has initiated an intervention strategy so then student can report to ISMT with reasons of not meeting course progress, 3) finally, the intervention strategy is used to assist the student in catching up with the course progress using available means as per the Intervention Policy & Procedure.

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

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

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

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

eCoE example for course start and end dates:
Hypothetical Student Name: Sam Djong, Male
Course Start date: 6 May 2019
Course End date: 3 August 2020
Holiday period included: 5 weeks
Question 1. Will ISMT monitor overseas student’s course progress or class attendance? 
ISMT monitors overseas students’ course progress and attendance for each course in which the overseas student is enrolled. However, only Course progress will be used for reporting breaches in PRISMS. Course attendance is monitored to determine the student’s class participation and support needs.

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

Question 3. What are Overseas student visa requirements? 
Overseas students are to ensure all the time in their study progress that students are in a position to complete the course within the expected duration specified on the overseas student’s eCoE. For example, failing any unit of competency simply implies that the student will not be able to complete the course within specified time frame.

Question 4. What are the obligations of ISMT relevant to Overseas student visa requirements? 
National Code 2018 imposes the following obligations on ISMT.
• ISMT must monitor overseas students’ course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
• ISMT must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE.
• ISMT must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student’s assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
• ISMT must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Question 5. What are the Visa requirements relevant for the course progress? 
All students must complete the enrolled course within the approved duration in eCOE (electronic confirmation of enrolment). According to this hypothetical example, Sam Djong must start and finish the course as per the COE dates. This is the Student Visa requirement relevant to Course Progress.

Question 6. How course duration relates to the student’s visa requirement? 
Students get visa as per the course duration mentioned in the eCoE. Hence, National Code 2018 demands that ISMT to monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE.

Question 7. How ISMT ensures that the student completes the course within time frame specified on eCoE? 
ISMT provides students with information during pre-enrolment and orientation PHASEs about requirements of satisfactory course progress. Then, ISMT systematically monitor overseas student’s assessment tasks, partici-
pation in tuition activities and results of academic progress as per what is expected. ISMT identifies when the student needs additional support if the student does not make regular progress. ISMT makes support available so that the student catches up and completes within eCoE duration.

**Question 8. How ISMT knows that the Student is at a risk of not meeting course progress requirements?**
ISMT implements documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress. ISMT systematically makes results for every 5-week period for the student. If the student falls behind in 5 weeks period, ISMT invites the student for a chat and offers academic support. Types of support available is discussed within Intervention Policy (Intervention Policy is applicable and discussed in Section 3).

**Question 9. Using the example of Sam Djong, how many unit(s) of competency are completed within 5-week time frame?**
As per the Course structure, Sam Djong must finish one (1) unit of competency in 5 weeks.

**Question 10. When will the student be assessed in breach of course progress? For example, when will ISMT report Sam Djong to Australian government in breach of course progress?**
ISMT follows specific reporting criteria as per the Course that Sam Djong is enrolled in. The following breach needs to be met before ISMT can report Sam Djong:

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

**Question 11. Will ISMT provide any prior written warning with their intention to report Sam Djong?**
Yes, ISMT will notify the overseas student that ISMT intends to report the overseas student for unsatisfactory course progress along with the reasons for the intention to report. The intention to report correspondence will also advise the overseas student of their right to access ISMT’s complaints and appeals process within 20 working days.

**Question 12. What if the student is successful in the appeal processes?**
If the student wins the appeal, ISMT will not report the student and take reasonable efforts in reassessing students fairly.

**Question 13. What constitutes the Course Progress Student Breach or Default per each Course?**

**DETAILED INFORMATION ABOUT COURSE PROGRESS BREACH FOR EACH COURSE**

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

**BSB51918 - Diploma of Leadership and Management**

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

**BSB42015 - Certificate IV in Leadership and Management**

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

**How long is a Study Period for each Qualification?**

**BSB51918 - Diploma of Leadership and Management**

**PHASE**

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

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

**STUDY PERIOD**

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

**BSB42015 - Certificate IV in Leadership and Management**

**PHASE**

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

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

**STUDY PERIOD**

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

**COURSE PROGRESS BREACH**

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

**PROCESSES FOR RECORDING AND ASSESSING COURSE PROGRESS**

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

**SECTION 2 - DIAGRAMMATICAL DEPICTION OF COURSE PROGRESS MONITORING PROCESS**

ISMT has captured the whole procedure on monitoring the overseas student’s Course progress. The aim is to clearly inform how we identify and assist students proactively for those who are at a risk of not progressing as required. Below Table contains the diagrammatic description of process to make international students’ obligations very clear. The figure is also given in the **student Orientation** and Student Offer & Written Contract slides.
A flow chart describing step-by-step guide procedure on monitoring, recording and assessing course progress and reporting breaches after allowing intervention.

<table>
<thead>
<tr>
<th>College Staff Responsibility</th>
<th>Course Progress across 2-consecutive study period</th>
<th>Student Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Staff has access to Academic course progress policy &amp; procedure, intervention Policy and reporting processes and various templates/ documents to be used.</td>
<td>Systematic Monitoring Progress for Two Consecutive Study Periods</td>
<td>Student receives course progress policy and processes and Intervention policy and processes with Student Offer Written Contract and during orientation.</td>
</tr>
</tbody>
</table>

**Assessor** records results using unit result sheet and reports results in student file at the end of **5-week period**. After seeing the student result, the CEO identifies if the student is at risk and sends written correspondence via email and post inviting the student to access RTO intervention and support.

**PHASE 1**
Completion of 1st unit of competency (5-weeks)

If the overseas student fails the 1st unit, student receives correspondence to access College intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within **20 working days** to challenge the results, and if the outcome is in favour of the student’s favour, he / she will be removed from being at RISK category.

**Assessor** records results using unit result sheet and reports results in student file at the end of **10-week period**. This PHASE is completion of first study period. The CEO identifies if the student is at risk and sends written correspondence via email and post inviting the student to access RTO intervention.

**PHASE 2**
Completion of 2nd unit of competency (end of 10-weeks). This is **first Study Period**.

If student fails the 2nd unit, student receives correspondence to access RTO intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within 20 working days to challenge the result, and if the outcome is in favour of the student’s favour, he / she will be removed from being at RISK category.

**Assessor** records results using unit result sheet and reports results in student file at the end of **15-week period**. The CEO identifies if the student at risk and sends written correspondence via email or post inviting the student to access RTO intervention.

**PHASE 3**
Completion of 3rd unit of competency (mid-point of 2nd study period, 15-weeks)

If student fails the 3rd unit, student receives correspondence to access RTO intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within 20 working days challenging the result and processes, and if the outcome is in favour of the student’s favour, he / she will be removed from being at RISK category.
### Assessor records results **using unit result sheet** and reports results in student file at the end of **20-week period**. The CEO identifies if the student at risk and sends written correspondence via email and post inviting the student to access RTO intervention. This PHASE is completion of **2nd study period**.

<table>
<thead>
<tr>
<th>PHASE 4</th>
<th>If student fails the 4th unit, student receives correspondence to access ISMT intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within 20 working days and if the outcome is in favour of the student’s favour, he / she will be removed from being at RISK category.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completion of 4th unit of competency (end of 2nd consecutive study period, 20-weeks)</td>
<td>Two consecutive study periods have been concluded.</td>
</tr>
<tr>
<td>ISMT CEO assesses the student in <strong>BREACH</strong> of course progress requirements and sends <strong>registered post letter</strong> and <strong>email notice</strong> with reasons for the intention to report. The intention to report correspondence will also advise the overseas student of their right to access ISMT complaints and appeals process within <strong>20 working days</strong>.</td>
<td></td>
</tr>
<tr>
<td>Student receives a Notice of intention to report that invites the student to access RTO intervention, complaint and appeals within <strong>20 working days</strong>. If student responds and ISMT assesses the student’s circumstances to be either <strong>compassionate</strong> or <strong>compelling</strong> as per <strong>demonstrable evidence</strong>, ISMT implements its intervention and make changes to the eCoE and student enrolment. Students <strong>MUST</strong> report to <strong>Immigration department</strong> as the Course end dates changes may affect student visa duration.</td>
<td></td>
</tr>
</tbody>
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© Lambda Education Pty Ltd Trading as Institute of Science Management and Technology | RTO Code: 45032
CRICOS Provider No: 03764J | International Student Handbook
<table>
<thead>
<tr>
<th>The CEO reports the student by using PRISMS. The Campus Manager sends PRISMS reported activity via <strong>registered post and email</strong> to the student and sends scanned copy of the notice via email.</th>
<th>Student is reported via PRISMS if the following criteria is satisfied: I. Student does not achieve satisfactory course progress (i.e., failing 2 or more units out of 4 units) in <strong>two consecutive study periods</strong>, and II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or III. the overseas student has chosen not to access ISMT internal complaints and appeals process within the 20-working day period, or IV. the overseas student has chosen not to access the external complaints and appeals process, or V. the overseas student withdraws from the internal or external appeals processes by notifying INSTITUTE OF SCIENCE MANAGEMENT AND TECHNOLOGY in writing.</th>
<th>Student receives PRISMS activity via a registered post that explains the student of implications and contacting immigration asap.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The CEO sends the student with Cancellation of eCOE notice along with immigration obligations of the student and PRISMS notice.</td>
<td>Student is no longer the accepted student with ISMT at this stage.</td>
<td>Student is no longer an accepted student of ISMT as the student eCoE is no longer active.</td>
</tr>
</tbody>
</table>

*Note: This is a general overview as the whole process is captured in considerable details in our Policies and Procedures on Academic Course Progress and Intervention.*
SECTION 3 - INTERVENTION POLICY & PROCEDURE

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

For coursework students, at a minimum the intervention strategy will be activated where the student has failed at least 1 unit of competency in a study period. See Table 2 for PHASE and study periods and unit duration.

POLICY SCOPE
This Policy only applies to International Students and ISMT staff identified in the Policy.

Since the Intervention is very important, the following questions and answers are provided so that the Student understands in simple language what intervention is and when it is activated and how it helps the student.

The intervention may have possible implications on study duration, course completion and student visa.

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

Question 1: What is the meaning of “intervention Strategy”?
Dictionary Meaning of Intervention: to take part in something to prevent or alter a result or course of events.

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

Question 2: How will the student will know that ISMT is implementing its Intervention strategy?
ISMT systematically makes results for every unit of competency at the end of the 5 weeks. If the student fails the unit, ISMT invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. So, the student will receive written correspondence.

Question 3: What should the student immediately do after receiving an intervention-related correspondence?
First, the Student must not feel anxious after receiving the letter. The student should immediately get in touch with ISMT Officer listed on the Intervention letter. The student can ring the officer or come for a friendly chat at ISMT campus.

Question 4: Once the identified student responds to ISMT, how ISMT will help the student in catching up with the study?
First, ISMT will conduct a diagnosis as to what factors lead to the student’s poor course progress. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc.

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

Question 5: What help is available to students as per ISMT Intervention Policy & procedure?
Once, the student explains the reasons for falling behind in the course; ISMT will help students using the following means:
• ISMT can provide additional trainer/assessor contact
• ISMT can offer extra classes to the identified student(s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting individualised help
from our trainers and assessors and other support staff.

- ISMT trainers can provide extra off-campus support via phone, Skype and email whenever students feel stuck during a task. This will allow you to gain immediate help so that you can move on in your assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his / her independent task completion.
- ISMT can make a study group for the student. This is a great way to study while collaborating as the group.
- ISMT assessors can make reasonable adjustments during assessment processes. Our adjustments are mentioned in our student handbook. For example, giving extra time to identified students to complete a test, presenting assessments using alternative modality (e.g., presenting verbal material visually, reading out assessment orally etc.).
- ISMT can alter your course length by adjusting study load on eCoE. This can only happen in limited circumstances. List of circumstances:
  a) there are compassionate or compelling circumstances, as assessed by ISMT by verifiable evidence,
  b) ISMT has approved deferral or suspension of the overseas student’s enrolment as per the Policy on Deferring, suspending or cancelling the overseas student’s enrolment.
- ISMT staff can provide personal and study counselling. Personal counselling example is:
  ü having a friendly chat with the student,
  ü helping the student to form a study group,
  ü referring the student to specialist external help if a serious condition has been identified,
- ISMT can assist students with issues outside ISMT. For example, student accommodation problems, assistance with information regarding health professionals etc.
- ISMT has transition support available for students who are finding it difficult to adjust to the Australian study environment. This support might include ISMT having a chat with the student, forming a group of like-minded students, referring students to their local communities outside ISMT and around their suburbs of accommodation.
- ISMT Trainers and assessor will provide study tips. For example, study tips to do practical tasks whereby the students will be assigned simulated roles to give a real feel of the assessment task. Other methods are also employed based on the individual problem identified.
- All of the above in some combination.

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

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

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

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

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>TABLE 3: INTERVENTION STEPS</th>
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<tbody>
<tr>
<td><strong>STEP 1</strong></td>
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<td><strong>STEP 2.</strong></td>
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<td><strong>STEP 3.</strong></td>
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<td><strong>STEP 4.</strong></td>
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<td><strong>STEP 5.</strong></td>
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<td><strong>Question 6</strong></td>
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<td><strong>STEP 6.</strong></td>
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<td><strong>STEP 7.</strong></td>
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<td><strong>STEP 8.</strong></td>
</tr>
</tbody>
</table>
TABLE 3: INTERVENTION STEPS

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

EVIDENCE RECORDING & RETENTION

International Students are notified that when an intervention strategy is activated, documentation or notes will be kept in the student’s file (VETTRAK, electronic or hardcopy) for all follow-up meetings, the provided support and strategies undertaken by the overseas student and trainer/assessor notes. If the Intervention affects study duration, all changes will be notified in PRISMS and students will be given the new eCoE (s). Students who fail to attend intervention or do not respond, will be treated as per Course Progress Policy & procedure and evidence is recorded in student file (VETTRAK, electronic or hardcopy).

Training and assessment

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

Competency based training and assessment

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

Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one’s tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

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

Principles of Training and Assessment

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

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

Quality training and assessment principles
Institute of Science Management and Technology will apply the Principles of Assessment and the Rules of Evidence to achieve positive outcomes.

Principles of assessment
To ensure quality outcomes, assessment should be:
• Fair
• Flexible
• Valid
• Reliable

Fair
The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Learners have access to the appeal form online through RTO website, www.ISMT.edu.au. Appeal forms will also be provided along with the Learner Assessment Guides.

Flexible
Assessment is flexible to the individual learner by:
• Reflecting the learner’s needs;
• Assessing competencies held by the learner no matter how or where they have been acquired; and
• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Valid
Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:
• Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
• Assessment of knowledge and skills is integrated with their practical application;
• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
• Judgment of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

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

Rules of Evidence
These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:
• Valid
• Sufficient
• Authentic
• Current
Valid
The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

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

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

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

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

- Compliance with the assessment guidelines from the relevant training package and unit of competency.
- Assessment leads to a statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- Evidence collected conforms to the rules of evidence.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- Timely and appropriate feedback is given to students/learners.
- Assessment complies with Institute of Science Management and Technology’s access and equity policy.
- All students/learners have access to re-assessment on appeal.
- All students have up to 2 attempts free of charge in completing the assessment and after that fees will charged and student will be out on risk at failing the unit of competency.

Institute of Science Management and Technology implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Institute of Science Management and Technology recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions outlined by the relevant training package. Numerous approaches to assessment are used by the Institute staff. Assessment approaches may include observation of performance in class, workshops or laboratories, case studies, projects, assignments, presentations, role plays, written tests and exams.
Students will be given advance notice of the due date and the nature of assessments and will not be expected to sit an assessment they have not prepared for.

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

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

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

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

b) the student can provide independent evidence of exceptional compassionate circumstances that are beyond the student’s control. For example, an instance of serious illness or death of a close family member.

Phase 5- Completion
We will ensure that students receive AQF Certification in a timely manner. All Qualifications or Statement of attainments will be given to students within 30 Calendar days. All staff that is in immediate contact will support you for Certification-related requests.

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

Unique Student Identifier (USI)
The College cannot issue any AQF Qualification without USI. Students will need to provide Institute of Science Management and Technology their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters unique to each student. This USI allows students to link their previous and future VET qualifications into a single authenticated transcript (is accessed online). USI will allow students to see completed training results from all previous providers. A USI Number will stay with the student for life. Although, USI is required prior to the issuance of qualifications to students, to avoid any delays the College requests all students to provide their USI during enrolment.

Note: USI is easy to complete, hence, students can create their USI online. Please refer to the website: https://www.usi.gov.au/students/how-do-i-create-usi
Currency of training
Institute of Science Management and Technology implements a policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that Students’ are fully informed of the process and subsequent transition arrangements.

Student orientation
Orientation is conducted on the first day of your course commencement. The purpose is to fully inform new students of the salient information that the student is required to know to complete their study successfully at the College. Orientation also covers information on the campus facilities, work health and safety, student support, libraries around St Leonard’s, places of interest nearby to the College campus, Sydney CBD, costs of living, transportation, facilities, banking and accommodation and introduction to polices and procedures affecting you. In addition, the student will be introduced to the local area, Level 1, 575 - 597 Pacific Highway, St Leonard’s, NSW 2065 (e.g., shops, Cafes, interesting get together spots, art galleries, cinemas, organic shops). Students will be given ample opportunities to ask questions. Orientation session will also cover information about the College and student’s obligations. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa or enjoyment of the stay in Australia.

Location map for the above site
Public Transport
Institute of Science Management and Technology offers training at a conveniently located 5-minute walk to St Leonard’s Train station. The College location is near Train Station at Google Maps. The Institute facilities include modern interiors, well-equipped classrooms, computer and Internet facilities and a student resource area for study and research.

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

St Leonard’s Transport Map

Transport
St Leonard’s is well served by public transport. Railway station is near Herbert Street and entry is from both Pacific Highway and Herbert Street. Where College is located, on the main entry of college as Soon you come out of the College building, Bus stop is right there. And 1 min walk behind college on Albany Street there is Taxi Stand as well also Cafes and Shops are located at a walking distance from the College at Albany and Train Station Foyer.
Standards
The National Code 2018 is a legislative instrument of the ESOS Act and applies to providers of education for students on student visas in all sectors. The National Code 2018 requirements are in addition to the standards for specific sectors.

School-aged dependents
School fees apply to most dependents of temporary residents in New South Wales. International student visa holders have certain obligations involving school-aged children if they are coming to Australia with school-aged dependents. There are some exceptions, for further information visit the DE International website, https://www.deinternational.nsw.edu.au/school-life.

About the Temporary Residents Program
The Temporary Residents Program provides advice and support for the enrolment of temporary residents (e.g., children of international Students) in NSW government schools. The program accepts enrolment in primary school and high school from Kindergarten to Year 12. Your child will have a rich and rewarding learning experience. NSW Government Schools is the largest education network in Australia with over 2,200 primary and high schools offering secure, safe and dynamic learning environments.

About DE International
DE International is the international unit of the NSW Department of Education. They manage international programs for all overseas students and temporary residents enrolling in a NSW government school, as well as study tours programs for groups to visit our schools and department facilities. DE International registers and monitors student exchange organisations and host overseas government delegations.

Application Process
International student with school age dependents can initiate the application process for school admission here: https://www.deinternational.nsw.edu.au/how-to-apply/application-process

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

• Satisfy your student visa conditions
• Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
• Meet the terms of the Student Offer written agreement.
• Inform your provider if you change your address, phone, emergency contact and email.
• Maintain satisfactory course progress
• Follow appropriate and accepted conduct
• Maintain student visa conditions

Contact details
For policies and procedures that affect you:

• Speak with Institute of Science Management and Technology
• Go to your provider’s website: www.ISMT.edu.au

Department of Immigration.
For visa matters:

• http://homeaffairs.gov.au
Information on living in Australia

Australia

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

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

Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches and strong industries.

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

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

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

Sydney (NSW)

About 36 per cent of NSW is forest. The Murray is the State’s longest river and there are a number of large inland lakes. NSW’s vast coastline extends over 1600 kilometers, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania. NSW is the most densely populated of Australia’s 8 States and Territories. Approximately 26 per cent of all Australians live in NSW and, of those, most reside in Sydney, the nation’s second largest city and capital of this state. Sydney is the state capital of New South Wales and the most populous city in Australia and Oceania. Located on Australia’s east coast, the metropolis surrounds the world’s largest natural Harbour, and sprawls towards the Blue Mountains to the west. Residents of Sydney are known as “Sydneysiders”. Sydney is the second official seat and second official residence of the Governor-General of Australia, the Prime Minister of Australia and the Cabinet of Australia.

Indigenous Australians have inhabited the Sydney area since the Upper Paleolithic period. The first British settlers arrived in 1788 to found Sydney as a penal colony, the first European settlement in Australia. Since convict transportation ended in the mid-19th century, the city has transformed from a colonial outpost into a major global cultural and economic center. The population of Sydney at the time of the 2011 census was 4.39 million, 1.5 million of which were born overseas, representing many different nationalities and making Sydney one of the most multicultural cities in the world. There are more than 250 different languages spoken in Syd-
ney and about one-third of residents speak a language other than English at home.
Sydney has an advanced market economy with strengths in finance, manufacturing and tourism. Its gross regional product was $337 billion in 2013, the largest in Australia. There is a significant concentration of foreign banks and multinational corporations in Sydney and the city is promoted as Asia Pacific’s leading financial hub. In addition to hosting events such as the 2000 Summer Olympics, millions of tourists come to Sydney each year to see the city’s landmarks. Sydney is also a gateway to Australia for many international visitors. Its natural features include Sydney Harbour, the Royal National Park, Bondi Beach, and the Royal Botanic Gardens. Man-made attractions such as the Sydney Opera House and the Sydney Harbour Bridge are also well known to international visitors.

For further information on Australia, please visit:

http://www.australia.com/
or http://www.cityofsydney.nsw.gov.au/

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, institutes and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, institutes 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 course 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.

Climate
Sydney 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>Month</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring</td>
<td>September - November</td>
<td>12-22 degrees</td>
</tr>
<tr>
<td>Summer</td>
<td>December to February</td>
<td>28-32 degrees</td>
</tr>
<tr>
<td>Autumn</td>
<td>March to May</td>
<td>12 - 20 degrees</td>
</tr>
<tr>
<td>Winter</td>
<td>June to August</td>
<td>10 - 15 degrees</td>
</tr>
</tbody>
</table>

Sydney 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. Students are required to bring variety of clothes while coming to Sydney as per the weather.

Things to do in Sydney

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
• Australia offers traditional education in reputable schools, institutes and universities
• Awards from Australian institutions are recognized internationally
• Australian universities, institutes 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 course costs compare well with other countries as most overseas students are permitted to work part-time.
• Australia is a safe, stable country with a pleasant climate.

Festivals / Events
• Mardi Gras
• Vivid Sydney
• Chinese New Year
• Sydney V8 Supercars
• NRL Grand Final

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

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 communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

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

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

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

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

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

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

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

Food

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

You can taste almost every type of cuisine available throughout the world in our restaurants. There are both high-class restaurants and 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.

Electricity

The electrical current in Australia is 220 - 240 volts AC. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. To travel, you are required to have the validated ticket. OPAL card is the smart card ticketing system, it validates for travel on trains, buses and Ferry between major regional towns. Find out more information and costs please go to https://www.opal.com.au.
Tourist students may drive in Australia on a valid overseas driver’s license, but if the document is not in the English language the visitor must carry a translation with the permit. An international driving license 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 centers, or you can simply hail taxis on the street. A light and sign on the roof indicates that a cab is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. Taxi drivers do not have to be tipped. Excitingly, share ride cars like UBER are also available in Sydney.

**Telephones**

Australia has a modern telecommunications system with mobile and Internet access generally available at a low cost. Public telephones are available at all Post Offices, shopping complexes 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 $Aud 5, $Aud 10, $Aud 20 and $Aud 50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

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

**Sports and recreation**

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

Australia has more than 120 national sporting Organisations and thousands of state, 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.

**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.

**Entertainment**

**Bangarra Dance Theatre**

Bangarra is an Aboriginal and Torres Strait Islander organisation, and one of Australia’s leading performing arts companies. They are widely acclaimed, nationally and around the world, for their powerful dancing.
Belvoir St Theatre

Belvoir is one of Australia’s most respected and celebrated theatre companies, growing under the artistic leadership of Neil Armfield from 1994 - 2010. Under new Artistic Director Ralph Myers and General Manager.

Blacktown Skyline Drive In

Imagine a night out under the stars (be it in a snazzy convertible or a grunty pick-up truck) watching a blockbuster, having a beverage and enjoying a tasty treat from the diner menu. Sounds like a perfect night out.

Darlinghurst Theatre Company

Darlinghurst Theatre Company develops, produces and presents outstanding professional artist-driven theatre. Since 2001, it has staged over 200 productions in collaboration with more than 1000 artists.

Descendance

Descendance preserves and promotes Aboriginal culture. They represent Aboriginal and Torres Strait Islander performers from many diverse tribes. Descendance has both traditional and contemporary performances.

Working in Australia

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

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service based industries although there are no limits to the industry in which you can gain employment. For visa information and work rights please visit Department of Immigration and Border Protection website [https://www.homeaffairs.gov.au/trav/visa-1/500-https://www.homeaffairs.gov.au/trav/visa-1/500?-modal=/trav/stud/more/work-conditions-for-student-visa-holders](https://www.homeaffairs.gov.au/trav/visa-1/500-https://www.homeaffairs.gov.au/trav/visa-1/500?-modal=/trav/stud/more/work-conditions-for-student-visa-holders).

Tax File Number

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

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

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be exchanged at the exchange facilities located at international airports, banks and major hotels. Traveller Cheques are easier to use if already in Australian dollars, however, banks will cash traveler Cheques in most currencies. Major hotels and some shops, depending on individual store policy, will cash travellers Cheques.

It is a good idea to set up an Australian bank account. You will need to provide your passport (photo ID), 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 areas. Most shopping complexes have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and 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.
International students can access free banking from most of the main banks. It’s easy and straightforward to open an account by popping into a branch with the required documents. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. Suncorp is also another bank. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money via ATMs located throughout the city.


**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 colored 5-cent, 10-cent, 20-cent and 50-cent and the gold colored $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. For parents with children, childcare costs should also be taken into account.

The average international student in Australia spends about $360 per week on accommodation, food, clothing, entertainment, transport, basic travel, and 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 Institute is able to assist you in finding short-term accommodation prior to your arrival if and when requested. Please contact the Institute email for further details.
Accommodation costs can vary significantly depending on the level of accommodation and proximity to the Sydney CBD. Students can expect to pay between approximately $250 - $350 per week for a room in a share house close to the CBD.
The Institute does not offer accommodation services, however the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

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

The following types of accommodation are available for International students:
1. Full Board (Home stay) AU$180 - AU$270 per week
2. Student house AU$150 - AU$200 per week
3. Half - Board AU$150 - AU$200 per week (plus expenses).
4. Leasing a House/Flat AU$200 - AU$350 per week (unfurnished)

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

Some useful Internet sites for housing are:

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


Share Accommodation - http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcmvQodAmEAmw

www.realestate.com.au
www.gumtree.com.au
www.flatmatefinders.com.au
http://www.domain.com.au

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

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

Links to their websites are:

- www.bupa.com.au
- www.ahm.com.au
- www.medibank.com.au

It is a visa requirement that all overseas students possess OSHC while they are studying at the Institute. We can arrange this for you prior to your arrival with our provider OSHC BUPA. For further details or if you wish to arrange your own OSHC contact BUPA direct at www.BUPA.com.au.

Cost of Living, Food and Shopping
The Australian government recommends that the cost of living in Sydney for an international student will be approximately $20,000 per year (Reference: https://www.expatistan.com/cost-of-living/sydney). If a student...
wishes to bring a partner the Department of Immigration and Border protection indicate that an additional $6940 per year of study will be required for a partner. Married students with dependents will require approximately $2970 per dependent. This may vary significantly from person to person depending on their individuals taste and requirements.

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

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

www.coles.com.au
www.woolworths.com.au
www.aldi.com.au

Or type “cheap shopping” into your Google browser

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

• Attacks, attempts to attack or threatens a person on Institute of Science Management and Technology premises.
• Acts against the Equal Opportunity practices of Institute of Science Management and Technology which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following:
  o Age
  o Impairment
  o Industrial activity
  o Lawful sexual activity
  o Marital status
  o Physical features
  o Political belief or activity
  o Pregnancy
  o Race
  o Religious belief or activity
  o Sex
  o Status as a parent or a carer
• Disobeys or disregards any lawful direction given by an officer of The Institute.
• Acts dishonestly or unfairly in connection with an assessment conducted by Institute of Science Management and Technology.
• Deliberately prohibits any teaching activity, assessment or meeting of Institute of Science Management and Technology.
• Engages in any conduct or activity damaging to the management and good governance of Institute of Science Management and Technology.
• Willfully damages or wrongfully deals with any Institute of Science Management and Technology property.
• Attends Institute of Science Management and Technology whilst under the influence of alcohol or affected by drugs.
• Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
• Fails to pay fee on time
• Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or willfully places another person in a position of risk or danger.
• Constantly interrupts class time through the use of mobile phones/other electronic devices
• Uses abusive language
The following are the expectations from the expectations from the Student:

- The expectation that students will not engage in cheating or plagiarism or collusion.
- The expectation that students will submit work when required.
- The expectation that students will at all times meet the requirements, terms and conditions in the student agreement including payment of fees.
- The expectation that students will maintain consistent attendance by attending all required classes and assessments.
- The expectation that students will undertake all reasonable efforts to maintain satisfactory course progress.
- The expectation that students “at risk” of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the Institute in consultation with the student.
- Follow any reasonable direction from a member of Institute of Science Management and Technology.
- Avoid swearing, drinking and eating in classrooms and other learning areas.
- Behave responsibly by not being under the influence of drugs or alcohol.
- Avoid using mobile phones or any other electronic devices that may disrupt classes.
- Attend all scheduled classes.

Student rights:
All students have the right to:

- Be treated fairly and with respect by Institute of Science Management and Technology staff and other students.
- Rights of consumer protection.
- Learn in an environment free of discrimination and harassment.
- Learn in a supportive and stimulating environment in which to pursue their goals.
- Have access to counseling, if desired or required.
- Privacy concerning records that contain personal information, subject to statutory requirements.
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur.
- Lodge a complaint / appeal without fear of retaliation or victimization.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).
- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to study in a safe, clean, orderly and cooperative environment.
- The right to have personal property (including computer files and student work) and the College’s property protected from damage or other misuse.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously.

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

Cheating
Actions that are defined as cheating during the assessment process:

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

Cheating in any form during assessments will result in the student’s assessment submission being rendered invalid.

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

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

For further information on what constitutes plagiarism please refer to: info@ismt.edu.au

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

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

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

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the student Code of Conduct. It is deemed ‘Academic Misconduct’ and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances. If you have been found to have cheated or plagiarised, there are penalties and processes that are followed, you may be penalised by any of the following ways as:

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

24-hours Support Contact
The following staff members can be contacted 24-hours if the overseas student faces any serious problem on campus and outside campus. This could involve any violence, traffic accident, robbery at house or while commuting, incident at home, crisis mental situation, medical situation. During Fire, ambulance and police emergency, the Student MUST call Phone 000. Students can also text the following staff for a return call if you do not have enough phone balance.
STUDENT CONTACT 1
DR. SANJAY NIJHAWAN
24-hour emergency contact Phone: 0439314476
Office hour contact: 02-85421219, Email: info@ismt.edu.au
(Has sufficient prior work history in supporting clients as the Doctor)

EDUCATION

STUDENT CONTACT 2
NEERAJ KHURANA
24-hour emergency contact Phone: 0424267477
Office hour contact: 02-85421219, Email: info@ismt.edu.au

Other useful numbers
- Child Protection Helpline - 132 111 (24 hours/7 days)
- healthdirect Australia - 1800 022 222
- Kids Helpline - 1800 55 1800
- Lifeline - 13 11 14
- National Sexual Assault, Domestic Family Violence Counselling Service - 1800 737 732 (1800RESPECT)
- NSW Poisons Information Centre - 13 11 26
- NSW Rape Crisis Centre - (02) 9819 7357 or 24/7 Counselling 1800 424 017
- Surgery Access Line - 1800 053 456
- Victims Access Line - 1800 633 063

Helpful contacts

<table>
<thead>
<tr>
<th>Fire, ambulance and police emergency</th>
<th>Phone 000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Translating and Interpreting Service</td>
<td>Phone 131 450</td>
</tr>
<tr>
<td>Life Line 24-hour Counselling, Advice and Referral Services</td>
<td>Phone 131 114</td>
</tr>
</tbody>
</table>
| Police Centre | 192 Day St, Sydney NSW 2000  
Phone:(02) 9265 6499 |
| Doctor | Ultimo Medical Practice  
Medical Center  
82 Mountain St (02) 9212 1400 |
| Dentist | Dental Connect  
Broadway Sydney  
107/1 Bay St  
(02) 9211 2388 |
| Clinical Psychologist | Talking Minds - Psychologist  
74/330 Wattle St  
(02) 9114 9977 |
| Community centre | Ultimo Community Centre  
40 William Henry St, Ultimo NSW 2007  
Phone: (02) 9298 3111 |
<table>
<thead>
<tr>
<th>Counsellor</th>
<th>Address: 74/330 Wattle St, Ultimo NSW 2007</th>
<th>Phone: (02) 9114 9977</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free Legal Services</td>
<td>Phone: (02) 9698 7645 or Translating and Interpreting Service on 131 450.</td>
<td></td>
</tr>
<tr>
<td>Legal assistance</td>
<td>Make an appointment with our solicitor Mercantile Legal Services 99 Jones St (02) 9211 9980</td>
<td></td>
</tr>
<tr>
<td>External appeals body (see complaints and appeals information)</td>
<td>Overseas Students Ombudsman website <a href="http://www.oso.gov.au">www.oso.gov.au</a> or phone 1300 362 072</td>
<td></td>
</tr>
<tr>
<td>Pharmacies</td>
<td>Varsity Pharmacy Chemist 145 Broadway (02) 9212 3513</td>
<td></td>
</tr>
<tr>
<td>Physiotherapist</td>
<td>113/330 Wattle St, Ultimo NSW 2007 Phone: (02) 9212 5283</td>
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**External Counselling/Personal**

- Support Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Men’sLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

**Mental health websites [Mindhealthconnect.org.au](http://Mindhealthconnect.org.au)**

Launched as part of the Australian Government’s National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

[Beyondblue.org.au](http://Beyondblue.org.au) Beyond blue’s work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help. [Anxietyonline.org.au](http://Anxietyonline.org.au) Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder. [Headspace.org.au](http://Headspace.org.au) Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

**Mental health service [www.reachout.com](http://www.reachout.com)**

[ReachOut.com](http://ReachOut.com) is the Australia’s leading online youth mental health service. It’s a perfect place to start if not sure where to look for health services. It’s got information on everything from finding motivation, through to getting through really tough times.

**Jeanhailes.org.au**

Jean Hailes’ vision entails physical and emotional health and wellbeing of women in all its dimensions. Induction and Orientation is conducted prior to the commencement of each course. Its purpose is to inform new
students of most aspects of life at Institute of Science Management and Technology. In addition to logistical information we will provide information on how to access different information tapping mental well-being. Institute of Science Management and Technology pledges to facilitate all of the delivery of its training and assessment utilising novel psychological tools enhancing your self-awareness. We believe that self-awareness is one of the highest mental faculty only enjoyed by humans. We will have guest speakers from scientific fields investigating self-awareness and its implications in accomplishing positive academic results. The College will have a quiet prayer and meditation room for you to use. Institute of Science Management and Technology is able to provide some advice and guidance on a limited range of situations. If and when the Student Support Officer feels that is appropriate for you to gain professional legal advice, they will refer you to an appropriate legal professional.

Work Health and Safety Act 2011 (NSW)
The Work Health and Safety Act 2011 NSW provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

The WHS Act, including, protects all workers:

- Employees
- Contractors
- Subcontractors
- Outworkers
- Apprentices and trainees
- Work experience students
- Volunteers
- Employers who perform work

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities. The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU). The PCBU must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace. Duties are also placed on officers of a PCBU, workers and other persons at a workplace.

All duties under the WHS Act are qualified by the term ‘reasonably practicable’.

The WHS Act also sets out the requirements for the following:

- Incident notification
- Consultation with workers
- Issue resolution
- Inspector powers and functions
- Offences and penalties.

Health and Safety and Hazard Identification
All staff and students’ health safety and comfort will be maintained in accordance with the relevant legislation. All operations of the College will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification
According to Occupational Safety and Health potential hazards are:

- eliminated, isolated and minimized.
- Any potential and actual hazards are identified.
- Any potential and actual hazards are effectively managed.
• Emergency procedures are established to deal with identified hazards. Students must report any hazard to the College staff using any means convenient.

Students will be inducted to the Campus Safety guidelines during the orientation and during their classes.

Contact details
For policies and procedures that affect you and you want to know more:
• Speak with The Institute
• Go to your provider’s website, www.ISMT.net.au

ESOS Enquiries
General enquiries: Phone: 1300 615 262

For immigration and visa enquiries, please visit: https://immi.homeaffairs.gov.au/

Upon Arrival in Australia – important tips on what to do:
• Call home informing that you have reached safely
• Settle into your accommodation
• Contact the College and inform the College about your arrival
• Purchase household items and food
• Enroll children in school (if applicable)
• Attend student orientation
• Request for a student ID card
• Advise health insurance company of address & get card
• Open a bank account
• Attend course specific orientation sessions
• Get Learning Materials from College
• Start classes
• Apply for a tax file number if seeking work
• Get involved in student life and associations (e.g., music, sporting and cultural clubs).

Change of Address information from students
Upon arriving in Australia, you are required to advise Institute of Science Management and Technology of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under the Education Services for Overseas Students (ESOS) Act 2000, Institute of Science Management and Technology is obliged to serve a notice at your last known address for important correspondence. Therefore, it is your responsibility to ensure that you always update your address details at the College and other places.

Student Identification Card
Each student will be issued with a Student Identification Card during the orientation process.

Building Security
Institute of Science Management and Technology will ensure only staff and students are able to access the premises. This will include a reception area that is always manned or locked with appropriate access only.
Campus Facilities

Class Rooms
Classrooms are fully equipped with a capacity to cater up to 25 to 30 students. All classrooms are furnished with appropriate classroom furniture, smart boards or TV, whiteboards and audio equipment, chairs, Skype aids, desks, electrical points for student laptops and Wi-Fi Internet to facilitate effective learning. Collectively, all the technology including the available laptops (available for borrow) will be used to simulate workplace conditions (e.g., business meeting, Skype conference, presentation) in classrooms.

Lap-top Borrowing
Our lab enables access to computers and Internet for student use. The usage is limited to 2-hours ensuring all students can use the facility and Internet access. However, students can borrow a lap-top for use by signing the inventory register. All students can also obtain a Wireless Fidelity (WIFI) access from the College reception staff to connect their portable computer devices without any cost. Collectively, computer facility, lap-top borrowing and a free WIFI access will enable students to conduct their research and access e-mail. Students are not to indulge in any downloading where copyrights are at place (e.g., downloading movies from Torrents, songs, MP3s & other copyrighted protected intellectual information). Students are also afforded audio-visual equipment and data projectors for in class presentations.

Student and staff ratio at Institute of Science Management and Technology:

Each class of 28 students: 1 trainer
Every 120 students: 1 student support officer (staff member)
Every 60 students: 1 admin staff member

Student Lounge
The student lounge areas for students to relax, talk with other students. The area is also used as an area to find information on social activities, rooms available to rent / share, and other general information related to international students’ living in Australia.
Student Lounge

College Printer / Lab
Classroom Lap-tops

Simulated Boardroom Facility
Audio-Visual Aids - Classroom
College Staff & Conference Room / Counseling Room
Dr Sanjay Nijhawan, 24 Hour Contact Number: 0439314476

College Support Contact -
Mr Neeraj Khurana Phone: 0424267477

Classroom with Concept A
Complaints and Appeals Policy & Process

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

Students have the following documents to lodge and know about our complaints and appeals forms, policy and processes:

- The Complaint Form
- The Appeal Form
- Complaint & Appeal Feedback Form
- Continuous Improvement Register
- Complaint & Appeal Policy and Procedure

Purpose of Complaints and Appeals Policy & Processes for the International Student

Institute of Science Management and Technology Pty Ltd strives to ensure that each international student is satisfied with their learning experience and outcomes and college’s decisions. In the unlikely event if the International student needs to purpose complaint or the appeal, this document provided guidelines about our policy, processes and lodgement forms. Via the provision all International students have access to a rigorous, fair and timely complaint and appeal processes. Our staff is readily available to help you with complaint and appeals related information. Staff members will also support you throughout the process in a way that students are not disadvantaged.

When the initial causative factor of the complaint identifies a problem with ISMT’s current systems, processes and facilities of Institute of Science Management and Technology, our improvement procedure will ensure changes are made to prevent reoccurrence of the problem. Corrective actions will be documented appropriately. If the outcome of a student’s appeal through a provider’s internal or external complaints and appeals handling process is favourable to the student, Institute of Science Management and Technology will immediately advise the student of this and implement the required corrective and preventive actions. All International students will receive timely correspondence regarding the status and receipt of your lodgements.

Note: Students are advised to keep code of expectable conduct whilst communicating with the relevant staff to make a complaint or appeal. Students can ask the student support team any question during the grievance resolution process.

Student Enrolment during complaint and appeals

Institute of Science Management and Technology will maintain the student’s enrolment while the complaints and appeals process are ongoing. All students are encouraged to maintain their usual course progress and attendance during the resolution period unless advised otherwise by writing by ISMT. While the resolution is being achieved, the provider does not notify the Department of Education of any change to the student’s enrolment status through the Provider Registration and International Student Management System (PRISMS).

Students will not incur costs in accessing ISMT’s complaints and appeals process internally and through inde-
pendent party (i.e., Student Mediation Scheme).

**INFORMAL RESOLUTION – Stage 1**

ISMT staff is happy to achieve informal resolution with the student. In this case, the CEO of ISMT can be involved if the staff member or the student deems it necessary. During the informal process, the student can simply raise their concerns with the relevant staff member via a chat or email. The student and staff member can resolve the matter at their level provided the student is happy with the resolution. ISMT staff will provide you with final resolution outcome via email so that the record of the resolution is maintained.

**How to discuss complaint informally?**

At first, the student can discuss a grievance informally by approaching the relevant person. If the student is happy with the resolution provided, complaint process will stop here, and staff member will note down the resolution and will document it in the continuous improvement register. Examples of such complaints might be, untidy class rooms, kitchen or other facilities, college computers’ problems, or fight among two students and other day-to-day matters that can simply be resolved when brought into the attention of ISMT’s staff. In some cases, the informal resolution and a mediated solution will be inappropriate. For example, if the institution has failed to follow its own policies and procedures, this type of complaint will be a subject to Formal lodgement, and in most cases, will be resolved independently. Each party may be accompanied and assisted by a support person at any relevant meetings.

**COMPLAINTS - Stage 2**

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

Information obtained through the complaint form allows ISMT to manage and respond to allegations involving the conduct of:

- ISMT, its trainers, assessors, CRICOS COLLEGE staff and other parties involved
- an international student of ISMT

**Complaint Resolution Time**

ISMT will respond to all complaints within **30 calendar days** of the receipt. After receiving a written complaint or appeal, ISMT will begin the resolution process within **10 calendar days** of the provider receiving the formal written lodgement of the complaint or appeal.

**Complaint Resolution Outcomes**

Institute of Science Management and Technology will provide a **written statement** of the outcome including details and reasons for the decision.

**College Complaint Resolution Committee**

The CEO will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of any complaint. Members of the committee should include:

- A representative of Institute of Science Management and Technology. management
- An Institute of Science Management and Technology training staff member
- A person not directly involved in providing the services for which students are raising their concerns.
• Student can involve their representative if the student is willing

Although, the complaint committee will have an independent member, ISMT will provide an independent review (i.e., external to ISMT) for the complaint only if independent review is requested in writing by the student and when the internal complaint and appeal process is exhausted. The Stage 3 will be implemented in that case.

How to lodge a Formal complaint?

It is a normal procedure that all formal complaints are lodged in writing by filling out the Complaint Form. The Complaint form is available on ISMT website, www.ISMT.edu.au, to all persons (i.e., college staff, trainer/assessor, the international student, stakeholder) wishing to make a complaint. If required, ISMT staff will assist you in filling out the form. Complaint form can be submitted to any staff member ensuring that the student does not shy away from handing the form.

Each party may be accompanied and assisted by a support person at any relevant meetings. After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by ISMT staff. Complainants will receive the final resolution outcome by way of writing within 30 Calendar days. International students will be informed by way of writing if the resolution will take longer than 60 calendar days.

Resolution Outcomes

ISMT complaint and appeal resolution committee will inform all parties involved of the outcome in writing or via email.

Although ISMT will try to resolve all complaints and appeals within 30 Calendar days, for complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all international students will be notified in writing if the resolution of complaints will take longer than 60 calendar days. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. Institute of Science Management and Technology’s management will maintain the complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints procedure will be reviewed as part of the Institute of Science Management and Technology’s continuous improvement procedure.

Independent resolution of complaints and appeals – Stage 3

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

Institute of Science Management and Technology is the member of the Student Mediation Scheme availing the following services:

• Appointment of a mediator;
• Arranging a mutually convenient date and location for any preliminary conference and the mediation;
• Arranging the mediation venue and any teleconference for the preliminary conference, if applicable;
• Notifying the parties and the mediator of the arrangements;
• Providing each of the parties and the mediator with the documentation necessary to conduct the mediation.
It is the responsibility of Institute of Science Management and Technology’s management to ensure adherence to the external review of complaint and appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting International students with the appeal procedure and supply of appeal forms. ISMT support staff is happy to assist you in filling out the external mediation Form. Nothing in this procedure inhibits student’s rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. However, for any independent pursuits, Students are to do this at their own expense. Students wishing to take this course of action are advised to:

Contact a solicitor; for example, the following solicitor is near our campus:

Students are Make an independent appointment with the solicitor

Mercentile Legal Services
99 Jones St
(02) 9211 9980

However, students are provided a fair independent resolution processes free of charge by the College.

If the student is still unsatisfied with the external review
Students can contact ASQA and lodge a written complaint against ISMT.
The student can contact the Department of Education through the ESOS online enquiry form or through the ESOS helpline 1300 615 262. ISMT may provide further information upon inquiry in relation to this.

Availability of Student Support in Lodging Complaints
Students will be given adequate information about the complaints and appeals processes during their orientation programme. When the student is lodging a complaint or appeal, student support officer or Course Coordinator will help the student in providing all necessary information required for lodgement and resolution. The student will be adequately supported using all available means. More details are provided in the procedure section of the policy and procedure.

APPEALS
Appeals are different from complaints which may comprise for example, appeal against recording assessment results inaccurately, receiving a failing grade in a unit of competency, refusal of fees refund, refusal of grant of release letter, appeals against notification of an intention to report a student to Department of Home Affairs, suspension, cancellation and deferment of study and other decisions taken by ISMT affecting the student. An appeal may be in relation to any decision made by Institute of Science Management and Technology that impacts the student. The Institute of Science Management and Technology’s appeals process is concerned with the international student’s right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters. Also, assessment decisions include RPL assessment decisions. The student will not incur costs when accessing the internal appeals process unless they seek representation.

All appeals are to be lodged formally if the initial informal resolution is not achieved. Student has up to 20 working days to lodge a formal appeal after an apparently unfavourable decision by ISMT. Each party may be accompanied and assisted by a support person at any relevant meetings.

The following matters must be lodged via a formal internal appeals within 20 working days of notification of an intention to report the student to Department of Home Affairs in order to be considered by the Institute.

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

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

- A representative of Institute of Science Management and Technology management
- An Institute of Science Management and Technology, training staff member
- A person not directly involved in providing the services for which students are raising their concerns
Appeal Resolution Time
ISMT will respond to all Appeals within 30 calendar days of the receipt. After receiving a written appeal, ISMT will begin the resolution process within 10 calendar days of the provider receiving the formal written lodge-ment of the appeal.

Appeal Resolution Outcomes
Institute of Science Management and Technology will provide a written statement of the outcome including details and reasons for the decision. All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process. Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current Institute of Science Management and Technology’s policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

How to lodge an appeal?

International students will receive Appeal related information and forms with the Assessment Result sheet. The Appeal Form is also published on ISMT website. All international students or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of Institute of Science Management and Technology have access to the following procedure:

STEP 1. Informal appeal:

An initial appeal will involve the appellant communicating directly with Institute of Science Management and Technology’s assessors/trainers/relevant staff verbally about the nature of appeal. Institute of Science Man-
agement and Technology Pty Ltd. management will make a decision, discuss their judgement with the appel-
lant and record the outcome of the appeal.

International students / Candidates dissatisfied with the outcome of Institute of Science Management and Technology’s decision may initiate the formal appeal’s procedure.

STEP 2. Formal appeal:

- In case of formal appeal against assessment marking, all international students are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision.

- It is a normal procedure that all formal appeals proceed only after the initial informal appeal (accept for an intention to report the student to Department of Home Affairs)

- The formal appeal is to be submitted in writing by way of filling out the Appeal Form.

- After receiving the written appeal, ISMT will notify international students acknowledging the receipt of the appeal via email.

- ISMT CEO will convene the appeal committee to reach a resolution,

- ISMT appeal committee will reach a decision on the appeal after careful considerations

- International students/students/candidates will be informed in writing of the outcome within (30) cal-
endardays of lodging the appeal. If the resolution takes longer than 60 calendar days, appellants will be notified in writing by explaining reasons for the delayed temporal course of resolution. ISMT will try its best to resolve the appeal as soon as practicable.

The formal notice of appeal is required to comply with the following principles upon submission to ISMT management:
• The notice of formal appeal should be made in writing, addressed to Institute of Science Management and Technology for referral to the management team and submitted within (20) working days of College’s decision. The appeal form is available on the website, www.ISMT.edu.au, can be requested by email. Also, appeal forms are given to international students with the Assessment Results.
• The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the international student’s appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to ISMT management via email (Info@ismt.edu.au). The notice of deferral must be submitted within (7) calendar days of the conclusion date displayed on the medical certificate.
• Appeal processes through ISMT is free of charge including the independent appeal pursued via ISMT mediator.
• Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be covered by the student.

The Student support officer or Course Coordinator will support via the following means:

• Assist the student register their formal complaint or appeal.
• Provide lodgements forms.
• Ensure the resolution phase commences within specified time of the written complaint being lodged.
• Provide the student, or the students representative, with an opportunity to present their complaint.
• Ensure to fully understand your complaint / appeal.
• Work with you to identify how the complaint can be resolved to your satisfaction.
• Consult and negotiate with the all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution.
• Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document.
• Arrange for the proposed resolution to be signed off by the student.
• Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
• Ensure that corrective measures are implemented immediately by ISMT if applicable.
• Advise the student to take the complaint/ appeal to the next stage if a resolution cannot be agreed upon.

External appeal mediation/resolution
When the student has exhausted ISMT’s internal appeal process without reaching an appropriate resolution, the students can fill a form (i.e., LEADR Application for External Review) to access an external appeal mediation/resolution. All students can access the website, https://www.resolution.institute/membership-information/student-mediation-scheme for further information.

ISMT staff will email students LEADR application form or students can fill in the form at ISMT reception. After the receiving the student application for an external review, applicants will be forwarded a letter (by email or post) acknowledging the receipt of their external appeal and a copy of this policy and procedure within 5 working days of Institute of Science Management and Technology receiving such request. The Institute will forward all external appeals to the mediator agreed by both parties e.g., LEADR within 5 working days.

LEADR will advise the student that in general, the purpose of the external appeals process is to determine whether Institute of Science Management and Technology has followed its internal complaints and appeals policy and procedure.
The mediators will not review the evidence or make a decision in place of those made by Institute of Science Management and Technology.

Students will not incur costs in accessing the external appeals process.
All documentation will be placed in the students file.
The mediator will provide a written statement of the outcome including reasons and details for the decision to the appellant and Institute of Science Management and Technology at the completion of the external appeals process.
If the outcome of the external appeals process results in a decision favouring the student, Institute of Science Management and Technology will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body.
The student will be contacted within one business day of receiving notification of the decision. There are no further avenues provided by Institute of Science Management and Technology available to students once the internal and external complaints and appeals process has been accessed. Students have the right to access other legal avenues.

If the appellant is still not satisfied with the resolution of the appeal, the international student may contact ASQA and lodge a written complaint against ISMT. The student can contact the Department of Education through the ESOS online enquiry form or through the ESOS helpline 1300 615 262.

International students may also access the external appeals process through the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who wish to appeal a decision after the conclusion of the internal complaints and appeals process. Further information can be obtained from the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

The Students Ombudsman will not review the evidence, or make the decision in place of those made by Institute of Science Management and Technology. The Students Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and Institute of Science Management and Technology at the completion of the external appeals process. The student will be advised as to the course of action taken by Institute of Science Management and Technology as per The Overseas Students Ombudsman’s advice.

*END OF INTERNATIONAL STUDENT HANDBOOK*