CONTENTS

Welcome to ANIBT 3
Locations 3
Vision & Mission 3
Values 3
Code of Practice 4
Compliance with Legislation 4
Vocational Education and Training 4
Opening Hours and Student Attendance 4
Emergencies and Evacuation 4
Occupational Health and Safety 5
Feedback and Continuous Improvement 5

Rights Entitlements and Responsibilities 5
Student Rights and Entitlements 5
Student Responsibilities 6

Information Technology 6
Computer Access/Laboratories 6
Student Email System 6

Student Support Services 7
Orientation 7
Reception/Student Services 7
Counselling and Pastoral Care 7
Contact Details – Administration, Student Services, Academic and OH&S Committee 7-9

Flexible Learning and Assessment 10
Credit Transfer/Recognition of Prior Learning 10
Transfer to another course 10
Transfer to/from another education provider 10
Articulation 10

Policies and Procedures 11
Student Welfare, Security and Safety Measures Policy 11
Student Code of Conduct Policy 14
eCommunications Policy (Students) 17
Deferment, Suspension and Cancellation of Enrolment Policy 18
Course Progress and Academic Intervention Strategy Policy 20
Complaints and Process Policy 20
Fees and Refunds Policy 21
Charges for re-assessment 24
Fee Payment Options Policy 25
Victorian Public Holidays 2013 27

Next Careers services 28
WELCOME TO ANIBT

LOCATION

<table>
<thead>
<tr>
<th>Institute</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Office</td>
<td>Level 7, 474 Flinders Street, Melbourne, Victoria 3000</td>
<td>61 3 9620 2922</td>
</tr>
<tr>
<td>Flinders Street Campus</td>
<td>Levels 7, 8 and 13, 474 Flinders Street, Melbourne, Victoria 3000</td>
<td>61 3 9620 2922</td>
</tr>
<tr>
<td>Hospitality Training Centre</td>
<td>Unit 2, 306 Albert Street, Brunswick, VIC 3056</td>
<td>61 3 9388 0402</td>
</tr>
<tr>
<td>Australian National College of English (ANCE)</td>
<td>Level 8, 474 Flinders Street, Melbourne, VIC 3000</td>
<td>61 3 9620 1722</td>
</tr>
<tr>
<td>Next Careers</td>
<td>Level 13, 474 Flinders Street, Melbourne, VIC 3000</td>
<td>03 9614 0222</td>
</tr>
</tbody>
</table>

VISION & MISSION

- To provide students with quality, professional and outcome-oriented training and services, to enable them to achieve optimal competency in their relevant fields.
- To empower students and clients with the skills to achieve their academic, life and personal goals.

VALUES

ANIBT prides itself as a quality, unique and outcome-oriented Institute that embraces the following values:

- Client focus
- Quality processes
- Practicality and relevance
- Global and local imagination
- Cultural diversity
- Innovation and enterprise
- Learning and personal growth
- Responsibility and professionalism
- engagement
CODE OF PRACTICE

ANIBT is committed to embracing its values and to integrating Access and Equity principles within all services that it provides to its clients. Regardless of cultural background, gender, disability or age, students and staff have the right to study or work in an environment that is free from discrimination and harassment; and to be treated in a fair, equitable and considerate manner.

If, at any time, you feel that ANIBT is not abiding by its Code of Practice, report your complaint or grievance by following the procedure as outlined in the Complaints and Grievance Process Policy. Copies of this policy are available at reception, on student notice boards and on ANIBT’s website.

COMPLIANCE WITH LEGISLATIONS & GUIDELINES
Commonwealth and State legislations and guidelines govern the training contract between the student and ANIBT. As such, the Institute, through its policies and procedures, upholds the provisions of this legislation particularly in relation to the following:

- The Workplace Relations Act 1996
- The National Code 2007
- Current OH&S legislation
- Food Safety Act 1984
- Australian Quality Training Framework 2010
- Victorian Registration & Qualifications Authority Guidelines for VET Providers 2010
- Disability Discrimination Act 1992
- Privacy and Personal Information Act 1998 (Commonwealth)

VOCATIONAL EDUCATION AND TRAINING (VET)
VET provides people with occupational or work-related knowledge and skills including programs which are the basis for subsequent vocational programs; developing and recognising the competencies or skills of adult learners. VET also provides skills and knowledge for work through a national training system offered under the Australian Quality Framework (AQF) system. In Australia this is nationally recognized and ensures quality training. For further information about AQF please refer to the following website: www.training.com.au/aqtf2007/

OPENING HOURS
Administration and Student Services are both located on level 7, 474 Flinders Street, Melbourne and operate from Monday to Friday, between 8:30am to 5:30pm.

EMERGENCIES AND EVACUATION
ANIBT’s Head Office and main campus at 474 Flinders Street conduct frequent fire drills. Nevertheless, all students located at the various campuses in Melbourne are required to take note of the following:

1. In the event where ANIBT’s premises need to be evacuated, students not in training sessions must follow instructions from Safety Wardens or ANIBT officials.
2. Where students are receiving training in classrooms in an emergency or evacuation, they must follow the procedures as instructed by their trainers and ANIBT Safety Wardens.

3. Students refusing to abide by ANIBT’s emergencies and evacuation procedures will be regarded as student misbehaviour and subjected to disciplinary action in accordance with ANIBT’s Student Code of Conduct Policy. The Student Code of Conduct Policy is contained within this handbook.

OCCUPATIONAL HEALTH AND SAFETY
1. While ANIBT will ensure that its premises meet the Australian Occupational Health and Safety guidelines, students must take all practicable steps to ensure their own safety while at the Institute.

2. Students must report as soon as possible, any accident, incident or hazard arising during a training session to the trainer concerned and fill out the Accident/Injury/Incident Report form available at pro forma stands on all ANIBT campuses.

FEEDBACK AND CONTINUOUS IMPROVEMENT
ANIBT collects and follows up with action on information from students and staff regularly to maintain and improve quality in the delivery of vocational education and training. Students are to use the Complaints procedure in resolving any concerns that they may have. In addition, students are asked to complete feedback forms towards the end of each quarter of ANIBT’s teaching semester. The data is collated, analysed and the concluding information presented to senior management to assess the quality of training provided to students for continuous improvement of the Institute’s education and training programs.

RIGHTS, ENTITLEMENTS AND RESPONSIBILITIES

STUDENT RIGHTS AND ENTITLEMENTS
Students are entitled to the following rights:

- Receive training and assessment that is in accordance with the requirements of the accredited course and endorsed Training Package that may lead to AQF qualifications or Statements of Attainment
- Receive a current copy of the accredited course curriculum and information regarding the program of study, availability of learning resources and appropriate services
- Learn from trainers who have demonstrated competencies, including industry experience, in the area of study and who possess the minimum qualification of Certificate IV in Workplace Training and Assessment
- Have RPL applications assessed fairly and adequately by a trained assessor
- Be part of a learning environment, where respect for the individual is highly regarded, is free from harassment and discrimination, and has fair and equitable procedures for dealing with student grievances, complaints and appeals
- Receive regular feedback about academic performance in the area of study
- Be issued with qualifications and/or statements of attainment when a program of study has been successfully completed.
- For more information please refer to ANIBT website

STUDENT RESPONSIBILITIES

- Be fully committed to your own learning, the decisions taken in relation to it, and the challenges involved
- Avoid at all costs the temptation of plagiarism (see plagiarism policy)
• Work with honesty and integrity
• Give and receive feedback about your experiences and participate in continuous improvement processes
• Treat all members of the Institute with respect
• Value the diversity of students and staff
• Reject discrimination and harassment
• Respect the Institute’s facilities and resources, and follow relevant policies, and safety and security advice
• Provide up-to-date, accurate and timely student information when required
• Accept responsibility for decisions made about courses and program choices.

INFORMATION TECHNOLOGY
The following is an introduction to the information technology offered at ANIBT. For more detail, please refer to the eCommunications Policy contained within this handbook.

COMPUTER ACCESS/LABORATORIES
Students have access to four fully-equipped computer labs on Level 7 of the Flinders Street Campus. Computer labs are also available for student use at ANIBT’s Brunswick facility. Trainers will inform students of the username and password for access into the computer system. Users of ANIBT’s computer system must abide by the following rules:
• Computer accounts authorised by ANIBT are issued solely for the purpose of academic, research and work related activities.
• Passwords should not be disclosed to anybody. Should your password be compromised, you should inform the ANIBT Campus Manager as soon as possible.
• ANIBT computing systems should not be used for the unauthorised access of computing or networking systems or any purposes which constitute an infringement of copyright.
• Access to and/or transmission of obscene, offensive or slanderous materials is strictly forbidden.
• Student files, keystrokes, electronic mail, electronic messages and activities in the ANIBT network may be monitored directly or indirectly.

STUDENT EMAIL SYSTEM
All students are allocated with an official ANIBT student email address – this is assessible to students within 10 (ten) working days of the student’s enrolment. The ANIBT email system is easily accessible both on and off campus via the ANIBT website. All correspondence to/from staff and students is to be made using ANIBT’s official email address system only. For assistance with any aspect of the email system, please contact the Campus Manager.

STUDENT SUPPORT SERVICES

ORIENTATION
It is also an opportunity for you to ask questions. There are generally four orientations per year. However, some students may also be required to attend an additional practical and workshop specific to their course: this will be advised to you during enrollment. Calendar dates can be obtained via the website and on all general student notice boards.
RECEPTION & STUDENT SERVICES

Reception is the first point of contact for all students. Reception assists students with most general matters. Student Services will assist you in student welfare, your transition to life in Australia and provide assistance in academic administration. Student services do not handle any academic performance issues. Please refer all matters of this nature to your immediate trainer and/or course coordinator.

For other specific enquiries, students will be directed to the Student Services Manager for assessment and direction. In addition, all student forms, and policies and procedures can be downloaded at any time from ANIBT’s website.

Student notice boards are located on all floors and facilities at ANIBT. Policies and procedures relating to the student as well as student and staff timetables are also included.

COUNSELLING AND PASTORAL CARE

Students will have trainers as mentors for pastoral care matters, study management, goal setting activities and career guidance. ANIBT has an established relationship with external counselling services to deal with serious personal issues. External support services are also available to students. For more details, please refer to the Student Welfare, Security and Safety Measures Policy contained within this Handbook.

CONTACT DETAILS – ACADEMIC, ADMINISTRATION, STUDENT SERVICES & OH&S

Level 7, 474 Flinders Street, Melbourne VIC 3000
Telephone: (03) 9620 2922

Chief Executive Officer
Jianming Chen
Email: CEO@anibt.vic.edu.au

Campus Manager (Fees & payments)
Ken Vong
Email: accounts@anibt.vic.edu.au

Finance
Ken Vong
Accounts
Email: accounts@anibt.vic.edu.au

Ken Vong
Computer Services & IT
Email: infotech@anibt.vic.edu.au

Receptionist – Student Services
Email: reception@anibt.vic.edu.au
CONTACT DETAILS – Head of Department/ Managers

Brunswick Facility - Commercial Cookery
Unit 2/306 Albert Street, Brunswick
Tel: 03 9388 0402
Head of Department
Patisserie/Commercial
Suraj Goondarry

Business Services Department
Level 7, 474 Flinders Street, Melbourne
Tel: 03 9620 2922
Head of Department Business
Asanka PANDITHASEKERA
Level 7, 474 Flinders Street, Melbourne
Tel: 03 9620 2922

Hospitality Management
Level 7, 474 Flinders Street, Melbourne
Tel: 03 9620 2922
Head of Department
Suraj Goondarry

OH&S COMMITTEE MEMBERS
Level 7, 474 Flinders Street, Melbourne
Tel: 03 9620 2922
Ken Vong
Chairperson

Level 8, 474 Flinders Street, Melbourne
Tel: 03 9620 2922
Martin Fitzgerald

Level 13, 474 Flinders Street, Melbourne
Tel: 9620 2922
Scott Brown

Brunswick Facility, 2/306 Albert Street, Brunswick
Tel: 9388 0402
FLEXIBLE LEARNING AND ASSESSMENT

ANIBT is receptive to requests for flexible delivery of training and assessment. It provides flexibility in access to course materials and assessment tasks. ANIBT training and assessment may be carried out at a number of locations including schools and workplaces, during day and/or evening classes or by recognition of prior learning. Online learning is available for some programs within Diploma and Advanced Diploma units of competencies.

CREDIT TRANSFER and RECOGNITION OF PRIOR LEARNING

ANIBT will recognise and accept Australian Qualifications Training Framework qualifications and Statements of Attainment issued by other Registered Training Organisation providers. Students who have done previous studies or have had extensive work experience in any aspect of their proposed course may apply to the Institute for Credit Transfer and Recognition of Prior Learning. Application forms are available from reception and on ANIBT’s website. Credit will be given only when students can demonstrate the necessary competencies. All enquiries will be forwarded to the Training Manager.

Copies of the Credit Transfer and RPL Application Process and Application Form can be obtained from ANIBT’s reception.

ARTICULATION

ANIBT has established formal articulation arrangements to enable credit transfer for ANIBT graduates who would like to undertake designated Bachelors degree programs at Holmesglen Institute of TAFE (CRICOS No. 00012G) or Kaplan Business School Australia (CRICOS 02887F), or Charles Sturt University (CRICOS 01947G). Further information can be obtained on ANIBT’s website and via the office of the Training Manager.

<table>
<thead>
<tr>
<th>Qualification attained at ANIBT</th>
<th>Articulation arrangement with</th>
<th>University course</th>
<th>Number of credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Diploma of Hospitality Management</td>
<td>Holmesglen Institute of TAFE</td>
<td>Bachelor of Business Administration</td>
<td>12 credits</td>
</tr>
<tr>
<td>Diploma of Hospitality Management</td>
<td>Holmesglen Institute of TAFE</td>
<td>Bachelor of Business Administration</td>
<td>8 credits</td>
</tr>
<tr>
<td>Diploma of Business / Management</td>
<td>Kaplan Business School Australia</td>
<td>Bachelor of Business (Accounting / General Business / Human Resources / Hospitality &amp; Tourism)</td>
<td>Up to 8 subjects</td>
</tr>
</tbody>
</table>
POLICIES AND PROCEDURES

SP 001 - STUDENT WELFARE, SECURITY AND SAFETY MEASURES POLICY

Introduction
ANIBT places high priority on student security and safety and therefore does its utmost to enhance its support services for clients in order that they achieve better living experiences while studying. Our goal is to provide an environment which ensures that student welfare is not compromised in any way, and also assist in circumstances which are outside the premises of ANIBT and not within the classroom.

Policy
This policy addresses the security and safety measures taken by ANIBT to ensure that the goals set out above are met.

1. CCTV CAMERAS
Remote cameras are installed at ANIBT 7, 474 Flinders Street, Melbourne and Brunswick facility which are monitored by personnel.

2. MANAGEMENT STAFF
Management staff are located at ANIBT’s Head Office and all campuses to monitor and ensure that student security and safety measures are enforced.
2.1 The Campus Manager conducts visits and checks at all ANIBT campuses on a regular basis.
2.2 Key personnel are located at Level 7, 474 Flinders Street, Melbourne, VIC 3000 to monitor students situated on Level 7, 8 and 13, 474 Flinders Street, Melbourne. Personnel involved are the Chief Executive Officer and the Campus Manager.

2.3 Program Managers and/or Coordinators are staffed and located at ANIBT’s Head Office and the following facilities –
   (a) Head Office – Level 7, 474 Flinders Street, Melbourne, VIC 3000
   (b) Hospitality Training Centre & Lotos Café – Unit 2, 306 Albert Street, Brunswick, VIC 3056

3. TRAVELLING TO AND FROM ANIBT CAMPUS & FACILITIES

3.1 There are no classes that operate at ANIBT before 0800 hours or after 2200 hours on any given day

3.2 The main campus of ANIBT is on Flinders Street which is within the inner city road network

3.3 All facilities of ANIBT are located in well lit and high density areas

3.4 Every facility have easy access to all modes of public transport: train, trams and buses. These facilities are considered as low risk and therefore safe for public access.

3.5 All facilities are compact and have very close street access providing a controlled environment.

Although ANIBT’s campus and facilities are well located and easily accessible by public transport, students are advised to take all practicable steps to ensure their own safety at all times especially where sessions operate after 1800 hours.

4. WIDE LCD TV SCREEN

A wide LCD TV screen is set up at Flinders Street Main Campus Reception to broadcast any current or urgent matters that relate to the safety and wellbeing of clients.

5. FEEDBACK ANALYSIS

Client feedback questionnaires are conducted On-line to survey training methodologies, trainer performances, client satisfaction or concerns of their learning experiences. These feedbacks are conducted anonymously using a mixed methodology of qualitative and quantitative questions.

The objectives of this exercise are to:

5.1 Enhance the student experience through a quarterly collection and analysis of student feedback as a basis for improving training methods.

5.2 Enhance the student experience by providing students with the opportunity to actively engage in the continual improvement of their courses.

5.3 Recognise and sustain ‘good practice’ by providing the outcomes of the analysis to all trainers/assessors. This feedback is conducted via the moderation and validation process (see moderation and validation policy) to improve training and assessment.

5.4 Ensure that subsequent actions from the outcomes of the analysis are followed through.
6. OCCUPATIONAL HEALTH AND SAFETY
6.1 While ANIBT will ensure that its premises meet the Australian Occupational Health and Safety guidelines, students must take all practicable steps to ensure their own safety while at the Institute.

6.2 Accidents, incidents or hazards occurring within ANIBT premises must be reported to personnel or trainers concerned immediately. Students must also fill out the Accident/Injury/Incident Report form available at pro forma stands on all ANIBT facilities and campuses. At least one OH&S Committee Member is available in each of ANIBT’s Facilities, Head Office and Main Campus. For advice, please refer to an OH&S Committee Member list provided in the Student Handbook.

7. EMERGENCIES AND EVACUATION
ANIBT’s Head Office and main campus at 474 Flinders Street conduct frequent fire drills. Nevertheless, all students located at all facilities in Melbourne are required to take note of the following:

7.1 In the event where ANIBT’s premises need to be evacuated, students not in training sessions must follow instructions from Safety Wardens or ANIBT officials.

7.2 In the event of an emergency where students are receiving training in classrooms, they must follow the procedures as instructed by their trainers and ANIBT Safety Wardens.

7.3 Students refusing to abide by ANIBT’s emergencies and evacuation procedures will be regarded as student misbehavior and subjected to disciplinary action in accordance with the Student Code of Conduct Policy. The Student Code of Conduct Policy is available at ANIBT’s pro forma stands, contained within the Student Handbook and downloadable from ANIBT’s webpage.

8. PRIVACY & ACCESS OF PERSONAL RECORDS
ANIBT assures students that the personal information they provide is protected under the Privacy and Personal Information Protection Act 1998 (Commonwealth). Only necessary information for the purposes of students’ course enrolment, learning and study records will be requested. ANIBT will not disclose any information that it gathers about students to any third party. If a third party requests information about students, ANIBT will obtain students’ written consent prior to release of any information. Exceptions will be made in situations where ANIBT is required by law to provide information to relevant bodies. Email information will be sent on educational material and or services; these include Career Development; job search, job seeking assistants and pathways to universities and or colleges.

Students may however, access their own personal records at any time. This can be arranged through Student Services. Students must provide their student cards and passport as a verifiable form of identity when seeking to access their own record. A student cannot access other student records.

9. COUNSELLING AND PASTORAL CARE
Students will have trainers as mentors for pastoral care matters, study management, goal setting activities and career guidance. ANIBT has an established relationship with external counseling services to deal with serious personal issues. Please contact Student Services for any further information in this area.
External support services include the following:

<table>
<thead>
<tr>
<th>Type of Assistance Required</th>
<th>Name of Support Service</th>
<th>Contact No</th>
<th>Contact User Pay/Free Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police, Ambulance, Fire</td>
<td>Police, Ambulance, Fire</td>
<td>000</td>
<td>FREE CALL</td>
</tr>
<tr>
<td>Alcohol and Drugs</td>
<td>Direct Line</td>
<td>1800 888 236</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Depression</td>
<td>Lifeline</td>
<td>13 11 14</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Ethnic Issues</td>
<td>Ethnic Communities Council of Victoria</td>
<td>9349 4122</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Financial Matters</td>
<td>Credit Helpline</td>
<td>9602 3800</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Legal Assistance – Free to students</td>
<td>Fitzroy Legal Services – 124 Johnston Street, Fitzroy, VIC 3065; email: <a href="mailto:enquiries@fitzroy-legal.org.au">enquiries@fitzroy-legal.org.au</a></td>
<td>9419 3744</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Personal Issues</td>
<td>Crisis Support Services</td>
<td>13 6169</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Career Advice</td>
<td>Next Career Services</td>
<td>9614 0222</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Personal Issues</td>
<td>Swinburne Psychology Clinic</td>
<td>9214 8653</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Personal Issues</td>
<td>Student Counselor – Annie Lee</td>
<td>9596 7898</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>Centre against Sexual Assault</td>
<td>9344 2210</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Smoking Issues</td>
<td>Quitline</td>
<td>13 1848</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Translating and Interpreting</td>
<td>Translating and Interpreting</td>
<td>13 1450</td>
<td>USER PAY</td>
</tr>
<tr>
<td>Medical &amp; Sexual Health Clinic</td>
<td>Medical One QV/Sexual Health Clinic – 23 QV Terrace, 292 Swanston Street, Melbourne</td>
<td>8663 7060</td>
<td>USER PAY</td>
</tr>
</tbody>
</table>

ACCESS AND EQUITY
ANIBT strives to provide its current and prospective students with conditions of access to and participation in education which enables them to have equal opportunities to succeed. As such, ANIBT places high priority on respect of individuals irrespective of their colour, gender, race or background. Our goal is to provide an environment which is free from discrimination and harassment, and offer fair and equitable policies and procedures for all. ANIBT works to ensure that there is mutual respect between students, between students and staff, and between staff members.
SP 01 - STUDENT CODE OF CONDUCT POLICY

Introduction
ANIBT places high priority on respect of individuals irrespective of their colour, gender, race or background. Our goal is to provide an environment which is free from discrimination and harassment, and offer fair and equitable policies and procedures for all. ANIBT works to ensure that there is mutual respect between students, between students and staff, and between staff members.

Policy
ANIBT students enrolled in programs are required to maintain appropriate standards of conduct at all times. Breaching of the Student Code of Conduct as outlined below may lead to suspension or cancellation of the Student’s enrolment in accordance with ANIBT’s Deferment, Suspension and Cancellation of Enrolment Policy.

1. DRUGS AND ALCOHOL
   1.1 Students believed to be under the influence of drugs and/or alcohol will not be tolerated and will be asked to leave the premises immediately.
   1.2 Possession and/or sale of drugs will also be referred to the Victoria Police.

2. NON-SMOKING POLICY
   2.1 The Institute is a non-smoking environment. There are outside areas for students and staff to smoke during scheduled rest and/or lunch breaks. A cigarette butt bin is located outside the entrance of the Flinders Street Campus building.
   2.2 Cigarettes must be exposed off responsibly: any incident that enacts emergency procedures will result in the student or staff member being personally liable for damages and/or costs incurred.

3. EMERGENCIES AND EVACUATION
   ANIBT’s Head Office and main campus at 474 Flinders Street conduct frequent fire drills. Nevertheless, all students located at the various campuses in Melbourne are required to take note of the following:
   3.1 In the event where ANIBT’s premises need to be evacuated, students not in training sessions must follow instructions from Safety Wardens or ANIBT officials.
   3.2 Where students are receiving training in classrooms in an emergency or evacuation, they must follow the procedures as instructed by their trainers and ANIBT Safety Wardens.
   3.3 Students refusing to abide by ANIBT’s emergencies and evacuation procedures will be regarded as student misbehaviour and subjected to disciplinary action in accordance with the Student Code of Conduct Policy.

4. BEHAVIOUR
   Misbehavior is unacceptable practice at ANIBT and can take the form of communications exchange which is face-to-face or by phone; written in the form of letters, through email or sms; or any other electronic media. The following mannerisms, actions and non-compliance constitute misbehaviour:
   (a) Discrimination
   (b) Disruption
   (c) Abuse & hostility
   (d) Threats and anything obnoxious in nature
(e) Breach of the OH&S compliance  
(f) Contravention of the code of conduct policy  
(g) Sexual, physical or emotional misconduct  
(h) Theft, willful or malicious damage to ANIBT premises or equipment  
(i) Solicitation & corruption  
(j) Refusal to co-operate with official requests and matters  
(k) Participation in the practice of Plagiarism  
(l) Dishonesty and misleading behavior  

Misbehavior can affect any fellow students, ANIBT staff, visitor, stakeholder or general public whilst stationed on ANIBT premises. As per standard 13.2 of the National Code 2007 a student may be suspended for misbehavior. This disciplinary action will be administered via the office of the CEO and students should refer to the grievances and appeals process.  

Details of ANIBT’s eCommunications Policy is contained within the Student Handbook and downloadable from ANIBT’s webpage.  

5. PERSONAL BELONGINGS & THEFT  
5.1 Personal belongings are the responsibility of the owner and therefore ANIBT is not liable for any loss or damage to these items. However where students are apprehended in the midst of committing acts of thievery or similar, ANIBT will treat the incident as student misbehavior as per clause 4 above and will take action as necessary under the Code of Conduct Policy.  

6. ACCOMPANYING PERSONS  
6.1 Only ANIBT students with valid Student ID cards are permitted to attend scheduled classes. No other accompanying persons including children will be allowed into any computer laboratories or training sessions at any of ANIBT campuses or facilities unless extenuating circumstances apply.  

7. DRESS  
7.1 Where stipulated, students are expected to attend specific training sessions suitably and safely attired in uniforms. Otherwise students may wear comfortable, neat casual and appropriate clothing to other training sessions.  

8. MOBILE PHONES AND ELECTRONIC DEVICES  
8.1 Student must have their mobile phones switched off during all classes, whether practical or theory, and during all assessments.  
8.2 The use of any other electronic equipment such as Ipods is prohibited during classes and assessments.  

9. PLAGIARISM  
9.1 “Plagiarism” is a broad term referring to the practice of using someone else’s ideas or work and presenting them as your own. Plagiarism is a form of cheating and is not permitted at ANIBT. Acts of plagiarism include:  

(a) Copying the work of another student, whether that student is in the same class, from an earlier year of the same subject or course, or from another educational institution altogether.
(b) Copying any section, no matter how brief, from a book, journal, article or other written or electronic sources, without duly acknowledging it as a quotation.
(c) Copying any map, diagram, table or figures without duly acknowledging the source.
(d) Paraphrasing or otherwise using the ideas of another author (verbal, written or electronic) without due acknowledgement.
(c) Claiming someone else’s practical work for a observation assessment

9.2 Where plagiarism is suspected, the matter shall be brought to the attention of the Program Manager or Coordinator. If plagiarism has indeed occurred, for the first offence students will automatically fail the assignment and incur a $50 penalty. Students found to have plagiarised for the second offence will automatically fail and be in breach of the Academic Policy which will enact the Academic Intervention process and students may be subject to reporting. Please refer to the Academic & Assessment Policies and Procedures downloadable from ANIBT’s webpage.

10. STUDENT ID CARD
10.1 The student identity card is a photo ID that clients are required to have available at all times whilst engaged at ANIBT.
10.2 The ID card allows students to be securely identified for accessibility to private records and information.
10.3 The ID card is essential for students participating in assessments (see Academic manual downloadable from ANIBT’s website).
10.4 The ID card permits students to enter into computer labs, resource centres and classrooms.
10.5 Loss of ID cards must be reported to Flinders Street Reception and replacements requested at $10 per card.
10.6 Student ID cards has benefits outside of ANIBT for gaining student concessions at museums, movie theatres, and most tourist spots and centres.

SP 02 – eCOMMUNICATIONS POLICY (Students)

Introduction
ANIBT is committed to providing an easily accessible and open line of communication between students and the Institute, and prides itself on its state of the art IT facilities. In order to provide access and equity to all students and staff, ANIBT provides free computer and internet access for the completion of study and work-related tasks, and accessing ANIBT’s email system. ANIBT’s email system acts as a portal for communications between students and the Institute and is the official medium of communication between staff and students.

Policy
1. ALL official Institute communication with students will be issued via ANIBT’s student email account including issuing of invoices, academic warning letters
2. Any communication between ANIBT and students; and between staff members will only be via official ANIBT email addresses.
3. Staff will not respond to requests for information from current students outside of the ANIBT student email system.
4. Every student and staff member is issued with an official ANIBT email address.
5. Student email addresses are in the format of studentnumber@student.anibt.vic.edu.au (e.g. 6081001@student.anibt.vic.edu.au)

6. A temporary password is issued to the student on enrolment and on induction for staff members.

7. Student temporary passwords are in the form of the student’s date of birth: yyyyymmdd

8. It is the responsibility of students to change their passwords on their first log in to ensure the security of their accounts.

9. Students are to keep their passwords and log-on information confidential.

10. If an account becomes compromised, it is the responsibility of the individual student or staff member to inform the Campus Manager as soon as possible.

11. The ANIBT computer network and email system is to be used for study and work related purposes only.

12. Students are provided with free computer and internet access in the computers labs on campus to complete assessments and access their ANIBT email account.

13. Students must check their ANIBT email account regularly (at least weekly) to ensure they receive information regarding their course and study status or any other matters related to ANIBT.

14. Students’ failure to check their ANIBT email account regularly will not exempt them from the consequences of not acting on that information.

15. ANIBT computing systems should not be used for the unauthorised access of computing or networking systems, or any purposes which constitutes an infringement of copyright.

16. Access to and/or transmission of obscene, offensive or slanderous material is strictly forbidden and will be dealt with under the conditions stated in the Student Code of Conduct Policy. This policy is contained in the Student Handbook and downloadable from ANIBT’s webpage.

17. Student files, keystrokes, electronic mail, electronic messages and activities in the ANIBT network may be monitored directly or indirectly.

18. Any IT-related issues should be logged with the Campus Manager via Reception as soon as possible.

**SP 03 – DEFERMENT, SUSPENSION AND CANCELLATION OF ENROLMENT POLICY**

**Introduction**

*Definition: To defer or suspend enrolment means to temporarily place studies on hold (adjourn, delay, postpone).*

Under Standard 2.1(f) of the National Code 2007, ANIBT is obligated to inform students prior to accepting a student, or an intending student, for enrolment in a course, current information about the grounds on which a student’s enrolment may be deferred, suspended or cancelled.

**Policy**

1. Processing period for Deferment, Suspension or Cancellation of Enrolment shall be within 10 working days upon receipt of student’s application form.

2. In accordance with Standard 13 of the National Code 2007, ANIBT can defer or temporarily suspend the enrolment of students on grounds of:
   2.1 Compassionate or compelling circumstances
   2.2 Misbehaviour by the student
3. Where deferment or suspension of studies on compassionate or compelling circumstances is initiated by the student under clause 2.1 above, ANIBT may choose to grant or decline any student’s request for deferment or suspension of studies, using its professional judgement and to assess each case on individual merits, and if possible, with documentary evidence provided to support the claim, in accordance with Standard 13.2 of The National Code 2007.

4. Where suspension is initiated by the student, the following must be noted:
   4.1 Any outstanding fee must be paid prior to the processing of the student’s request for suspension.

5. ANIBT will initiate suspension or cancellation of a student’s enrolment on grounds of:
   5.1 Student misbehaviour breaching ANIBT’s Code of Conduct Policy
   5.2 Student refusing to pay his/her outstanding fees under ANIBT’s Fees & Refunds Policy, despite ANIBT’s repeated attempts to recover fees.

6. Under clause 7.3 where extenuating circumstances relate to the welfare of the student, and ANIBT has reason for serious concern for the welfare of the student or those with whom the student may come into contact, ANIBT can cancel the student’s enrolment prior to the completion of the appeals process if it deems that the student’s behaviour will impact on the safety and wellbeing of the student and/or people the student may encounter. Under this circumstance the student can still appeal from his or her Australian residence or home country.

7. Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, ANIBT will not include the period of suspension in its attendance monitoring calculations.

8. Where a student has been granted suspension or deferment of enrolment, the student’s fees will be suspended during the granted period.

9. Where a student has returned from suspension, the following must be noted:
   14.1 Students returning from suspension must fill out a Deferment and Suspension Return Form (available at reception) and meet with the Training manager to obtain authorisation for re-admission into ANIBT
   14.2 On resuming studies, the student’s fees and tuition charges will be re-established

Procedure
A request for Deferment, Suspension or Cancellation must be approved or disapproved by the Director of Studies.

1. The processing period for Request for Suspension, Deferment or Cancellation of Enrolment shall be within 10 working days from the receipt date of the application.
2. The student must fill in the form Request for Suspension, Deferment or Cancellation of Enrolment and produce any documentation evidence relating to the suspension request.
3. The student will present the request form and evidential documentation to the Program Manager or Coordinator for discussion and assessment.
4. Student Services will meet with the student to assess and process the application.
5. On return, student will fill in the Return from Suspension or Deferment and hand it to ANIBT Reception for processing.

6. Student Services will contact student for appointment with the Training Manager who will allocate student with a class and timetable. Your class allocations depend on course progress and shall be assessed by the Training Manager. Students need to note a period of suspension, more than 2 weeks duration shall have the effect of prolonging course completion. This will obviously impede on timetables and schedules.

7. Processing time for Return from Suspension or Deferment of enrolment shall be within 10 working days from the receipt date of the application.

Under the National Code 2007, “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.

---

**SP 04 – COMPLAINTS PROCESS POLICY**

**Introduction**

Students of ANIBT are encouraged to discuss any issues relating to their studies at ANIBT. Students’ complaints and appeals will be taken seriously and the matters addressed promptly.

ANIBT has established a process for dealing with complaints. Copies of ANIBT’s Complaints Process Policy are available at Reception and on the website [www.anibt.vic.edu.au](http://www.anibt.vic.edu.au). It is also displayed on student notice boards. Students can lodge complaints or at any time by filling in the Complaints Form (available at reception and on the abovementioned website) and submitting them at reception. Alternatively, they may send their email to ANIBT’s complaints email address: complaints@anibt.vic.edu.au

If you have a complaint in relation to any person(s) or any aspect of your studies and/or experiences at ANIBT, you should first approach the person in question or your Trainer or Coordinator. The Trainer or Coordinator logs any complaint in the Student Issues Section of the Trainer Communication Log and informs the Coordinator. Attempts are made by the Trainer/Vocational Instructor in consultation with relevant staff, depending on the nature of the complaint, to resolve the complaint informally as soon as practicable (this process must begin within 10 working days of receiving the complaint as per Communication Log
record). If a resolution has been found, the Trainer/Vocational Instructor makes note of the outcome on the Communication Log and informs the Coordinator.

If the complaint is still unresolved, then the student should lodge a formal complaint by filling in the Complaints Form (available at reception or on ANIBT’s website: [www.anibt.vic.edu.au](http://www.anibt.vic.edu.au)) and submitting it to reception, or sending an email regarding the matter to: complaints@anibt.vic.edu.au. Please note that the student’s enrolment must be maintained during the Complaints process. Investigation will follow and all parties will put forward their issues in writing to the Student Services Officer (this process to begin within 10 working days of formal lodgment of the complaint). The student will then have the opportunity to meet with a Student Services Officer to formally present his or her case. The Student Services Officer will mediate and aim to resolve the complaint promptly. If the matter is still unresolved, the matter will be escalated to the CEO and the student will again have the opportunity to meet with the CEO to formally present their case. If the student is unsatisfied with the Internal Complaints Process, the student may lodge an Internal Appeal as per the ANIBT Internal Appeals Process Policy. They may do so by contacting:

**SP 5 – FEES AND REFUNDS POLICY**

**Government Funded Courses**

5.1.1 Refund if course cancelled by the ANIBT Training Manager

If the ANIBT Training Manager cancels a government funded course before it starts, the ANIBT Training Manager must refund the fees paid for the course.

5.1.2 Refund if enrolment cancelled before course starts

If a student cancels enrolments in a government funded course before it starts, ANIBT Training Manager must refund the fees the student paid for the course after deducting an administration charge for all courses cancelled at the same time.

5.1.3 Refund after government funded course starts

If a student cancels enrolment in a government funded course after it starts:

A the ANIBT Training Manager shall not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have not commenced.

B the ANIBT Training Manager shall not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for class/es that have commenced.

C the ANIBT Training Manager must cancel any future course enrolment/s and refund fees paid in advance in respect of those future course enrolment/s for class/es that have not commenced and

D the ANIBT Training Manager shall cancel any future payments due in respect of any future course enrolment/s for class/es that have not commenced.
However, if any of the following events occur while a student is undertaking a
government funded course, the student may apply to the ANIBT Training Manager
for a full partial refund of the fees paid for the course if:

A the student suffers an illness or injury preventing the student from completing the
course
B Exceptional circumstances prevent the student from completing the course.

The student must apply in writing with documented evidence of reason for prevention of
study.

5.1.4 Refund if academic exemption received (RPL)

If a student has received an academic exemption from a government-funded course
since enrolment in it, the student may apply to the ANIBT for a refund of fees for the
course.

5.1.5 Material Fees and other charges

ANIBT shall not refund material fees and other charges that are considered to be
supplied to and/or used by the student.

5.1.6 Refused applications for refunds

If a person’s application for a refund has been refused, ANIBT must give the person
written notice of the reasons for refusal.

The person may, within fourteen days after written notice is given, applied to the
ANIBT Training Manager for reconsideration of the refusal.

The refusal must be considered by Student Services Manager on merits of balance
of fairness.

5.2 Non-Government funded (Full Fee for service) Courses

5.2.1 Refund if course cancelled by Training Manager

If the ANIBT cancelled the cancels a non government funded/FFS course before it
starts, the ANIBT Training Manager must refund the fees paid for the course.

5.2.2 Refund if course enrolment cancelled before course starts

If a student cancels enrolment in a non government funded/FFS course before it
starts the ANIBT Training Manager must refund the fees paid for the course after
deducting administration charge

5.2.3 Refund if enrolment cancelled after course starts

If a student cancels enrolment in a non government funded/FFS course after it
starts;
A the ANIBT Training Manager shall not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have not commenced.

B the ANIBT Training Manager shall not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for class/es that have commenced.

C the ANIBT Training Manager must cancel any future course enrolment/s and refund fees paid in advance in respect of those future course enrolment/s for class/es that have not commenced and

D the ANIBT Training Manager shall cancel any future payments due in respect of any future course enrolment/s for class/es that have not commenced.

However, if any of the following events occur while a student is undertaking a non government funded course/FFS, the student may apply to the ANIBT Training Manager for a full partial refund of the fees paid for the course if:

A the student suffers an illness or injury preventing the student from completing the course
B Exceptional circumstances prevent the student from completing the course.

The student must apply in writing with documented evidence of reason for prevention of study.

5.3.3 Refund after price leverage training program starts (ex: traineeship paid by student; The practice of using different fund sources across a training activity and/or by combining government and non government funding and or additional resources across a qualification)

If a student cancels enrolment in a price leverage training program course after it starts;

A the ANIBT Training Manager shall not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have not commenced.

B the ANIBT Training Manager shall not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for class/es that have commenced.

C the ANIBT Training Manager must cancel any future course enrolment/s and refund fees paid in advance in respect of those future course enrolment/s for class/es that have not commenced and

D the ANIBT Training Manager shall cancel any future payments due in respect of any future course enrolment/s for class/es that have not commenced.

However, if any of the following events occur while a student is undertaking a, price leverage training program the student may apply to the ANIBT Training Manager for a full partial refund of the fees paid for the course if:
A the student suffers an illness or injury preventing the student from completing the course
B Exceptional circumstances prevent the student from completing the course.

**SP 06 – Issuing of Certificates, Statement of Attainment and Transcripts POLICY**

6. Certificates, Statement of Attainment, Transcripts, Letter of Completion, etc
6.1 Where a certificate and Statement of Attainment and/or transcripts
6.2 Where replacements are required – that is, certificate, letter of completion
and transcript of results – there will be a charge of $80.
6.3 Where a replacement certificate is required, there will be a charge of $70 per
document.
6.4 Where replacements are required for letters of completions and transcripts in
relation to above, $25 will be charged for each document.
6.6 Statement of Attainment will be issued to students at no charge on student
withdrawal, cancellation or transfer, prior to completing the qualification,
provided the student has paid in full for the tuition related to the units of
competency to be shown on the Statement of Attainment.

**Charges for reassessment** are as follows:

<table>
<thead>
<tr>
<th>HOSPITALITY COURSES - SCENARIO</th>
<th>Charge Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Per Unit of competency</td>
</tr>
<tr>
<td>Theory</td>
<td>Practical</td>
</tr>
<tr>
<td>Student repeats a unit outside scheduled term period</td>
<td>$200</td>
</tr>
<tr>
<td>Plagiarism or a repeat of an assessment for critical aspects of evidence</td>
<td>$50</td>
</tr>
<tr>
<td>Non submission of a unit of competency within a scheduled delivery period</td>
<td>$200</td>
</tr>
<tr>
<td>Class hoppers schedule for unit/s make up</td>
<td>$200</td>
</tr>
<tr>
<td>Pending reports for assessments within a given unit of competency</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ON-LINE AND BUSINESS COURSE SCENARIO</th>
<th>Charge Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-sits : theory test</td>
<td>$50</td>
</tr>
<tr>
<td>On – line theory Units</td>
<td>Full unit Fee</td>
</tr>
<tr>
<td>Practical re-assessment and practical re-training (pertaining to a particular unit of competence)</td>
<td>$300</td>
</tr>
<tr>
<td>Theory based re-training for a particular unit</td>
<td>$200</td>
</tr>
</tbody>
</table>
SP 07 – FEE PAYMENT OPTIONS POLICY

OPTION 1 – IN PERSON TO ANIBT RECEPTION
Fees can be paid by:
(a) Cash
(b) Eftpos
(c) Credit card (Visa or MasterCard)
(d) Bank cheque
(e) Bank draft

OPTION 2 – DIRECT DEPOSIT
Fees can be paid by:
(a) Direct Deposit within Australia

Account Name: Australian National Institute of Business & Technology
Bank Name: Westpac
BSB: 033 005
Account Number: 302 762

1. Where payment is made under Option 1, a receipt will be issued to the student on the spot. No further action is required unless the student’s bank cheque or bank draft has been dishonored or declined by ANIBT’s Westpac Bank. Under this circumstance, clause 3 applies.
2. Where payment is made via Credit Card under Option 1(c), a surcharge of 1.5% will be applied.
3. Where payment is made under Option 2, the following steps applies:
   • Students MUST inform their bank to insert their Student Number AND if possible, their name onto the Direct Deposit.
   • Students MUST then bring the receipt or evidence of direct deposit to ANIBT Reception.
   • ANIBT will credit the individual student for the payment and issue an ANIBT receipt.
   Failure to present a payment receipt at Reception due to a bank or telegraphic transfer may result in the transaction being lost within ANIBT’s accounts system, and students may be unduly blocked from class attendance without intention.
4. Where payment is made by bank cheque or bank draft under Option 1 and this has been dishonored or declined by ANIBT’s Westpac Bank, the student’s ANIBT receipt will be cancelled. Under this circumstance, it is the responsibility of the student to ensure that a valid bank cheque or bank draft is presented once again to ANIBT reception for receipting, OR an alternative payment option be made to ensure that the fees are paid promptly and within the set time frame.
5. Students MUST pay all outstanding fees by the due date of their respective invoice in accordance with the Invoice Schedule drawn up in the Student Agreement handed to students during Enrolment. Failure to do so will result in ANIBT blocking students from attending their respective classes. Under this circumstance, students will be asked to see ANIBT Student Services immediately to settle this matter.

1. As per the National Code of Practice 2007 exceptions as stated in Clause 1 above may also include the following:
1.1 How the student is handling the course and the individual circumstances of the student

1.2 If the student is experiencing personal difficulty that is affecting his or her welfare

If the student is experiencing educational problems that cannot be addressed by the provider’s resources to enable the student to make satisfactory course progress

A written confirmation from the parents or guardian of the student confirming their support for the transfer of the student may also be taken into consideration by the provider.

7. ANIBT will process a student’s request for release within 10 (ten) working days of receipt of the student’s application.

### Victorian Public Holidays 2014

- New Year’s Day - Wednesday 1 January
- Australia Day - Monday 27 January*
- Labour Day - Monday 10 March
- Good Friday - Friday 18 April
- Saturday after Good Friday - Saturday 19 April
- Easter Monday - Monday 21 April
- Anzac Day - Friday 25 April
- Queen’s Birthday - Monday 9 June
- Melbourne Cup - Tuesday 4 November**
- Christmas Day - Thursday 25 December
- Boxing Day - Friday 26 December
*substitute for Sunday 26 January

** all of Victoria is entitled to Melbourne Cup public holiday unless a different local holiday has been declared for a non-metropolitan areas.
Who are nextcareers and what do we do?

As a division of ANIBT, Next Careers aims our services to graduating students in “career limbo” upon completion of studies, individuals seeking a career change and professionals requiring development in their current occupation.

Next Careers is a results driven organisation that has been established to equip you with the information you require to take the next step forward professionally. At Next Careers, we can help you understand your strengths and identify how your skills and interests can be developed into a fulfilling career. We aim to provide you with personalised tools, skills and confidence to drive your career and achieve your goals and ambitions at any stage of your journey.

We have detailed information on over 1400 hundred job types, the available entry paths into University for non VCE students as well how to access the hidden job market to gain new or better employment.

We offer comprehensive career coaching, pre-employment preparation and career development training programs and workshops along with HR consulting services.

Our expertise will help you with self-assessment, personal development, goal setting, decision-making and creation of a plan of action. Our focus also extends to talent within organisations. Next Careers provides customised training programs and workshops for the development of leadership and business skills to support the succession planning and retention of staff.

Our Training Programs and Workshops

Next Career programs and training will kick-start your professional career in 2012. Our complete Suite of Services offers workshops, training and consulting in:

- Career Coaching
- Pre-employment Training
- Career Development
- HR Consulting Services

Individual Career Coaching

“We guide, mentor and support you in securing a new position, leveraging your skills to secure a more senior position within your current organisation or engage in further study.”

4 x 1 hour personalised coaching sessions which includes:

- Workplace Personality Inventory and Debrief
- Goals and Aspirations
- Resume Writing
- Behavioural Interviewing
- Confidence and Influencing Skills

Enrolments

To enrol in any of our offered programs and workshops, simply visit our website or our office to obtain an Application for Enrolment. For further information and enquiries please call us on

03 9614 0222  Next Careers Office: Level 13, 474 Flinders Street
Melbourne VIC 3000