



Australian National
Institute of **Business**
and **Technology**

Australian National Institute of Business & Technology

CRICOS No. 02506B RTO No. 21368

STUDENT HANDBOOK

July 2015

International

Australian National Institute of Business and Technology Pty Ltd
ABN 26 105 922 772

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WELCOME TO ANIBT

The Australian National Institute of Business and Technology (ANIBT) is a Registered Training Organisation established in 2003, to deliver effective, flexible and innovative training programs across a variety of disciplines. Our goal is to equip candidates with key competencies and additional knowledge to enhance their career prospects, productivity and increase their confidence.

This is achieved by:

Providing a consistent and reliable set of components for training, stimulating learning facilities & supporting materials, professional trainers and flexible programs.

Recognizing and assessing peoples skills,

Enabling nationally recognized qualifications to be awarded through direct assessment of workplace competencies, and

Encouraging learning and assessment in a work-related environment which leads to verifiable workplace outcomes.

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

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.

Course delivery

The institute will:

Provide, prior to course commencement, orientation program containing information about the course curriculum, program of study and availability of learning resources.

Ensure that a current copy of the accredited course curriculum is available to staff and students.

Ensure that training and assessment occur in accordance with the requirements of the accredited course.

Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.

Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

Ensure that all courses in the Scope of Registration remain accredited.

Staff

Trainers and Assessors of ANIBT will have:

Demonstrated competencies at least to the level of those being delivered

Demonstrated achievement of at least Certificate IV in Training and Assessment and Workplace Competency Standards or their equivalent

Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.

Training environment

The institute will meet the following minimum training environment standards.

Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.

Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Student information

The institute will advise prospective students of:

it's Scope of Registration;

application processes and selection criteria;

fees and costs involved in undertaking training;

fee refund policy;

qualifications to be issued on completion or partial completion of courses;

competencies to be achieved during training;

assessment policies & procedures including recognition of prior learning;

literacy and numeracy requirements;

grievance procedure (known as Complaints & Appeals Procedure);

staff responsibilities;

facilities and equipment; and

student support services.

STUDENT RIGHTS AND RESPONSIBILITIES

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 teaching 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 partially or totally completed.

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

“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:

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.

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.

Copying any map, diagram, table or figures without duly acknowledging the source.

Paraphrasing or otherwise using the ideas of another author (verbal, written or electronic) without due acknowledgement.

Claiming someone else’s practical work for a observation assessment

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.

INTERNATIONAL STUDENT VISA CONDITIONS

All international students must comply with current visa conditions and regulations determined by the Department of Immigration and Border Protection (DIBP). As an ANIBT student the following conditions that affect you include:

Meeting the minimum study load of 20 hours per week.

Adhering to all timetables and published schedules

Satisfactory attendance of scheduled classes

Satisfactory academic performance as per the Course Progress and Academic Intervention

Strategy Policy contained within this handbook

Advising ANIBT of any changes to your Australian contact number and address within 7 days of the change

Having sufficient funds to cover tuition fees and living expenses while in Australia

Maintaining valid Overseas Student Health Cover

Adhering to the Transfer of Provider Policy contained within this handbook

Ensuring you student CoE and student visa are both valid for the duration of study.

COMPLIANCE WITH LEGISLATIONS & GUIDELINES

ANIBT is subject to a variety of legislation and regulations related to training and assessment as well as those related to general business operations. A number of 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:

National Vocational Education and Training Regulator Act 2011.

Standards for NVR Registered Training Organizations 2012

Education Services for Overseas Students (ESOS) ACT 2000
 Education Services for Overseas Students (ESOS) Regulations 2001
 Education Services for Overseas Students (TPS Levies) Act 2012
 The National Code 2007
 Work Health and Safety Act 2011
 Work Health and Safety Regulations 2011
 The Workplace Relations Act 1996
 Copyright Act 1968
 Privacy Act 1988
 Freedom of Information Act 1982
 Privacy and Personal Information Act 1998 (Commonwealth)
 Antidiscrimination Act 1991
 Sex Discrimination Act 1984
 Disability Discrimination Act 1992
 Racial Discrimination Act 1975 and Victorian Equal Opportunity Act 1995
 Food Safety Act 1984
 Human Rights and Equal Opportunity Act 1986

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 websites: <http://industry.gov.au/skills/RegulationofVET/Pages/default.aspx> and www.training.gov.au

LOCATIONS

Head Office	Level 7, 474 Flinders Street, Melbourne, VIC3000 Tel: 61 3 9620 2922
Flinders Street Campus VIC 3000	Levels 7, 8 and 13, 474 Flinders Street, Melbourne, Tel: 61 3 9620 2922
Hospitality Training Centre	Unit 2, 306 Albert Street, Brunswick, VIC 3056 Tel: 61 3 9388 0402
Polygon Functions & Meetings Centre	Level 13, 474 Flinders Street, Melbourne, VIC 3000 Tel: 61 3 9620 2922
Australian National College of English (ANCE)	Level 8, 474 Flinders Street, Melbourne, VIC 3000 Tel: 61 3 9620 1722

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

After Hours Emergency Contact 24/7 – 0402 125 752

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 and Financials (Fees & payments)

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

Manager Academic Delivery and Compliance - MADC

Dale Sheather
Email: dale.s@anibt.vic.edu.au

Manager Academic and Student Services - MASS Official point of contact for International Students

Shumin Fan
Email: studentservices@anibt.vic.edu.au

Accounts officer

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

Admissions

Monica Chen
Email: admissions@anibt.vic.edu.au

Computer Services & IT

Ken Vong
Email: infotech@anibt.vic.edu.au

Reception – Student Services, General Enquiries

Cynthia Bik
Email: Reception@anibt.vic.edu.au

CONTACT DETAILS –Managers and Coordinators

Brunswick Facility – Hospitality Qualifications
Unit 2/306 Albert Street, Brunswick
Tel: 9388 0402

Manager

Suraj Goondarry

City Campus-all other qualifications
Level 7, 474 Flinders Street, Melbourne
Tel: 9620 2922

Manager Academic Delivery and Compliance

Dale Sheather

WH&S COMMITTEE MEMBERS

Level 7, 474 Flinders Street, Melbourne
Tel: 9620 2922
Ken Vong (Institute representative)
Shumin Fan (Student Services)

Level 8, 474 Flinders Street, Melbourne
Tel: 9620 2922
Craig Shayer

Level 13, 474 Flinders Street, Melbourne
Tel: 9620 2922
Matthew Greskie

Polygon Functions Level 13, 474 Flinders Street, Melbourne
Tel: 9620 2922
Vivian Li

Brunswick Facility, 2/306 Albert Street, Brunswick
Tel: 9388 0402
Suraj Goondarry

OPENING HOURS AND STUDENT ATTENDANCE

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.

An International student timetable is based on visa requirements of a full-time load, being 20 hours per week of a prescribed course.

STUDENT SUPPORT SERVICES

ORIENTATION

It is mandatory that all students attend an Orientation as this familiarizes students with ANIBT processes, policies, procedures, student life and general welfare. 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 course coordinator or the Training Manager.

For other specific enquiries, students will be directed to the Student Services Coordinator for assessment and direction.

A pro forma stand near the reception desk contains all student forms, important policies and procedures, maps, as well as other general information to assist students. This allows students quick and easy access to information without the need to queue. 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.

COMPUTER ACCESS/LABORATORIES

Students have access to two 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 accessible 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.

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.

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

Under the principles of National Recognition, ANIBT will grant students an automatic credit for unit(s) that they have successfully completed at any other Registered Training Organization (RTO). ANIBT will recognise and accept qualifications and Statements of Attainment issued by other Registered Training Organisations within Australian Qualifications Framework.

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/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 successful achievement of necessary competencies. All enquiries will be forwarded to the Training Manager.

TRANSFER TO ANOTHER COURSE

Transfer to another course means a change of enrolment and will be considered only after a program has started. Approval is subject to program availability and only if there is a compelling

reason for change. The Training Manager and the student will discuss the circumstances and decide if the change is beneficial for the student as promptly as possible.

TRANSFER TO/FROM ANOTHER EDUCATION PROVIDER

ANIBT follows the legislative guidelines in the ESOS Act 2000 and National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 with regard to transfer of students from and to another registered training provider. This policy is included within the Student Handbook. If a student moves to another institution without following these procedures the student will still be considered as enrolled at ANIBT and monitoring processes will continue to take effect.

ARTICULATION

ANIBT has established formal articulation arrangements to enable credit transfer for ANIBT graduates who would like to undertake Higher Education programs at Holmesglen Institute (CRICOS No. 00012G), Kaplan Business School Australia (CRICOS 02887F), Charles Sturt University (CRICOS 01947G), or La Trobe University (CRICOS 00115M). This information is updated regularly on ANIBT's website. Further information can be obtained on ANIBT's website and via the office of the Training Manager.

Qualification attained at ANIBT	Articulation arrangement with	Higher Education course	Number of credits
Advanced Diploma of Business / Management / Project Management / Hospitality	Holmesglen Institute	Bachelor of Business Administration	12 credits
Diploma of Business / Management / Project Management / Hospitality	Holmesglen Institute	Bachelor of Business Administration	8 credits
Diploma of Business / Management	Kaplan Business School Australia	Bachelor of Business (Accounting / General Business / Human Resources / Hospitality & Tourism Management)	Up to 8 subjects
Advanced Diploma of Business / Management	Kaplan Business School Australia	Bachelor of Business (Accounting)	Up to 10 subjects
Advanced Diploma of Business / Management	Kaplan Business School Australia	Bachelor of Business (General Business / Human Resources / Hospitality & Tourism Management)	Up to 12 subjects
Advanced Diploma of Business / Management (with 2 years of relevant industry experience)	Kaplan Business School Australia	Master of Accounting (2 years)	
Advanced Diploma of Business	Charles Stuart University	Masters program including Graduate Diploma of Business and Masters of Commerce	
Diploma and Advanced Diploma of Hospitality	La Trobe University	Bachelor of Business (Tourism and Hospitality/Tourism Management and Marketing)	

STUDENT WELFARE, SECURITY AND SAFETY MEASURES

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 in Australia. 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.

TRAVELLING TO AND FROM ANIBT CAMPUS & FACILITIES

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

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

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

Every facility has 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.

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.

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.

PERSONAL BELONGINGS & THEFT

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 and will take action as necessary under the Code of Conduct Policy.

DRESS

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

MOBILE PHONES AND ELECTRONIC DEVICES

Students must have their mobile phones switched off during all classes, whether practical or theory, and during all assessments.

The use of any other electronic equipment such as iPads is prohibited during classes and assessments.

ACCOMPANYING PERSONS

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.

STUDENT ID CARD

The student identity card is a photo ID that students are required to have available at all times whilst engaged at ANIBT.

The ID card allows students to be securely identified for accessibility to private records and information.

The ID card is essential for students participating in assessments (see Academic manual downloadable from ANIBT's website).

The ID card permits students to enter into computer labs, resource centers and classrooms. Loss of ID cards must be reported to Flinders Street Campus Reception and replacements requested at \$10 per card.

Student ID card has benefits outside of ANIBT for gaining student concessions at museums, movie theatres, and most tourist spots and centers.

OVERSEAS STUDENT HEALTH COVER

In accordance with International Student Visa Conditions, all international students must maintain a valid Overseas Student Health Cover (OSHC).

On request Student Services at ANIBT will assist students to apply for OSHC.

An Allianz OSHC Customer Service representative is available every Monday from 2:30 pm to 4:30 pm at ANIBT, Level 7, 474 Flinders Street, Melbourne, VIC 3000 for any enquiries.

Students may ring an OSHC Member Service Officer on 13 OSHC (13 6742) or visit OSHC's website on www.oshcworldcare.com.au

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.

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.

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 which is a free service. Please contact Student Services for any further information in this area.

ACADEMIC SERVICES

ANIBT has agreements with its associate Organisations "Next Careers" and "Australian National College of English" to provide additional academic assistance to its international students:

- Assignment writing;
- Preparing for tests;
- Computer assistance;
- Note taking skills;
- Communication Strategies
- Time Management
- Managing Stress
- Oral presentations.
- Literacy and numeracy assistance
- Reading, writing and listening skills

The contact details of Next Careers are:

Address: Level 13, 474 Flinders Street,
Melbourne, Victoria 3000, Australia
Phone: (03) 9620 2922
Fax: (03) 9620 2933
Web: www.nextcareers.com.au

The contact details of Australian National College of English (ANCE) are:

Address: Level 8, 474 Flinders Street, Melbourne, VIC 3000
Tel: 61 3 9620 1722
Web: www.ance.vic.edu.au

EXTERNAL COUNSELLING and PSYCHOLOGY SERVICES

Students suffering from mental health issues can access our nominated psychology health counselors. Before utilizing the psychological services you must notify ANIBT student services so follow up and administration of payment by ANIBT is verified.

The locations of the psychological services are as followed;

City - Psychology Melbourne
Level 2, 50 Queen Street, Melbourne
Ph: 9682 4000

Albert Park – Victoria Avenue Psychology
165 Victoria Avenue, Albert Park
Ph: 9629 1001

All matters concerning psychological services with remain strictly confidential.

Student Accommodation Services:

ANIBT has an agreement with Student Accommodation Services Pty. Ltd. to place students in responsible, safe and caring households. Home-stays are a great way of adapting to Australian lifestyle and provide a climate where students can achieve their educational goals.

The contact details of Student Accommodation Services are:

Student Accommodation Services Pty. Ltd
Suite 3, 259 Bell Street Preston 3072, Victoria, Australia
Telephone: +61 3 9485-1900
Direct Line+61 3 9485 -1905
Fax: +61 3 9495-0001
Mobile: 0413 754 267
Web: www.student-accommodation.com.au

EXTERNAL LEGAL SERVICES

ANIBT has established an agreement with an external legal practitioner to provide student with legal advice and services. The contact details for the lawyer are:

Contact Name: Mr. Phillip Dining-Lawyer
Company: Baker and Armstrong
Contact Details: 0417 595 044

Areas of Law:

Administrative law
 Immigration law
 Commercial law
 Criminal law
 Employment law
 Litigation
 Commercial Litigation
 Personal Injury
 Personal Injury - Motor Vehicle TAC

Additional External Support Services include the following:

Type of Assistance Required	Name of Support Service	Contact No	Contact User Pay/Free Call
Police, Ambulance, Fire	Police, Ambulance, Fire	000	FREE CALL
Alcohol and Drugs	Direct Line	1800 888 236	USER PAY
Depression	Lifeline	13 11 14	USER PAY
Ethnic Issues	Ethnic Communities Council of Victoria	9349 4122	USER PAY
Financial Matters	Credit Helpline	9602 3800	USER PAY
General Assistance	Australian Federation of International Students	04 3389 3228	USER PAY
Immigration Matters	Department of Immigration & Border Protection (DIBP) (Mon-Fri; 9 am – 3 pm)	131 881	USER PAY
Legal Assistance – Free of charge	International Student Legal Advice Clinic, 30 Hall Street, Newport	03 9391 2244	USER PAY
Legal Assistance – Free to students	Fitzroy Legal Services – 124 Johnston Street, Fitzroy, VIC 3065; email: enquiries@fitzroy-legal.org.au	9419 3744	USER PAY
Personal Issues	Crisis Support Services	13 6169	USER PAY
Personal Issues	Psychology Melbourne	9629 4000	USER PAY
Sexual Assault	Centre against Sexual Assault	9344 2210	USER PAY
Smoking Issues	Quitline	13 1848	USER PAY
Translating and Interpreting	Translating and Interpreting	13 1450	USER PAY
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic – 23 QV Terrace, 292 Swanston Street, Melbourne	8663 7060	USER PAY

FEEDBACK ANALYSIS

Client feedback questionnaires are conducted in classrooms 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. These may be administered either by hard copy or via survey monkey - a computer online survey site.

The objectives of this exercise are to:

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

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

Recognize 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.

Ensure that subsequent actions from the outcomes of the analysis are followed through.

Student Services visit the classrooms to conduct, collect, process and perform analysis of these survey forms if completed by hard copy.

ANIBT POLICIES AND PROCEDURES

Student Support Policy

Purpose

1.1 The purpose of this policy and procedure is to define the system used to meet the requirements of:

National Code Standard 6

1.2 Australian Institute of Business and Technology (ANIBT) supports students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

2.0 Scope

2.1 Applies to all currently enrolled students.

3.0 Responsibility

3.1 The CEO Jianming Chen, The Manager Academic and Student Services (MASS) Flora Fan and The Manager Academic Delivery and Compliance (MADC) Dale Sheather are responsible for implementation of this policy and procedure and to ensure that staff are aware of its application and implement its requirements and procedures.

Staff and Students are informed of these contacts during Induction and Orientation, their names, duties and contact numbers are listed in Staff Handbook and their roles are documented in the Student Handbook.

4.0 Policy Contents/Statements:

4.1 Ensures that all students are given support while studying in Australia. This support includes both academic support and personal support. The following procedures ensure that students are made aware of the support available. ANIBT will also conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

4.2 All Student Support Services are at no additional cost to the students.

4.3 ANIBT assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:
Student support services available to students in the transition to life and study in a new environment.

Legal services.

Emergency and health services.

Facilities and resources.

Complaints and appeals processes.

Any student visa condition relating to course progress and/or attendance as appropriate.

4.4 ANIBT has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

4.5 The MASS (Flora Fan) is the designated official point of contact for students. The MASS will have access to up-to-date details of ANIBT's support services to meet the needs of the students.

4.6 ANIBT provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study. These services are provided at no additional cost to the student. If ANIBT refers a student to external support services, ANIBT will not charge for the referral.

4.7 ANIBT ensures that staff members who interact directly with students are aware of the obligations of ANIBT under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies on ANIBT's intranet and in the Staff handbook and the staff Induction Package. Copies of all relevant Legislation can be found in The MADC (Dale Sheather) office.

Student Orientation Program

4.8 An orientation program is conducted by The MASS and The MADC before ANIBT's classes begin and is compulsory for all newly arriving students. The program includes an introduction to ANIBT, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of ANIBT that are necessary for successful study. The orientation program also involves social activities, which will help students to meet each other and to familiarize themselves with the ANIBT and its surroundings.

4.9 ANIBT will ensure that during the orientation program students are provided information about the following topics:

- Code of conduct
- Student Support Services
- Key Staff Contact details
- Training facilities and resources
- Learning resources and timetables
- Attendance requirements (VISA) and absence notification requirements
- Intervention strategy Policy and Procedures
- Assessment Methods and Plagiarism policy
- Reassessments information
- Recognition of prior learning and credit transfer
- Access and Equity, privacy policy, Complaints and Appeals process
- Special needs, welfare considerations, support for learning or physical disabilities
- Refunds policy and procedure
- Student Visa conditions
- The ESOS Framework
- Working under Student Visa
- Overseas Health Insurance
- Emergency contacts
- External legal and welfare services for students
- Accommodation
- Health Services
- Transport information
- Social & support groups

During the enrollment/orientation period, students are given an Induction kit consisting of the following items:

- ANIBT Student handbook
- Course Timetable
- ID card
- Guide to Melbourne for Overseas Student

Day to Day Student Support Services

4.10 ANIBT provides the opportunity for students to participate in additional services designed to assist students in maintaining their attendance and improve their progress throughout the course.

4.11 Student Support Services are provided to all students. ANIBT will have Student Services and Career Advisor (available in Next Careers office on level 13) on site during business hours, 9:00am to 5:30 pm Monday to Friday.

4.12 The ANIBT MASS, MADC and Career Advisor will provide specific academic support assistance, which may include:

Academic Assistance:

- Understanding course content;
- Assignment writing;
- Preparing for tests;
- Computer assistance;
- Note taking skills;
- Reading, writing and listening skills; and
- Oral presentations.

Literacy and numeracy assistance

Complaint Management:

- Complaints and Appeal procedures/process
- Internal Counselling for student issue resolution

Welfare Service assistance, which may include:

- Information related to Life in Melbourne
- Referral to Welfare Services
- Health Cover
- Tax filing
- Opening bank account
- Well-being and security
- Emergency and health service references

Immigration Support Referral Assistance, which may include:

- Visa Assistance
- Work Permit
- Tax File
- Formal letters

The Student Services Officer will provide other types of assistance, which may include:

Student Card Assistance:
Loss of Student Card

Issue of new Student Card

After hours Student Support

In the event of an emergency after school hours or on weekends students have access to phone number for assistance. This number is on ANIBT website in the Student Handbook and is documented in the Induction material given to students

The number is 0402125752

External Student Support Services

4.13 While all students will have unlimited access to our internal student support services through our Student Services Office, the MASS will assist students to have access to available external welfare services available locally.

Where the nature of the concern is beyond ANIBT's staff experience and abilities, the student shall be referred to an external appropriate person or organization for professional assistance. The MASS will arrange an appointment with the external Welfare Officer, so that the student can meet and discuss their issues.

The external Welfare Officer/Organization shall assist with general welfare issues, through providing appropriate advice and direction.

A counsellor is available for telephone counselling during school hours and upon appointment if needed.

Student Welfare, Security and Safety Measures Policy

Purpose

1.1 ANIBT places high priority on staff and student security and safety and therefore does its utmost to enhance its support services for clients in order that they achieve better learning and life experiences while studying in Australia.

1.2 Our goal is to provide an environment which ensures that staff and 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.

2.0. Scope

2.1 This policy applies to all ANIBT premises, staff, students and external contractors.

3.0. Policy Content/Statements:

ANIBT OH&S Duty

3.1 ANIBT to provide and maintain: safe work areas and systems of work; adequate facilities and amenities.

3.2 ANIBT to monitor the work environment to maintain safe working conditions.

3.3 ANIBT to provide adequate information and training to workers regarding workplace health and safety (including ways of reporting health and safety issues).

3.4 ANIBT to keep information and records relating to the health and safety of their employees.

3.5 ANIBT to nominate a person at the appropriate level to be the employer's representative when health and safety issues arise.

3.6 ANIBT to ensure that an appropriate person is nominated by the workers to be the employee representative when health and safety issues arise.

3.7 Any person or body that manages or controls a workplace, to any extent, including entering or exiting, must ensure that the workplace is safe and without risk to health.

3.8 ANIBT to ensure that CCTV cameras are installed and operated throughout the facility at ANIBT at 7/474 Flinders Street, Melbourne and Brunswick Facility are monitored by CCTV cameras and campus Coordinators and other staff.

3.9 Management staff at ANIBT's Head Office and all other campuses are to monitor and ensure that student security and safety measures are enforced. The Campus Manager/s conducts visits and checks at all ANIBT campuses on a regular basis.

3.10 ANIBT staff to monitor students situated on Levels 7, 8 and 13, 474 Flinders Street, Melbourne. Personnel involved are the Chief Executive Officer and the Campus Manager.

3.11 ANIBT Coordinators are in the following facilities:

Hospitality Training Centre– Unit 2, 306 Albert Street, Brunswick, VIC 3056

3.12 ANIBT to ensure that training and delivery should take place between 0800 hours and 2200 hours on any given day.

3.13 Accidents, incidents or hazards occurring within ANIBT premises must be reported to personnel or trainers concerned immediately. Staff and 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.

3.14 ANIBT to ensure that all staff and students located at all facilities in Melbourne are required to take note of the following:

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

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.

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. The Student Code of Conduct Policy is available at ANIBT's pro forma stands, contained within the Student Handbook and downloadable from ANIBT's website.

ANIBT Staff and Students Duty regarding OH&S

3.15 Whilst delivering training; or engaged in student activities on ANIBT premises, staff and students must:

Take reasonable care for their own health and safety and for the health and safety of anyone else who may be affected by their acts or omissions at the workplace; and

Co-operate with ANIBT or trainer with respect to any action taken by the ANIBT or trainer to comply with any requirements imposed.

In addition, staff and students must not willfully or recklessly interfere with or misuse safety equipment that is provided. They must not willfully put at risk the health and safety of others.

Drugs and Alcohol Policy

Purpose

1.1 ANIBT is committed to providing a safe training environment to foster the wellbeing and health of its students and staff. The commitment is jeopardized when any individual illegally uses drugs or alcohol in the workplace, comes to work with these substances present in his/her body, or possesses, distributes, or sells drugs in the workplace.

2.0. Scope

2.1. This policy applies to all ANIBT staff, students and external contractors.

3.0. Policy Contents/Statements:

3.1 It is a violation of company policy for any individual to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the illegal use of drugs or alcohol on the job.

3.2 It is a violation of company policy for anyone to report to work/training under the influence of illegal drugs or alcohol in his/her body.

Violations of this policy are subject to disciplinary action, including dismissal and may be reported to the relevant authorities (Victoria Police).

Smoking Policy

Purpose

ANIBT maintains a smoke free environment. Smoking in the workplace is a hazard to students, staff and visitors. Smoking within any area of ANIBT or around the building entrance is prohibited. Smoking is only permissible during designated breaks if training on-site at ANIBT.

2.0. Scope

2.1 This policy applies to all ANIBT staff, students and external contractors.

3.0. Policy Contents/Statements:

3.1 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.

3.2 Cigarettes must be disposed of responsibly: Any incident that enacts emergency procedures will result in the student or staff member being personally liable for damages and/or costs incurred.

eCommunication Policy

1.0 Purpose

1.1 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.

1.2 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.

2.0 Scope

2.1 This policy covers all students and employees recruited by Australian National Institute of Business and Technology.

3.0 Definitions

3.1 eCommunication: Includes, but not restricted to, telephones (includes hard wired, cordless & mobiles), computers connected to any network or data circuit, E-mail (Component of electronic messaging), facsimiles, Internet and Intranet, two way radios, pagers (beepers) and satellite communications equipment.

3.2 E-mail: Is a service that enables people to exchange documents or messages in electronic form. It is a system in which people can send and receive messages through their computers. Each person has a designated mailbox that stores messages sent by other users. Messages may be retrieved, read and forwarded or re-transmitted from the mailbox.

4.0 Responsibility

4.1 It is the responsibility of Campus Manager to ensure this policy is implemented.

5.0 Policy Contents/Statements

5.1 ALL official Institute communication with students will be issued via ANIBT's student email account including issuing of invoices, attendance/academic warning letters, Notification of Intention to Report and Section 20 Notices.

5.2 Any communication between ANIBT and students; and between staff members will only be via official ANIBT email addresses.

5.3 Staff will not respond to requests for information from current students outside of the ANIBT student email system.

5.4 Every student and staff member is issued with an official ANIBT email address.

5.5 Student email addresses are in the format of studentnumber@student.anibt.vic.edu.au (e.g. 6081001@student.anibt.vic.edu.au)

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

5.7 Student temporary passwords are in the form of the student's date of birth: yyyyymmdd.

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

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

5.10 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.

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

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

5.13 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.

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

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

5.16 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.

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

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

STUDENT TRANSFER POLICY & PROCEDURE

1.0 Purpose

1.1 The purpose of this policy and procedure is to define the system used to meet the requirements of:
National Code Standard 7

2.0 Responsibility

2.1 The Training Manager, Student Services Coordinator and the Admissions Officer are responsible for the implementation of this policy and to ensure that marketing, and other staff who interact directly with students, agents and students are aware of its application and that the relevant staff implement its requirements and procedures.

3.0 Requirements

3.1 ANIBT is prevented from enrolling transferring students who have not completed six (6) months of their principal course of study, except in accordance with Standard 7 of Part D of the National Code.

4.0 Method

4.1 Students must apply for a Letter of Release in writing. The Student Transfer Request Form is available from the reception area at the City and Brunswick premises of the Institute and on the website www.anibt.vic.edu.au.

4.2 Applications for a Letter of Release will be considered by the Student Services Coordinator, after discussing the request with the student, and responded to within ten (10) working days of being received by the Institute.

4.3 If a Letter of Release is granted, there will be no cost to the student and the student will be advised that the student should contact DIBP to seek advice on whether a new student visa is required.

4.4 If the request for a Letter of Release is refused, the student will be provided with written reasons for refusing the request.

4.5 The student will be advised of their right to appeal in accordance with the Institute's Appeals Policy if they do not agree with the decision and/or the Institute does not respond during the timeframe set out in this policy.

4.6 The Institute will keep a copy of the Student Transfer Request Form, details of the decision making process, the decision reached and any other supporting documentation on each student's file.

4.7 A Letter of Release will be granted in the following situations:

The institute is unable to continue to provide the course.

The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the Institute and can demonstrate clearly how this will be alleviated through a transfer.

The current course of study is clearly not consistent with the documented course requested on their application.

The student can demonstrate another course better meets their study capabilities, long term goals, provides greater support or their reasonable expectations about the current course are not being met.

A student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act. An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

The student has completed six (6) months of their principal course calculated from the date they commenced study.

The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made to the student.

4.8 A Letter of Release will normally not be granted in the following situations as they are considered to be detrimental to the student:

The proposed transfer will jeopardize the student's progression through a package of courses.

The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.

The student has unsatisfactory academic progress and has been or is about to be reported to DIBP.

4.9 If a student transfers to another provider, no refund is provided in accordance with the Institute's Refund Policy.

Enrolling a transferring student

The Institute will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of his or her principal course of study except where:

1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
2. The original registered provider has provided a written Letter of Release.
3. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course.
4. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

In the event that the Institute knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of his or her principal course of

study documentary evidence of at least one (1) of the four (4) conditions listed above must be obtained and placed in the transferring student's file.

In the event that the Institute enrolls a student transferring from another registered provider's course after completing six (6) months of his or her principal course of study, documentary evidence of the Letter of Release provided by the previous RTO and any other supporting documents will be placed in the transferring student's file.

Student Complaints Policy and Procedure

1.0 Purpose

The purpose of this Policy & Procedure is to define the system available to students for dealing with complaints. Also it defines the system used to meet the requirements of:

National Code of Practice-Standard 8

2.0 Responsibility

2.1 The Manager – Academic and Student Services (MASS) is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

3.1 Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

3.2 Students are encouraged to resolve their concerns and complaints using this procedure.

3.3 The current complaints and appeals process must be available on ANIBT's website. ANIBT will maintain a current copy for students and prospective students to inspect or read. A hard copy is available upon request from the Student Services.

3.4 All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.

3.5 Unless otherwise decided by the Manager – Academic Delivery and Compliance (MADC), all formal complaints will be handled by the MASS. If the formal complaint or grievance is in respect to the MADC or the MASS; then, the CEO will handle that complaint or grievance.

3.6 The Institute will ensure that students have a clear understanding of the steps involved in the procedure

3.7 Students will be provided with details of external authorities they may approach, if required.

3.8 At any stage in the complaints process students are entitled to have their own nominee included in the resolution process.

3.9 All complaints will be managed fairly and equitably and as efficiently as possible.

3.10 At no stage during the complaints process will the student be disadvantaged in any way. The student will still be entitled to all their protected rights as an enrolled International student under legislation be it the ESOS Act or The National Code of Practice. The Students enrolment will not be suspended, deferred or cancelled during the complaints and appeals process.

3.11 Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

3.12 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-

Contact the Law Institute of Victoria, 470 Bourke St, Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor.

3.13 If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, this will be reported to the ANIBT Management meeting as part of the continuous improvement process.

4.0 Method

Informal Process

4.1 Any student with a question or complaint may raise the matter with staff of ANIBT and seek an informal resolution of the question or complaint. Trainers are the preferred first point of contact with students. Any issues related to training will be managed by trainer.

4.2 Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Institute staff member involved determines that the issue question or complaint was relevant to the wider operation of the Institute or if the student requests that the matter be documented and placed on his or her student file.

4.3 Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaints

4.4 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the Student Complaint Form which are available opposite reception at each campus. The MASS will contact the student and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

4.5 ANIBT complaint forms are available from administrative office and on the ANIBT's website: www.anibt.vic.edu.au.

4.6 All complaints shall be recorded in the Register of Complaints

4.7 At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the MASS. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.

4.8 The student may be accompanied and assisted by a support person at any relevant meetings.

4.9 The MASS will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.

4.10 A maximum time of 20 working days from the date the formal complaint was lodged will be allowed for the resolution unless the student agrees in writing to extend this time. This period is called the resolution phase.

4.11 At the end of the resolution phase the MASS will report, in writing, the Institute's decision to the student. The Institute decision and reasons for the decision will be documented by the MASS and placed in the student's file.

4.12 Following the resolution phase the Institute must implement the decision as conveyed to the student

4.13 If a student is dissatisfied with the outcome of the formal complaint process; then the student may institute the appeals process by completing the appeals form. The appeals form is available at administrative office.

4.14 Any complaints that are lodged as a result of, or relate to criminal activities are outside of this process, and shall be referred to the appropriate authorities, or legal representatives for their attention.

Student Appeals Policy and Procedure

1.0 Purpose

The purpose of this Policy & Procedure is to define the system available to students for dealing with appeals. Also it defines the system used to meet the requirements of:

National Code of Practice-Standards 8

2.0 Responsibility

2.1 The Student Services Coordinator is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

3.1 Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the Institute. All training and assessment related appeals will be managed by the Manager – Academic and Student Services (MASS) , unless the appeal is against a decision of the MASS. In that case the appeal shall be managed by the CEO.

3.2 The Institute will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.

3.3 A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined. At no stage during the appeals process will the student be disadvantaged in any way. The student will still be entitled to all their protected rights as an enrolled International student under legislation be it the ESOS Act or The National Code of Practice. The Students enrolment will not be suspended, deferred or cancelled during the complaints and appeals process.

3.4 The appeals process, both informal and formal, is initiated by a student completing the student appeals form. The appeals form is available at the reception desk at premises of ANIBT.

3.5 Students wishing to lodge an appeal in respect to the Institute's intention to suspend or cancel the enrolment of the student must do so within 20 working days. (The 20 working days will be calculated from the date of the Intention to Report letter, or the letter notifying of the intention to suspend or cancel.)

3.6 The resolution phase must commence within 10 working days of the appeal being lodged in writing.

3.7 A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

3.8 The formal appeal process will be conducted by a legal representative engaged by the Institute and at no cost to the student.

3.9 Students appealing an assessment, including RPL outcome, will be given the opportunity for reassessment by a different assessor selected by the Institute. The recorded outcome of the assessment appeal will be the most favorable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of the Institute pursuant to clause 3.13. The reassessment shall be regarded as the completion of the internal formal appeal.

3.10 For all internal formal appeal

The student will have an opportunity to present his or her case in person, or, if the student elects, in writing.

A student may be accompanied and assisted by a support person at any relevant meetings.

In all other respects the appeals procedure will be determined by the legal representative

The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the Institute and placed in the student file. The student will be provided with a copy of the signed written document.

3.11 If the student appeal is successful the Institute must implement the decision as conveyed to the student.

3.12 If the student is not satisfied with the outcome of the formal internal appeal; the student may request the Institute to assist the student in an appeal to an external mediator.

3.13 The Institute will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student.

3.14 There are no further avenues within the Institute for appeals after an internal formal appeal phase has been completed, if the appeal remains unresolved.

Note:

The Overseas Students Ombudsman is a new external complaints and appeals mechanism available to all private registered education providers (except South Australia: explained below) and current - or intending - overseas students under standard 8 of the National Code 2007. The Overseas Students Ombudsman will investigate complaints at no cost to the provider or student.

The legislation establishing the Overseas Students Ombudsman passed on 21 March 2011 and came into effect on 9 April 2011.

What do I need to know?

The Overseas Students Ombudsman can investigate complaints about action taken by private providers in connection with overseas students. Complaints might, for example, be about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by a provider
- incorrect advice given by an education agent.

The Overseas Students Ombudsman cannot investigate complaints about:

- public providers (which are already covered by the State and Territory Ombudsman)
- domestic Australian students
- students from overseas who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa).

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. Frequently Asked Questions (FAQs) for providers and other information about the Overseas Students Ombudsman are available at www.oso.gov.au

Course Progress Monitoring Policy

1.0 Purpose

1.1 The purpose of this policy and procedure is to define the system used to meet the requirements of:

National Code of Practice- Standards 10

2.0 Responsibility

2.1 The CEO, MADC and MASS, are responsible for implementation of this policy and to ensure that staff are aware of its application and implement its requirements and procedures.

3.0 Requirements

3.1 The Institute must systematically monitor international students' course progress and report international students, under Standard 10 of the National Code and section 19 of the ESOS Act, who have breached the course progress requirements.

3.2 A copy of this policy and the DOE-DIBP Course Progress Policy and Procedures for international students is made available to staff and students through the website www.anibt.vic.edu.au, Student Handbook and at student induction/orientation process.

3.3 The Institute must be proactive in notifying and counseling students who are at risk of failing to meet their course progress requirements.

4.0 Method

4.1 At the completion of a study period the Student Services Coordinator will ensure course progress of all students is reviewed and identify those students who have failed to achieve competency in at least 50% of the units required to be undertaken in the study period. For the purposes of this procedure, the length for a study period is 10 weeks.

4.2 A failure to achieve competency in at least 50% of the units required to be undertaken in one (1) study period will trigger a review of course progress and implementation of an intervention strategy by the Institute for international students.

4.3 International students who have unsatisfactory course progress in two (2) consecutive study periods will be reported to DIBP. Unsatisfactory course performance is defined as failing to achieve competency in at least 50% of units required to be undertaken in a study period.

Note: If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the Institute is not required to report the student to DIBP and the Intervention Strategy process will begin.

4.4 Within twelve (12) working days of the completion of a study period the Student Services Coordinator will initiate an Intervention Strategy Course Progress Letter 1 to all students identified as having failed to achieve competency in at least 50% of the units required to be undertaken, requesting them to attend an Intervention Strategy meeting (ISM).

4.5 At the Intervention Strategy meeting (ISM) the Student Services Coordinator and Training Manager will consider, and implement if applicable, the following intervention strategies:
Identify the problems that are impeding the course progress of the student.

Arrange with the student for additional work to be undertaken within an agreed time-frame using the study time table.

The completion of all outstanding assessments according to an agreed timeframe.

Assessing whether the course is still suitable for the student.

Whether the re-assessment of any task/s is appropriate.

Arranging for the review of any agreed additional work.

Reinforcing to the international student that unsatisfactory course progress in two (2) consecutive study periods may lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

4.6 Students failing to attend their scheduled ISM will be sent an ISM Course Progress Letter 2 within five (5) working days to arrange another Intervention Strategy Meeting and also be contacted by phone.

4.7 Copies of the ISM Course Progress Letters 1 – 2, the Intervention Strategy Meeting Record and any other relevant documentation will be placed in the student's file.

4.8 In addition to the identification process referred to in 5.1 above, the Student Services Coordinator will attempt to identify those students who are at risk of not meeting the course progress requirements in a study period. Students "at risk" include:

Students who have failed to attend classes for five (5) consecutive training days without prior approval, or without a medical certificate from a registered medical practitioner.

Where a student has been assessed as Not Yet Competent in the first unit in a study period.

4.9 The Student Services Coordinator will initiate immediate contact with the student "at risk" by phone, email or mail and arrange a meeting to ascertain the reasons why the student has failed to attend or has been assessed as Not Yet Competent. The Student Services Officer will decide whether any of the strategies set out in 5.5 above should be implemented.

4.10 All documented records will be placed in the student's file.

4.11 If an international student fails to achieve competency in at least 50% of the units required to be undertaken in two (2) consecutive study periods; then the Institute must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The Student Services Coordinator will initiate an Intention to Report to DIBP Letter to the student and place a copy on their file. This letter is signed by the CEO.

4.12 The student must be informed he/she has twenty (20) working days from the expected date of receipt of notification to appeal to the Institute, using the Institute's Complaints and Appeals Form which is available on the website or at reception of all three campuses for any appeal.

4.14 The student may appeal on the following grounds:

The Institute has failed to record or calculate a student's marks satisfactorily.

Compassionate or compelling circumstances.

The Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

4.15 Where the student's appeal is successful, the Institute will not report the student.

4.16 Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, withdraws from the process, or the process is completed and results in a decision supporting the Institute, the Institute must notify the Secretary of DOE through PRISMS of the student not achieving satisfactory course progress within five (5) working days. This will generate a Section 20 letter which the Institute will forward to the student.

4.17 The Institute will maintain the student's enrolment while the appeals process is ongoing.

DEFERMENT, SUSPENSION AND CANCELLATION OF ENROLMENT POLICY

1.0 Purpose

1.1 The purpose of this procedure is to define the system used to meet the requirements of:

National Code Standard 13

2.0 Responsibility

2.1 The CEO, MADC, and MASS, are responsible for implementation of this policy and to ensure that staff are aware of its application and implement its requirements and procedures.

2.2 A copy of this procedure is made available to staff and students through the website www.anibt.vic.edu.au, Student Handbook (international students) and at student induction.

3.0 Requirements

3.1 Specific requirements are to be found in the ESOS Acts and Regulations, National Code, PRISMS User Manual and advice distributed by DIBP.

3.2 The Institute may only enable international students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

4.0 Definitions

4.1 To Defer or Suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). The Institute does this by notifying the Department of Education (DOE through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. The Institute may also initiate suspension of a student's enrolment due to misbehavior of the student.

4.2 Suspension of enrolment may not necessarily be due to misbehaviour – suspension of enrolment may also be initiated by the student.

5.0 Method

5.1 Students will be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled through the Student Handbook (international students), course enrolment literature, referral to the Institute's website www.anibt.vic.edu.au and verbally at student induction process.

5.2 International students will be informed that deferment, suspension or cancellation of their enrolment may affect their student visa. They will be referred to the DIBP website www.immi.gov.au and/or the DIBP Helpline (131 881) for more information. The Institute will notify the Secretary of DOE, via PRISMS as required under section 19 of the ESOS Act where a student's enrolment is deferred, suspended or cancelled in accordance with this policy.

5.3 Students wishing to defer the commencement of studies, temporarily suspend or cancel their studies must apply to do so in writing to the Institute. Students should use the Student Request - Deferral, Suspension or Cancellation Form. This form is available for collection from the reception areas at ANIBT's City and Brunswick premises of the Institute and on the website. Students may submit by hand, email, fax or, if necessary, telephone the Institute and advise of their intention to defer, suspend or cancel their studies.

5.4 Copies of all documentary evidence will be placed in the student's file.

Student Initiated Deferment, Suspension or Cancellation

5.5 Students may apply for deferment, suspension or cancellation of their studies if they have good reason or doing so. For example: Compassionate or compelling circumstances. 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 (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;
- 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;
- inability to begin studying on the course commencement date due to delay in receiving a student visa."

5.6 The student completes a Student Request - Deferral, Suspension or Cancellation of Enrolment form and must provide documentary evidence of the circumstances upon which they are relying, such as a medical certificate, which will be placed in the student's file.

5.7 The MASS will review and request and make recommendation to the CEO. The Institute may choose to grant or decline any student's request, in accordance with this policy and the circumstances outlined above. 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.

5.8 The student will be advised of the outcome and if they are not happy with the decision, will have the right to appeal within twenty (20) working days of the date of receiving this advice from the Institute.

5.9 Retrospective student initiated deferral of commencement or suspension of enrolment can only be granted in the case of a medical emergency, accident or injury and must be supported by a medical certificate.

5.10 If an international student advises the Institute that they no longer wish to remain enrolled in the Course, the Institute will advise the Secretary of DOE, via PRISMS, and the CoE will be cancelled. There is no requirement to send a Notice of Intention to Report Letter and observe the associated appeals process, or to notify the student of our intention to cancel their studies as this action is not against the student's well.

Provider Initiated Suspension/Cancellation

5.11 In the first instance, the Institute will take all reasonable steps to resolve any disciplinary matters through their Intervention Strategy (Steps 1 – 3).

5.12 The Institute may choose to suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable. For example:

Where a student has failed to register for a compulsory study period.

Where a student has failed to attend classes for ten (10) consecutive training days without prior approval, or without a medical certificate from a registered medical practitioner.

Where a student deliberately under-enrols without the Institute's approval.

Where a student has been found to be cheating, plagiarising or otherwise in breach of the Academic Misconduct Policy as set out in the Policies and Procedures Manual.

Where fees in excess of \$500 are due and payable by a student for more than seven (7) days.

Swearing, fighting, aggressive behaviour, abusive language, whether to other students, staff members, or any other person at the Institute's premises.

Conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the Institute's premises

Where a student has breached the student Code of Behaviour.

Note: International Students refer to Course Progress Policy.

Appeals Process

5.13 Should the Institute initiate the suspension or cancellation of a student's enrolment, we will notify the student in writing with Intent to Suspend / Cancel warning letter and allow the student twenty (20) working days from expected receipt of notification, to access the Institute's internal appeals process, unless extenuating circumstances relating to the welfare of the student apply. Any claim of extenuating circumstances will need to be supported by appropriate evidence.

Extenuating circumstances may include the student:

Is uncontactable and assumed missing.

Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing.

Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.

Is at risk of committing a criminal offence.

5.14 Extenuating circumstances will not include any misbehaviour that leads to a criminal conviction. In this case the student's enrolment will be cancelled immediately and, if an international student, they will be reported to DIBP.

5.15 As per the Institute's Appeals Policy, the student may choose to access an external formal appeals process following the internal appeals process.

5.16 The Institute will not notify DOE of a change to the enrolment status of an international student until the internal appeals process is completed. Where the student's appeal is successful, the Institute will not report the student.

5.17 If the student has not accessed or withdraws from the appeals process the Institute will still wait the full twenty (20) days before reporting the international student's enrolment is suspended or cancelled to DIBP.

5.18 As per the Institute's Appeals Policy, the student may choose to access an external formal appeals process following an internal appeals process; however the Institute will not postpone notifying DOE of the change to the student's enrolment status under this Policy because of this.

5.19 Once the Institute notifies DOE of the cancellation of a student's enrolment, the student has 28 days to find alternative enrolment, to access an external appeals process or to return to their home country (refer www.immi.gov.au for further details).

Assessment Policy and Procedure

Purpose

1.1 This policy and procedure:

Outlines how ANIBT will meet the requirements of assessment as outlined in the various documents associated with the issuance of qualifications under the VET Quality Framework. Outlines the principles to be used to conduct assessments to ensure assessments are valid, authentic, flexible, reliable, fair and consistent.
Identifies and describe the Institute's approach to assessment;
Articulates ANIBT's commitment to creating effective and meaningful assessment opportunities and experiences that enhance learning and teaching; and
Provides a clear framework for making coordinated course design decisions in relation to assessment across the Institute.

2.0 Scope

2.1 This policy and procedure applies to all qualifications and courses delivered by ANIBT.

3.0 Definitions

3.1 Competency: the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

3.2 Competency Based Assessment: the process of collecting evidence and making judgments on whether competency has been achieved

3.3 Standards: statements of required workplace levels of performance.

3.4 Assessment: is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated. Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.
Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards

3.5 Submission: when the assessments are first handed in for marking according to assessment requirements for each unit of competency

3.6 Re-submission: when an assessment task is submitted again by the student for assessment after minor corrections/modifications approved and allowed by the trainer/assessor within an agreed timeframe. It is an informal process arranged between assessor and student through mutual understanding.

3.7 Re-Assessment: when the student is required to repeat or redo the assessment formally.

3.8 Benchmarks for Assessment: refers to the criterion against which the student is assessed which may be a competency standard/unit of competency, assessment criteria of course curricula, performance specifications, product specifications.

4.0. Responsibility

4.1 It is the responsibility of the trainer/assessor to inform students about the assessment process and to give the Manager Academic and Student Services (MASS) his/her completed Trainer Assessment Summary Sheets for each unit, no later than 7 days after the completion of each unit.

4.2 It is the responsibility of the Manager Academic Delivery and Compliance (MADC), to ensure that the most current approved version of the assessment tools is provided to trainers.

4.3 It is the responsibility of the MADDC and trainers, to ensure that the most current version of each respective assessment is being applied and that assessment documents are regularly reviewed.

4.4 It is the responsibility of the MADDC or trainer to validate and ratify RPL/RCC applications.

4.5 It is the responsibility of the MADDC, to organize industry consultation to externally validate/moderate assessments.

4.6 It is the responsibility of the MADDC to set up internal assessment validation and moderation meetings.

4.7 It is the responsibility of the MADDC to make decisions regarding any misconduct, complaints and appeals that result from assessments.

4.8 It is the responsibility of the MASS and the MADDC to ensure that evidence of assessment are stored and achieved in a secured location for:

Minimum of six months as required by ASQA

More than six months if required by state and commonwealth service agreements

5.0 Legislative Responsibility

5.1 ASQA

6.0 Associated Documents

6.1 This policy and procedure is to be read in conjunction with the following related documents:-

Assessment Validation and Moderation Policy

Misconduct Policy and Procedures

Learning and Assessment Strategies

RPL and Credit transfer Procedures

7.0 Underlying principles of assessment

To ensure an effective assessment system is in place, the following basic principles will be applied to our training and assessment packages:

7.1 Validity

Validity of assessment will be achieved when:

Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria

Appropriate evidence is collected from activities that can be clearly related to the units of competency.

7.2 Authenticity

The evidence collected will be authentic – and will be derived from valid sources and is directly attributable to the individual.

7.3 Reliability

Reliable assessment methods and procedures will be implemented to ensure the competency standards are interpreted and applied consistently from person to person and from context to context.

Clear, unambiguous, well-documented assessment procedures and competency standards;

Clear, consistent and specific assessment criteria;

Effectively trained, briefed and monitored assessors;

Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and

Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

7.4 Consistency

This assessment system will ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

7.5 Currency

Assessment evaluations will ensure the individual's skills and knowledge are current and can be applied in today's workplace. Assessor will make the judgement on the currency of skills and knowledge.

7.6 Sufficiency

Evidence of competency will be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

7.7 Flexibility

Assessors will take a flexible approach to the assessment of evidence.

The assessment system will evaluate the scope of knowledge and skills covered by the criteria - both performance (skill) and underpinning knowledge & understanding.

7.8 Fairness and Equity

The assessment system and its processes will not intentionally disadvantage any student.

Students will be given access to assessment which does not discriminate on any basis.

Assessment guidelines will include an approach for working with students who have special needs.,

To achieve these principles, the assessment system will exhibit the following characteristics:

The Standards, assessment processes and all associated information are straight forward and understandable;

The characteristics of students will be ascertained to enable all potential assessment issues to be identified and catered for;

The chosen processes and materials within the system of assessment do not intentionally disadvantage students ;

An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and

Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

8.0. Assessors

8.1 The role of an assessor is to objectively assess and judge a student's knowledge against a set of standards. In order to do this effectively, the assessors will have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor will have acknowledged competency in assessment itself and hold TAE 40110 Certificate IV in Training and Assessment qualification.

8.2 An assessor will:

Interpret and understand the criteria;
Ensure that evidence meets the standards;
Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
Use expertise to make fair and objective judgements.

8.3 The training and ongoing professional development of assessors will include such areas as:

Roles, responsibilities and ethics;
Procedural and administrative duties;
Performance and knowledge evidence gathering and presentation;
Interpretation and usage of standards;
Selecting and using appropriate methods of assessment; and
Requirements regarding processing and recording of results, progress and feedback.

It is crucial that assessors always understand and practise fair, objective, unbiased and flexible assessment processes.

8.4 ANIBT will assist trainer/assessors in maintaining continuous improvement, but it is the responsibility of each trainer to maintain continuous improvement.

8.5 ANIBT ensures that the trainers update and improve their personal performance in order that the product they deliver is current and makes full use of up to date techniques and technology.

9.0 Benchmarks for Assessment:

The benchmark for all assessments are:

9.1. The competency standards of training packages under our scope of registration.

9.2. Standards, requirements and advice as set by industry.

10.0. Approach to assessment decisions in relation to assessment:

10.1 Evidence of competency will be collected on a continuous basis throughout the unit. Assessments will be planned as per prescribed schedule. Students are required to be present at the scheduled time of assessment.

10.2 The students who do not have the knowledge and skills will not be ready for assessment.

10.3 The Trainer will refuse to allow a student to enter a class, in which an assessment is to take place, if the student is late by more than ½ an hour.

10.4 In order to achieve competency in a unit, a student must satisfactorily meet the requirements of each assessment task. ANIBT uses the following assessment outcomes to make judgement for individual assessment tasks:

Satisfactory (S) or
Not yet Satisfactory (NYS)

and:

Competent (C) or,
Not Yet Competent (NYC)

to make an overall judgement about the entire unit.

10.5 The formal assessment includes a number of scheduled summative assessment activities. Students will have had sufficient time to practice their skills over a period of time and in different contexts prior to undertaking assessment.

10.6 The forms of evidence required for the summative assessments include combination of Three or more of the following:

Written tests
Practical assessments (Observations)
Class presentations
Projects/Reports/Case studies
Activities

11.0 Students with special needs (learning needs or disabilities)

11.1 In our assessment system each student will have access to fair and open assessment. Students with special needs will be offered the same opportunities as any other student.

11.2 As special needs extend to more than physical or learning difficulties, assessors will also need to consider the best approach when dealing with students with needs such as, lack of confidence or non-English speaking background.

11.3 An assessor will take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor will be able to accept alternative evidence from a student with special needs.

11.4 If there is uncertainty, assessors will call on other assessors or a verifier for assistance and guidance, as required. In such cases, the situation will be fully documented, with appropriate feedback being provided to the student at all stages.

12.0 Re-Submission

12.1 Student will be eligible for re-submission if:

further evidence of an assessment is required when the student has partially completed the assessments and some of the works can be completed and/or corrected, and, when the student has participated in the learning and classroom activities and undertook the given assessment tasks.

12.2 Prior to any resubmission, students will be given feedback on the evidence they have already provided and/ guided as to the additional requirements to deem them competent in the unit. They may resubmit as often as/required to gain competence providing that resubmission can occur in a

timely manner that is practical and reasonable for the Assessor to complete all the documentation required prior to completion.

12.3 Re-submission of any part (question/s) of a re-assessment must be in writing and evidence must be included with the original or completed submission.

If the student doesn't qualify for a re-submission or still deemed Not Yet Competent (NYC) after a re-submission, he/she will need to go through a re-assessment process. All reassessments are subject to following conditions:

Reassessments must be approved by the MASS and/or relevant Program Coordinator.

Re-assessment will occur only for those assessment task/s in which the student was deemed Not Satisfactory.

Students will not be charged additional fees if:

the student is being reassessed during the allocated timeframe for a particular Unit of Competency.

the reassessment is being conducted as a result of an appeal.

if the student has not been able to attend the unit for genuine reasons and is ready to attend the unit according to the reassessment Time Table before the Term Break.

Students will be charged reassessment fees if the student is being reassessed during Term Break Schedule.

A charge of \$200 per reassessment will be levied for theory assessment and \$350 for practical assessment.

Unless otherwise approved by the MASS a student can sit a maximum of 2 reassessments in a week.

The Institute has the right to charge a student \$ 200 reassessment fee if a student agrees to be reassessed, but fails to attend for the reassessment.

13.0 Changes and Updates

13.1 All policies and procedures are subject to ongoing revision to reflect system improvements.

14.0 Monitoring and Evaluation

14.1 This policy will be reviewed by the MADC in 2015 and then no later than 2 years from the date of implementation should a review be warranted.

15.0 Assessment Instructions

15.1 Written assessment

Set a date for this written assessment.

Advise students of the topic.

Set up room with a gap between each student (staggered formation recommended)

Set ground rules including no phones, talking, books, etc.

Pass a copy of the assessment to each student (Ensure the answers have been deleted from the students copy)

Allow time for reading and questions before commencing assessment.

Once assessment has commenced, no communication between students is allowed.

If students repeatedly talk, or are caught cheating, they are to be removed from the classroom, and reported to student administration. Mark the assessment tasks as "incomplete"

Allow 1-3 hours for assessment. No students are to leave the classroom within 15 minutes of commencement of the assessment.

Remember – assessments are a participatory process, so you can help re-word questions, but be careful NOT TO LEAD. We are assessing the students, not you!

Once completed, mark the assessment accordingly. Refer to the sample answers as direction on expected student responses

In the event that a question is not answered correctly, discuss the response with the candidate to determine if the student did not know the answer, or did not understand the question.
In order to achieve competency, all questions that are mapped in the associated mapping document **MUST** be answered correctly.

15.2 Individual & group assignments, essays, project and case studies

Set a date for this assessment.

Advise student of the topic and assessment format.

Provide student the opportunity to ask questions prior to starting the assessment.

In the event that a question is not answered correctly, discuss the response with the candidate to determine if the student did not know the answer, or did not understand the question.

Remember – assessments are a participatory process, so you can help re-word questions, but be careful **NOT TO LEAD**. We are assessing the students, not you!

Once completed, mark the assessment accordingly. Refer to the sample answers as direction on expected student responses

In order to achieve competency, all questions that are mapped in the associated mapping document **MUST** be answered correctly

Specify the number of words/pages.

Specify the group composition and number of students (for group assessments)

The submission must be accompanied by a cover sheet specifying the details.

Assessments must be handed in to the officer at the reception area or to your trainer.

No late submissions will be accepted unless an application for extension (in writing) has been lodged and approved before submission is due.

Re- Assessment

Introduction

Students who do not achieve competency in a governing term requirement as per the Academic Intervention policy will be subject to a re-assessment performance plan. The plan is designed for students to make up units of competency and fulfill course completion requirements. The policy fulfills compliance of the National code 2007 standard 9.2(b) for students who are at risk for NOT meeting course progress.

Policy

ANIBT requires students to follow stages 1 & 2 of the Academic Performance Plan policy to ensure they are not at 'Risk' of under-achieving academic goals (please refer to ANIBT policies & procedures).

Reasons for re-assessment of either a unit or assessment can fall under any of the following categories:

Repeating units and/or assessments

'NYC' (not yet competent) of a unit outside the scheduled delivery term

Non submission of assessments for achieving 'C' (competency)

Plagiarism of assessments

Approved 'Suspension of studies' (please refer to the policy)

Compassionate or compelling circumstances

The RTO was unable to offer a pre-requisite unit

Students were unable to attend classes due to illness and have subsequently submitted a valid medical certificate

In some circumstances students may be placed under a situation where they are subject to additional charges and tuition fees.

Procedure

Students must hand in assessments as per the scheduled Due Date.

If students have not met stage one of the Academic Intervention policy and course progress they require to be interviewed by their respective Program manager/coordinator.

All trainers are required to fill out ANIBT'S APIP (Academic Performance Improvement Plan) pro forma and counsel students in order to successfully meet the requirements for achieving competency.

If a student has failed a unit more than twice within the scheduled delivery period, please refer to ANIBT's Academic performance intervention and course progress policy.

Plagiarism is unacceptable and considered a breach of student responsibilities and AQF requirements. Please refer to ANIBT's Student handbook.

When referencing students should use the Harvard style. This is the preferred method at ANIBT. Class hoppers must see their respective program manager for allocation of classes.

Pending reports apply to commercial cookery and patisserie courses.

A trainer will intervene a student's progress as required under the Academic Intervention and course progress policy.

Re-Assessment of Assessments at a student's request

ANIBT has an accessible and immediate process for complaints and appeals which complies with standard 8 of the National Code 2007. This enacts a request for students to have a NYC assessment re-examined by an external person or body. The process is inexpensive and requires a formal lodgment of the complaint or appeal, with supporting information. ANIBT will ensure that all reasonable measures are taken to finalise the process as soon as practicable.

Re-assessment

If a student is deemed NYC in an assessment re-assessment will take place in the following ways:

If a written test – the student will redo the test in the designated periods scheduled into the timetable in either week 6 or week 10 – NOTE the student may only need to complete those parts of the assessment that they were NYS

If a written assignment or project – the student will resubmit their work within 2 weeks of return of the assessment and receiving feedback from the assessor.

If a practical test – students will be re-assessed in practical subject in week 10 or 11 of the term – this decision will be relayed to the student by the co-ordinator 2 weeks prior to the re-assessment taking place.

Re-Assessment of Assessments at a student's request

ANIBT has an accessible and immediate process for complaints and appeals which complies with standard 8 of the National Code 2007. This enacts a request for students to have a NYC assessment re-examined by an external person or body. The process is inexpensive and requires a formal lodgment of the complaint or appeal, with supporting information. ANIBT will ensure that all reasonable measures are taken to finalise the process as soon as practicable.

Schedule 1

HOSPITALITY COURSES - SCENARIO	Charge Amount Per Unit of competency	
	Theory	Practical
Student repeats a unit outside scheduled term period	A\$200	A\$350
Plagiarism or a repeat of an assessment for critical aspects of evidence	A\$50	A\$50
Non submission of a unit of competency within a scheduled delivery period	A\$200	A\$350
Class hoppers schedule for unit/s make up	A\$200	A\$350
Pending reports for assessments within a given unit of competency	-	A\$350

Academic Misconduct Policy

1.0 Purpose

1.1. The purpose of this policy is to maintain academic standards that require the award of student grades where the student demonstrates the work submitted for assessment or their participation is in accordance with the guidelines set down for assessments.

1.2. The policy further provides guidance to the trainers to assist them to minimise academic misconduct and manage it in a consistent and equitable manner and to manage academic misconduct appropriately for the protection of the institute's reputation and standards for current and future students.

2.0 Scope

2.1 This policy applies to all ANIBT students and staff involved in the assessment of tasks.

3.0 Definitions:

3.1 Academic Misconduct is any type of cheating that occurs in relation to a formal academic exercise. (In our policy Academic Misconduct refers to plagiarism [intentional or unintentional], collusion and cheating)

3.2 Plagiarism "To take and use as one's own the thoughts, writings or inventions of another" (Oxford English). Plagiarism therefore has two elements:
taking another's work; and
using the work as your own.

If you take another's work but do not use it as your own – because you reference it correctly – it is not plagiarism.

3.3 Intentional Plagiarism: involves the deliberate act of presenting someone else's work/ideas as if you wrote it yourself.

Examples of intentional plagiarism include:

Copying problem answers from a classmate.

Copying any assignments from a student in a previous year.

3.4 Unintentional plagiarism: Students often do not recognise unintentional plagiarism as plagiarism (Carroll, 2002). However, it is taking another's work and using as your own – because there is no acknowledgement of who has done the work. Unintentional plagiarism usually occurs because of a lack of understanding about what plagiarism is; and poor referencing, citing and quoting skills.

Examples of unintentional plagiarism include:

failing to indicate that some text is a direct quote (quotation marks should be used);

paraphrasing a chapter and including the source in the reference list, but not acknowledging the source in the text;

Composing a paragraph by joining sentences from a number of sources together and not acknowledging the sources in the text.

3.5 Collusion means a secret agreement between two or more parties for a fraudulent, illegal, or deceitful purpose.

3.6 Cheating means wilfully and deliberately using or gaining an unfair advantage over fellow students by flouting the rules and guidelines set down for assessments.

4.0. Policy Principles:

4.1. The aim of this policy is to:

Explain the types of activities deemed to be an academic misconduct.

Outline the procedures to deal with academic misconduct.

Provide a method for recording and monitoring incidents of academic misconduct.

5.0. Policy Contents:

5.1 ANIBT commits to maintain high educational standards. Academic Misconduct will not be accepted in any form and students caught in this act will be dealt seriously by the institute.

5.2 Students will be informed of the institute's Academic Misconduct policy during the induction.

5.3 Staff must abide by the approved definitions of Academic Misconduct.

5.4 It is the duty of all Staff and the students to understand the institute's Academic Misconduct Policy. It is the trainer's responsibility to ensure that adequate steps are taken to provide information to the students about the policy and also to ensure that the students adhere to the procedures covering Academic Misconduct. Trainers must inform students that the use of the words and/ or ideas of another person, without the proper recognition, is plagiarism, and will not be tolerated by the Institute.

5.5 Trainers will monitor the work submitted by the students to detect any occurrence of Academic Misconduct

5.6 Students who have engaged in Academic Misconduct will be given an opportunity to explain their behavior to the Training Manager. The Training Manager will attempt to ascertain if any plagiarism was intentional or unintentional.

5.7 Academic penalties may apply whether or not the Academic Misconduct was intentional. However, the Institute would only suspend a student in exceptional circumstances if the Academic Misconduct was unintentional. An example may be if the student has a history of Academic Misconduct.

5.8 Academic Misconduct is regarded as student misbehaviour for the purposes of the Deferral of commencement, Suspension of studies and Cancellation of enrolment Policy.

Completion within Expected Duration of Study Procedure

1.0 Purpose

1.1 The purpose of this procedure is to define the system used to meet the requirements of: National Code Standard 9

2.0 Responsibility

2.1 The MASS and MADC are responsible for implementation of this Procedure and to ensure that staff is aware of its application and implement its requirements and procedures.

3.0 Requirements

3.1 The Institute must monitor the workload of students to ensure they complete the course within the duration specified in their CoE and Training Plan (domestic Students only) and do not exceed the allowable portion of computer generated learning or distance learning (Domestic Students only).

3.2 The Institute must only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

3.3 A copy of this policy is made available to staff and students through the Institute's website, Student Handbook and student induction.

4.0 Definitions

4.1 Distance learning is study in which the teacher and student are separated in time or space throughout the duration of the unit of study. Distance learning differs from computer generated learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.

4.2 Computer generated learning is study in which the trainer and student communicate mainly through electronic technologies for the unit.

4.3 The terms computer generated learning and distance learning do not apply where the student: does not hold a student visa
is resident in a country other than Australia; and
is undertaking a unit of study with a registered provider in Australia. Study of this sort is outside of the scope of the National Code 2007 (as the student does not hold a student visa).

4.4 A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 13. A compulsory study period does not include periods in which the student can elect to undertake additional studies. Standard 9.1 provides further details.

4.5 For the purposes of Standard 9, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration for domestic students.

5.0 Method

5.1 Domestic and International students are expected to complete their course within the expected duration of study indicated on their Training Plans and CoE and/or as recorded on the CRICOS register.

5.2 At the commencement of the course the Institute requires students to register by completing a Student Commencement Form. Students who fail to register will be sent a letter/email or contacted direct by phone to register themselves immediately and will be informed that failure to do so will result in cancellation of their enrolment. If the student still fails to register, the Institute will cancel their enrolment and must notify PRISMS within ten (10) working days of the scheduled course commencement date. The same process will apply to students who fail to return from a study break.

5.3 At end of each compulsory study period, the Student Services Officer will ensure student results are checked to determine students are progressing toward completing their course within the expected duration.

5.4 Generally a compulsory full-time study load is minimum twenty (20) hours scheduled attendance per week.

5.5 The Institute may vary the compulsory full-time study load of a student if:

There are compassionate or compelling reasons for reducing the load.
The reduced load is part of the Institute's intervention strategy.
The student has studied, or plans to study, extra units in another study period.
The student has only a few units left to complete and these do not constitute a full-time load.
Pre-requisite units are not available in that study period.
The student is experiencing study difficulties.

5.6 Any variances to the students compulsory full-time study load will be monitored by the Manager Academic and Student Services (MASS) to ensure students complete their course within the expected duration as specified in the student's CoE.

5.7 Variations to a student's enrolment load must be recorded on their file. Where the variation leads to an extension of the expected duration of study, the provider must report the student via PRISMS and issue a new CoE.

5.8 Students identified as 'at risk' of not completing within the expected duration will be required to attend a Course Progress Intervention Strategy meeting (Standard 10) to discuss ways to support the student, including:

Identifying the problems that are impeding the course progress of the student.
Increasing the study load of the student in a compulsory study period.
Arranging with the student additional work to be undertaken outside of the compulsory study period, within an agreed time-frame.
Assessing whether the course is still suitable for the student.
Extending the duration of the student's study
Other arrangements as discussed and agreed upon.

5.9 The final outcome of this strategy may be reporting the student to DIBP for unsatisfactory course progress or, if the student is maintaining satisfactory course progress as defined in the Institute's Course Progress Policy, issue a new CoE of a length which will enable the student to finish the course and notify DOE via PRISMS of any extension to the original CoE.

5.10 The Institute may identify the student's actions constitute misbehaviour, as defined in our Deferment, Suspension or Cancellation policy where:

A student has failed to register for a compulsory study period.
A student has failed to attend classes for five (5) consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.
A student has deliberately under-enrolled without the Institute's approval.

5.11 The Institute may extend the duration of the student's study where it is clear that the student will not complete the course within the specified time frame in their CoE as a result of compassionate or compelling circumstances such as:

The student's visa is delayed
Illness/injury and where a medical practitioner's certificate states that student is unable to attend class.
Where bereavement, trauma, or political unrest impact on the student and appropriate supporting documentation is provided (police/psychologists' reports).
If the Institute was unable to provide a required pre-requisite unit.
The student is studying a reduced load as part of the Institute's intervention strategy for students at risk of not meeting satisfactory course progress.

Where the Institute has applied their Deferment, Suspension or Cancellation policy and approved the requested deferral of commencement of studies or the suspension of study under Standard 13. Where the student has failed occasional units throughout the course, but has not done so poorly as to be picked up by the Institute's intervention strategy for course progress. (In this case, the Institute would document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course).

5.12 Any extension to the duration of an international student's course must be notified by the Institute on PRISMS and if necessary a new CoE issued.

5.13 Documentary evidence of any variances or extensions to the duration of a student's course, and the reasons for the variance/extension must be recorded by the Institute in the student's file.

5.14 No international student will be allowed to undertake more than 25% of his or her total course by distance and/ or computer generated learning, and will not be enrolled in any exclusively distance or computer generated learning units in any compulsory study period and must be studying at least one (1) unit that is not by distance and/or computer generated learning in each compulsory study period.

5.15 An international student may choose to enrol in exclusively computer generated learning or distance education study during a non-compulsory study period, if offered by the Institute. This study must be counted towards the maximum allowable period of computer generated learning or distance education of 25% of a student's total course.

5.16 If a student studies computer generated or by distance during a non-compulsory study period (if these options are available) and this leads to early completion of the course, the Institute will notify DOE of the student's early completion via PRISMS.

5.17 A student may also elect to study computer generated learning or by distance (if these options are available) in the following circumstances:
Restore course progress (conditions outlined in 5.8 apply).
The student no longer holds a student visa.

FEES AND REFUNDS – Extract from ANIBT full Policy and Procedure

Introduction

ANIBT is a fee for services provider and as such fees and refunds are important factors to all ANIBT stakeholders. As an RTO, ANIBT is proactive in managing receipts of student fees and payments such as refunds, risk management, and meeting business cash flow requirements for day-to-day operations to ensure viability as a training institution.

POLICY

1. Fees Collections

Collections are based on 3 installments for a twelve (12) month period depending on the commencement date, for a two-year course as per CRICOS registration.

1.1 Installment One will be invoiced 2 weeks prior to the commencement of Semester One (please refer to Academic calendar for all dates).

1.2 Installment Two will be invoiced on the Week 7 of Semester One, Term 2.

1.3 Installment Three will be invoiced on the Week 7 of Semester Two, Term 3.

Payment must be received by Friday 5.00pm latest of any prescribed date (refer to schedule).

Invoices with due dates for payment will be sent to students' ANIBT email addresses; and payment reminders posted on noticeboards.

Failure to pay any installment will result in cessation of studies.

For payment methods, refer to Student Fees Payment Options Policy.

NO Payment plans or extensions are possible.

A CoE will only be issued when the first installment fee has been paid upon acceptance of the letter of offer.

A \$200 late penalty will apply for late fee payments (refer to published dates).

The following invoice schedule and due dates for payments differ from student to student. Please note that Term 1, 2, 3 and 4 depends on a student's course commencement date.

10. Certificates, Statement of Attainment, Transcripts, Letter of Completion, etc

10.1 Where a certificate is issued; a letter of completion and transcript of results will also be generated and presented to the student at no charge.

10.2 Where replacements are required in relation to Clause 10.1 above – that is, certificate, letter of completion and transcript of results – there will be a charge of \$80.

10.3 Where a replacement certificate is required in relation to Clause 10.1 above, there will be a charge of \$70 per document.

10.4 Where replacements are required for letters of completions and transcripts in relation to Clause 9.1 above, \$25 will be charged for each document.

10.5 With the exception of Clause 10.1, 10.2 and 10.3 above, where students specifically request for documents such as, letters of completion, transcripts, invitation letters, enrolment letters, notice of holidays etc, \$5 will be charged for each document.

10.6 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.

11. Charges for reassessment are as follows:

COURSES General - SCENARIO	Charge Amount Per Unit of competency	
	Theory	Practical
Student repeats a unit outside scheduled term period	A\$200	A\$350
Plagiarism or a repeat of an assessment for critical aspects of evidence	A\$50	A\$50
Non submission of a unit of competency within a scheduled delivery period	A\$200	A\$350
Class hoppers schedule for unit/s make up	A\$200	A\$350
Pending reports for assessments within a given unit of competency	-	A\$350

12. Outstanding Fees

12.1 Certificates or transcripts – Note – Your final unit will not be assessed until all outstanding fees have been paid, only then you will be issued your final certificate and transcript.

13. Blocked from Class

13.1 Students failing to pay outstanding fees after repeated attempts by ANIBT to recover payment may result in these students being temporarily blocked from attending classes. Under this circumstance, students will be requested to immediately report to Student Services Manager to resolve this issue. Under this circumstance, attendance monitoring of the students will continue to be effective and students will be marked absent for the period that they are blocked until the issue is resolved.

14. Suspension or Cancellation of Enrolment

14.1 Where students fail to pay their fees and/or do not report to Student Services to resolve the issue, ANIBT may initiate suspension or cancellation of the student's enrolment as per ANIBT's Deferment, Suspension and Cancellation of Enrolment Policy. Where this takes place, the student has 20 days to access into ANIBT's internal complaints and appeals process in accordance with ANIBT's Deferment, Suspension and Cancellation of Enrolment Policy and ANIBT's Appeals Process Policy.

15. Change of Class and/or Course Variation Requests Denied

15.1 Requests for Change of Class, and/or Course Variation Requests will be denied and will not be processed until payment has been made.

24. Refund and Cancellation fees

Application fees, Accommodation Placement Fees and Airport Pickup fees are non-refundable. All tuition fees will be refunded if the application for an initial visa is rejected. Proof of refusal must be provided no later than two weeks after the date of refusal, otherwise normal cancellation fees will be charged.

Tuition fees will not be refunded if a student visa is cancelled or refused by the relevant authority due to non-compliance on the part of the student with the rules and regulations set by the Australian government.

No reduction in tuition fees for students who arrive after course commencement will be considered. A student whose enrolment is terminated by ANIBT will not be entitled to any fee refund.

Notification of cancellation/withdrawal from unit/s, withdrawal or deferral from a course of study must be made in writing to ANIBT. Under these circumstances cancellation fees – please refer to Clause 24 for details of cancellation/withdrawal fees.

Any refund will be paid within 28 working days after receiving a written notice from the student; and a statement explaining how the refund is calculated will be included upon request.

Material fees are NON-REFUNDABLE after Course Commencement Date.

Where students apply for cancellation/withdrawal, the following CANCELLATION fees will apply.

24.1 Before Course Commencement Date

More than 10 weeks	A\$500
Between 4 weeks and 10 weeks	50 % of Term 1 & 2 tuition fees
Less than 4 weeks	70 % of Term 1 & 2 tuition fees

24.2 After Course Commencement Date

During Term 1	A\$500 plus 100 % of Term 1 & Term 2 tuition fees
During Term 2	A\$1000 plus 100 % of Term 1 & 2 tuition fees
During Term 3	A\$1500 plus 100 % of Term 3 tuition fee
During Term 4	A\$1500 plus 100 % of Term 4 tuition fee

IMPORTANT NOTE - Application for withdrawal received during Term break under clause 9.2 will incur an additional withdrawal fee of \$500.

Exemptions to Clause 24 may only occur where there are extenuating or compassionate grounds, as determined by the CEO of ANIBT.

In the event of any disagreement between the parties, the dispute resolution process of ANIBT does not circumscribe the student's right to pursue other legal remedies.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Procedures for Refund

A refund entitlement is based on a student having met all fees policy requirements.

Students will be required to apply for a refund in writing.

Students with outstanding fees will be unable to claim a refund.
On a withdrawal or cancellation application authorization signatures are required from all the following:
Appeals for leniency can be directed to the CEO
Training manager
All refund cases and applications will be reviewed by the Campus Manager for approval to accounts WITHIN 7 DAYS.
Refunds are via internet transfer or a company cheque.
Allow 28 working days for receipt of refund.

U.S.I

Unique Student Identifier

As of the 1st of January 2015 all students will be required to obtain one of these.
Information regarding the U.S.I and how to get one will be given to the student during Enrolment and at Orientation and is available on the ANIBT website.

FEE PAYMENT OPTIONS POLICY

OPTION 1 – IN PERSON TO ANIBT RECEPTION

Fees can be paid by:

Cash

Eftpos

Credit card (Visa or MasterCard)

Bank cheque

Bank draft

OPTION 2 – DIRECT DEPOSIT

Fees can be paid by:

Direct Deposit within Australia

Account Name: Australian National Institute of Business & Technology

Bank Name: Westpac

BSB: 033 005

Account Number: 302 762

Direct Deposit from overseas/abroad

Account Name: Australian National Institute of Business & Technology

Bank Name: Westpac

Bank Address: QV Village, 172-174 Lonsdale Street, Melbourne 3000, AUSTRALIA

BSB: 033 005

Account Number: 302 762

Swift Code: WPACAU2S

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 dishonoured or declined by ANIBT's Westpac Bank. Under this circumstance, clause 3 applies.

Where payment is made via Credit Card under Option 1(c), a surcharge of 1.5% will be applied.

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.

Where payment is made by bank cheque or bank draft under Option 1 and this has been dishonoured 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.

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.

Failure to comply may result in reporting of students to DIBP for breach of visa condition 8516.

Reporting to DIBP will result in cancellation of students' enrolment (COE) at ANIBT and potential cancellation of their visa.

Victorian Public Holidays 2015

New Year's Day - Thursday 1 January
 Australia Day - Monday 26 January
 Labour Day - Monday 09 March
 Good Friday - Friday 03 April
 Easter Monday - Monday 06 April
 Anzac Day - Saturday 25 April
 Queen's Birthday - Monday 8 June
 Melbourne Cup - Tuesday 3 November**
 Christmas Day - Friday 25 December
 Boxing Day – Saturday 26 December and Monday 28 December (additional day)

** all of Victoria is entitled to Melbourne Cup public holiday unless a different local holiday has been declared for a non-metropolitan areas.

2015 Academic Calendar

Term 1	Start	End
Enrolment	20 January 2015	22 January 2015
Orientation *	23 January 2015	23 January 2015
Classes	27 January 2015	02 April 2015
Term Break **	04 April 2015	19 April 2015
Term 2	Start	End
Enrolment	14 April 2015	16 April 2015
Orientation *	17 April 2015	17 April 2015
Classes	20 April 2015	26 June 2015
Term Break **	27 June 2015	12 July 2015
Term 3	Start	End
Enrolment	07 July 2015	09 July 2015
Orientation *	10 July 2015	10 July 2015
Classes	13 July 2015	18 September 2015
Term Break **	19 September 2015	04 October 2015
Term 4	Start	End
Enrolment	29 September 2015	01 October 2015
Orientation *	02 October 2015	02 October 2015
Classes	05 October 2015	11 December 2015
Term Break **	12 December 2015	31 January 2015