PRE-ENROLMENT INFORMATION FOR INTERNATIONAL STUDENTS

About Sydney and Australia

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

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

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

Visa

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

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

- You must remain enrolled in your course.
- You cannot start work until you have started your course in Australia.
- You cannot work for more than 20 hours per week when your course is in session
  
  Note: You can work full time when you are on holiday such as the Christmas Holiday
- You must maintain Overseas Student Health Cover (OSHC) during your stay in Australia.

What you need to bring from your home country:

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

Airport Pick-Up

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

Accommodation

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

Language Difficulties

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

About Crown Institute of Business & Technology (CIBT)

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

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

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

Our classes are small and the timetable is flexible. We are presently running the classes in the two shifts of morning and afternoon, Monday to Thursday. The morning shift starts from 8:00 and afternoon classes finishes at 9:30pm.
CIBT’s teachers are highly experienced and very well-qualified. All our staffs are devoted to students’ success by providing them a wide range of services in relation to welfare and academic counselling, accommodation and job searching assistance etc.

**English (ELICOS) Courses**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>CRICOS Code</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>EAP1</td>
<td>English for Academic Purposes</td>
<td>062714G</td>
<td>10 Weeks</td>
</tr>
<tr>
<td>EAP2</td>
<td>English for Academic Purposes</td>
<td>062714G</td>
<td>10 Weeks</td>
</tr>
<tr>
<td>GE</td>
<td>General English Beginner to Advanced</td>
<td>061443A</td>
<td>1 to 72 Weeks</td>
</tr>
<tr>
<td>IELTS</td>
<td>IELTS Preparation Program</td>
<td>061444M</td>
<td>6 to 20 Weeks</td>
</tr>
</tbody>
</table>

English for Academic Purposes (EAP) is designed to prepare you for entry to TAFE and some Australian universities. General English (GE) extends your basic knowledge in grammar and vocabulary and will focus on increasing your confidence and skills in your communication.

**VET Courses**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>CRICOS Code</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB51107</td>
<td>Diploma of Management</td>
<td>072556A</td>
<td>52 Week</td>
</tr>
<tr>
<td>FNS40610</td>
<td>Certificate IV in Accounting</td>
<td>075479G</td>
<td>42 Week</td>
</tr>
<tr>
<td>FNS40611</td>
<td>Certificate IF in Accounting</td>
<td>077551K</td>
<td>52 Weeks</td>
</tr>
<tr>
<td>FNS50210</td>
<td>Diploma of Accounting</td>
<td>075480C</td>
<td>58 Week</td>
</tr>
<tr>
<td>SIT30807</td>
<td>Certificate III in Hospitality (Com. Cookery) *</td>
<td>066652G</td>
<td>58 Week</td>
</tr>
<tr>
<td>SIT50307</td>
<td>Diploma of Hospitality*</td>
<td>066653F</td>
<td>94 Week</td>
</tr>
</tbody>
</table>

*courses are not currently in offer.

**Note:** Please see our website for more details regarding these courses: [http://www.cibt.nsw.edu.au/](http://www.cibt.nsw.edu.au/)

**What to expect from CIBT?**

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

**Enrolment Procedures**

2. Download and complete the Enrolment Form and submit with your signature. Read and clearly understand the **Terms and Conditions of Enrolment**.
3. Submit your CIBT Enrolment Form with:
   - (a) all your academic qualifications,
   - (b) evidence of your English language proficiency like IELTS; and
   - (c) main page of your passport.

**Note:** All documents that are not in English **must** have certified translations.

If you fill-out the hard copy of the Student Enrolment Form, send it with the certified copies of the documents above via fax or post to the CIBT address below.

**CROWN INSTITUTE of Business and Technology**

116 Pacific Highway,
North Sydney, NSW 2060

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

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

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

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

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

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

**Bank name:** Westpac Banking Corporation

**BSB no:** 032-099

**Account no:** 432853

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

**Reference:** Student Full Name

Payment can be made by Cash, Credit Card (Visa and MasterCard only), Eftpos, Cheque, Money Order, or Direct Deposit/Telegraphic Transfer. Please ensure when making payment that a copy of the remittance is also faxed to the college clearly stating the amount and for whom the payment is for. (All payments are to be made in Australian dollars only)
Send a copy of the bank transfer to CIBT Finance Department and please include your full name on every transmission. Upon receipt of the payment, your place at CIBT will be confirmed. An electronic Confirmation of Enrolment (eCoE) will be sent to the Australian Embassy in your home country, and a hard copy will be sent to you or your representative for your student visa application.

For details search [www.immi.gov.au/study](http://www.immi.gov.au/study) for general information on how to apply for an Australian Student Visa. Apart from student visa information, this site also includes information on tourist visa and working holiday visa.

**Orientation**

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

**Orientation Process for new Student**

New students can join the VET programs in January, April, July and October and English programs every week on Mondays. The College holds an orientation program for newly-arrived students. This program is designed to help them understand the different teaching and learning styles at CIBT College, to meet staff and students and to adjust to their new life in Australia.

CIBT Academic Manager/RTO Manager conducts orientation sessions on the students’ commencement day. On the first day of the course CIBT’s Student Services Officer welcomes the student at the Reception, and directs them to the orientation room where Academic Manager/RTO Manager will go through formal orientation program and answers their questions and provide them an orientation kit.

During the orientation Academic Manager/RTO Manager will go through the followings.

- Student’s stay in Sydney
- Information on North Sydney city and surrounding areas
- Information on transportation options while traveling to and from Sydney to North Sydney
- Accommodation through home stay network
- Financial arrangement (installment payment options)
- A tour of the college: Students’ Common Area, the Kitchenette, the Male and female toilets, the Students Services desk, the Academic manager/RTO Manager’s room, the ELICOS/VET classrooms, etc.
- Students’ access to the welfare and Academic Counseling
- Obligations as a Student at CIBT
- Academic progress and attendance requirements (must maintain the minimum of
80% attendance at all time and must pass 50% of the units completed in each study period)

- Student visa conditions
- Requirements to receive a qualification
- Formative and Summative Assessments
- Change of level requests
- How to get extra support when required
- Course timetable
- Course content
- Emergency evacuation procedures
- Students’ Code of Behavior
- Student Support services
- Requirements of the ESOS Act 2000 and the National Code 2007 (for overseas students only)

Students will be given an Orientation Kit during the orientation. The Orientation Kit includes followings:

- Student Handbook
- CIBT College Academic Calendar
- Information on North Sydney city and surrounding area
- Information on transportation options while traveling to and from Sydney city
- Course timetable
- ESOS framework
- Emergency evacuation plan
- Change of contact details form

Orientation Program details

- 9:30 am: The orientation starts at 9 am on your first Monday of the course. CIBT Student Services welcome the newly enrolled students and register them into the course
- 10:00am – Students will be directed to the orientation room, where student will be given the orientation kit
- 10:30 am – CIBT Academic Manager/RTO Manager welcomes the newly-arrived students and goes through the orientation items
- 11:00 am: Student service officer will take the student around the campus and show them around
- 11:00 am – Student photo taken for ID card
• 11:15 Light refreshment will be provided
• The orientation program is finished and the students are directed to their class.

Access and Equity

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

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

CIBT College is open to students 18 years of age or over, of any gender or cultural diversity, employed or unemployed. For details regarding CIBT College’s ability to accommodate a particular disability the applicant is required to contact the RTO Manager.

CIBT College is located on the 116 Pacific Highway, North Sydney. Wheelchair access is available at CIBT College.

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

Photocopying & Copyright

CIBT’s students do not have direct access to copiers and printers. If you need to use the copier, ask one of the staff to help you.

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

Privacy and Confidentiality

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

Occupational Health and Safety

All teachers, admin staff and students are to comply with all OHS measures. Entry of persons on the college premise is conditional to them complying with all policies and the OHS Legislation in NSW. Students must maintain personal cleanliness and observe standard safety practices including the wearing of approved clothing and
footwear. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

Evacuations

If you are instructed to evacuate, walk calmly and quietly to the nearest safe exit. Follow your teacher or other staff who have been trained and know how to deal with this situation at the college premise.

Exits are marked with GREEN signs bearing the word EXIT in WHITE. If it is safe to do so, close the windows as you leave. Do not attempt to use fire-fighting equipment unless you have been trained to do so and the action does not place you in danger. Obey the instructions of the teachers and proceed to the safe assembly area (Near Don Bank Museum, corner of Charles St & Napier St).

A roll call will be conducted at the assembly area, where you should remain until you are advised that it is safe to return to the classroom. Familiarize yourself with the location of exits. Do not interfere with emergency equipment - it is a criminal offence and may cause loss of life. When you are ordered to evacuate, leave immediately and directly without stopping to collect belongings. In all emergency evacuations you must stay with your class group until your teacher or another staff member directs you to do otherwise. Drills will be conducted each six month period.

Harassment

It is against the anti-discrimination law to discriminate against or harass anyone on any of the following grounds:

- sex
- homosexuality
- race or ethno-religious background (which includes colour, nationality, descent, ethno-religious or national origin)
- marital status
- disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no symptoms such as hepatitis or HIV
- pregnancy
- transgender (commonly known as trans-sexuality)
- age
- victimise anyone else because they complain about harassment; or
- victimise anyone else because they support someone who complained about harassment

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

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

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

Access to your Records

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

Student Support including Welfare and Guidance Services

CIBT College has well qualified staff and offer focused learning services and facilities to the students. The teaching staffs at CIBT have significant relevant industry experience and these dedicated professionals not only deliver quality teaching to the students in a friendly atmosphere but also offer guidance to students so that they can improve their language abilities as fast as possible.

At CIBT, students have access to both welfare and academic counseling. The Academic Manager/RTO Manager is also responsible for academic counseling. This means that if you need any advice on your academic progress, or simply do not know how you can improve your English language skills and as a result cannot catch up with the rest of the class, talk to the Student Services and ask for an appointment to see the Academic Manager/RTO Manager.

Likewise, if you feel you need counseling on any personal or non-personal issues, there is a Welfare Councilor in the college who can assist you with many of your issues. Please remember that you are required to make an appointment through the Students Services to be able to use our welfare counseling.

Facilities and Equipment

There are different well-equipped classrooms at the CIBT’s VET & ELICOS School. There is also a computer lab where English students improve their linguistic performance through especial computer-assisted language learning software. Apart from the computer lab facilities and equipment is set-up, checked and maintained regularly to ensure effective and efficient operation.

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

- Well-equipped classrooms
- Well-equipped computer laboratory
- A wide range of academic resources
- Adequate ventilation and lighting
- Student recreational area
- Amenities for meal breaks
- Toilet facilities on the same floor
- Students Common Area with computer access

CIBT College maintains a list of teaching resources to be used for the delivery of the courses on scope, which are adequate for the number of students enrolled. The resources include, but not limited to:

- Textbooks, along with their Workbooks, Teachers’ manuals
- DVDs and CDs to be watched by students in class
- A wide range of supplementary materials
- Data projectors

**Morning/Afternoon Tea and Lunch/dinner Break Facilities**

CIBT College is located very close to cafes and restaurants. Students should use the cafe and restaurants downstairs for refreshments. CIBT College does not have a canteen but has a kitchenette where the microwave and other kitchen facilities are, and a Students Common Area where students can relax and have lunch/dinner.

**Bank Accounts**

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

**Parking**

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

**Emergency call**

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

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

Complaints & Appeals Policy and Procedures

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

The CIBT College ensures that:

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

If you have a problem or complaint with another student, the teacher, the course content, the facilities or any component of the course you should talk to your teacher first. In case the complaint is not resolved, go to the Student Service Officer and make an appointment to visit the Academic Manager. At this stage, you should put your complaint in writing and submit it to the Academic Manager/RTO Manager. He will endeavor to assist you in resolving the complaint.

If the Academic Manager/RTO Manager cannot resolve the problem or if you are still not satisfied with the problem then you can ask for internal appeal. CEO will review the decision and advise the student within one week.

CIBT College maintains a written record of each complaint and log on the complaints register.

If at any stage you are dissatisfied with the response to your complaint you can appeal the decision. This should be done in writing and be addressed to the Academic Manager. See the Academic Manager/RTO Manager if you need more information with this regard.

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

Whilst studying with CIBT the students’ responsibilities / code of behaviour include:

- To conduct themselves in a safe and healthy manner.
- To behave in a manner that prevents injury and disease to themselves, their teachers and fellow students.
- To identify and report to the teacher any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the CIBT’s emergency procedures.
- To refrain from smoking anywhere in the college facilities.
- To refrain from drinking and/or eating in the labs/classes including chewing gums.
- To attend class regularly and punctually.
- To comply with the assessment requirements as outlined by your teacher.
- To discuss any complaints/suggestions with the teacher or CIBT’s Academic Manager.
- To ensure there is no discriminatory, harassing or bullying behavior at all times to other students, staff or visitors to the college.
- To report any discriminatory behaviour, harassment, victimization or bullying to the Academic Manager.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs.
- To refrain from the use of devices or being involved in activities this may disrupt classes e.g. using mobile phones, mp3 players and pagers, photo or video cameras inside and outside the class.
- To comply with CIBT Policy and Procedure and Student Handbooks.

Students who choose not comply with the Code of Behaviour for any reason, or are in breach of any of the above-mentioned items, depending on the type and reason of the misbehavior, may be given a verbal warning in the first instance, a written warning in the second instance and cancellation of enrolment and suspension in the third and final instance. No money will be refunded on such cases, provided initiated suspension.

While our students enjoy a relaxed friendly school environment, they need to strictly follow the code of behavior and comply with all of them at all times.
Deferral, Suspension or Cancellation of Enrolment Policy

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled. A student's enrolment can be deferred, suspended or cancelled by CIBT, or by the student.

- Deferral means to delay the commencement of a course.
- Suspension means the temporary postponement of enrolment during a course.
- Cancellation means termination of enrolment in a course (Please refer to the CIBT website for further details).

Deferral, suspension or cancellation by a student

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

- Serious injury or illness, supported by a medical certificate which states that the student was or will be unable to attend classes bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country, requiring emergency travel which has had an impact on the student's studies
- Traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime

Effects of deferral, suspension or cancellation of enrolment on a student's visa

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

Deferrals, suspensions or cancellations by CIBT

Deferral

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

Suspension

CIBT may suspend a student for misconduct, under circumstances where the student:
✓ has been in breach of an CIBT's policy and procedures
✓ is in breach of enrolment conditions
✓ is assessed as providing a threat to the well-being of other students or staff

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

Cancellation

CIBT may cancel the enrolment of a student if the student:
✓ is in breach of enrolment conditions
✓ has been in breach of an CIBT policies including attendance and course progress policy
✓ is assessed by the Academic Manager/RTO Manager as providing a threat to the well-being of other students or staff
✓ has being assessed as behaving in a way such as to constitute serious misconduct
✓ fails to meet the requirements of the course progress policy
✓ fails to pay tuition fees
✓ Fails to maintain the required minimum rate of class attendance (80%)
✓ Fails to maintain academic progress (not able to pass 50% of the units attempted in each study period)

Notice of intention to defer, suspend or cancel enrolment

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

Student personal information

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

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.
Your personal information may be shared between registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of the student visa condition.

Record Keeping

We keep electronic copy of your results for a period of 30 years. You must bear the cost for re-issue of records and awards. CIBT College keeps the hard copy of student work, assignment, reports, and portfolios for 6 months of after completion of their studies (as per ASQA’s guidelines). CIBT College ensures the safety of the confidential information of the students.
All international students studying in Australia are required to maintain approved health cover as a condition of their Student visa. You need to buy OSHC cover before you come to Australia. You will also need to maintain your OSHC cover throughout your stay and study period in Australia. CIBT assists students in obtaining and maintaining your OSHC Cover. Contact CIBT Student Services/Administration Manager for more Information on health cover.

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

The health cover cost for you will be as follows:

<table>
<thead>
<tr>
<th>Period of cover</th>
<th>Single</th>
<th>Family</th>
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<tbody>
<tr>
<td>1 month</td>
<td>$40.00</td>
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<td>3 months</td>
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<tr>
<td>5 years</td>
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<td>$4,800.00</td>
</tr>
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</table>

All rates are Goods and Services Tax inclusive and in Australian dollars. Rates are subject to change and may vary by a few cents due to rounding. You will be notified in writing should the rates change after joining.

These rates continuously changes. Please see http://www.medibank.com.au for recent rates.
### Accommodation and living expenses

An international single student living in Sydney requires approximately AU$18,000-$21,000 for living expenses each year (Australian Education International). Note: This figure does not include tuition fees.

Remember that your cost of living in Sydney will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).

Suggested weekly budget (Remember figures are in Australia dollars and accurate in February 2012):

- Accommodation $150 to $350 (for a room in a shared house or apartment)
- Food A$50 to A$120
- Public transport A$30 to A$50
- Phone calls (including mobiles) A$10-30+ per week
- Food-eating at home A$80-100 per week
- Stationary and photocopying A$15+ per week
- Personal items/entertainment A$40 per week

CIBT can make guest stay or home stay arrangements through Homestay Worldwide Pty. Ltd, Telephone: 61 2 9544 0126. It may also be able to organise independent apartments through Carnarvon Private Hotel, Telephone: 61 2 9925 0517, or organize a long term rental accommodation through Peter Hill First National, Telephone 61 2 9929 8944.

### Learning support

CIBT provides learning support in a number of areas including language and numeracy, undertaking assignments.

It provides one-to-one counseling in case of learning difficulties. It may organize psychological counseling in case of difficulties in adjustment in the Australian learning environment or personal traumas and disappointments.

CIBT can also assist you in organizing yourself in Sydney including organizing health cover and finding jobs.

### Payment time/installments

Full amount at the time of registration or two terms advance at a time.

### Refund and cancellation policy

Enrolment fee and accommodation booking fees are non-refundable. Any application for refund must be in writing. Tuition fee will be refunded in full if:
- CIBT is notified at least 28 days before the commencement date of the course, or
- The candidate is not granted a Student visa. In this instance a rejection letter from the Australian embassy/consulate must accompany the application.
- More details on refund policy are provided in the Enrolment Form, Student handbook and CIBT website.

### Course allowances

Not available

### Learning environment

Throughout the entire training program students will be provided with appropriate learning materials like lecture notes, power point slides, workbooks, handouts,
<table>
<thead>
<tr>
<th>facilities</th>
<th>delivery and assessment plans, reading materials, assessment tasks, computer/internet access and supplies.</th>
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<tr>
<td></td>
<td>The learning environment is supported by needed learning technology, furniture and facilities including</td>
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<td></td>
<td>appropriate space allowance, lighting and ventilation.</td>
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<tr>
<td></td>
<td>Learning support CIBT provides support to access health cover, accommodation and jobs. It also provides</td>
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<td>learning support and counseling in undertaking assignments and improving numeracy and language skills.</td>
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<tr>
<td>More information</td>
<td>Detailed information on CIBT's training services and facilities location, and enrolment conditions and</td>
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<td></td>
<td>procedures are available in this web site. More information on CIBT's policies and student's obligation</td>
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<td></td>
<td>can also be obtained from Student Handbook. or by calling 0061 2 9955 0488 or by e-mailing CIBT</td>
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<td>information services at <a href="mailto:info@cibt.nsw.edu.au">info@cibt.nsw.edu.au</a></td>
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The ESOS (Education Services for Overseas Student) Framework-Providing quality education and protecting your rights

Please visit the following website or read the attached 2 pages information to know about your rights and responsibilities as overseas student.

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

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

Your rights
The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

- your right to know:
  - how to use your provider’s student support services;
  - who the contact officer or officers are for overseas students;
  - if you can apply for course credit;
  - when your enrolment can be deferred, suspended or cancelled;
  - what your provider’s requirements are for satisfactory progress in the courses you study;
  - if attendance will be monitored for those courses;
  - what will happen if you want to change providers; and
Your responsibilities

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

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