




Brisbane

STUDENT
HANDBOOK
2023

VOL 1.4

A scenic view of the Brisbane city skyline across a river. In the foreground, there are tree branches with green leaves. The river is blue, and a small white sailboat is visible. The city skyline features several tall buildings, including a prominent blue skyscraper. The sky is blue with some clouds.

Welcome



Welcome and thank you for choosing to study with AIBT.

Established in 2015, AIBT is one of the leading providers of vocational education and training in Australia and has recruited over 15,000 international students from over 80 countries worldwide.

Our team of experienced trainers have active industry networks and real-world skills to ensure all students receive the highest quality of industry-relevant education and practical training.

With state-of-the-art campuses located in **Brisbane, Sydney** and **Hobart**, AIBT offers the best vocational education to get students job-ready. Our training restaurants, engineering workshops and simulated labs are fully equipped to help students gain practical and employable skills aligned with current industry standards that are highly valued by employers.

AIBT is proud to offer world-class support to international students through our student support services, assisting students from the moment they arrive in Australia. We support our students through Orientation, settling them into the Australian lifestyle, answering any questions they have about our study programs, and supporting them through the transition into their future studies and career.

Get the hands-on training you need to achieve your career goals!

We invite you to start your journey with us and turn your international study dream into a reality!



Australia Institute of Business and Technology acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to the Elders past and present.

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This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Australia Institute of Business and Technology (AIBT) policy may impact on the currency of information included. AIBT reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting AIBT.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of AIBT. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.



EMERGENCY CONTACTS AND IMPORTANT INFORMATION

EMERGENCY

Emergency Services
Dial **000** for **Police, Fire or Ambulance**.
Policelink **131 444** for non emergency.

STUDENT SUPPORT

International Student Support can assist students settle into life and study in Australia.

Student Support
+61 1300 128 199
studentsupport@aibtglobal.edu.au

UNDER 18 YEARS

We help facilitate adequate homestay arrangements for under 18 years students and maintain suitable accommodation, support and general welfare arrangements.

Student Support
+61 1300 128 199
studentsupport@aibtglobal.edu.au

COUNSELLING SERVICES

Talk to our counsellor about coping with your studies or stress management. This is a free and confidential service.

Mr. Zohrab Balian
+61 427 803 365
z.balian@aibtglobal.edu.au

VOCATIONAL PLACEMENT

Talk to our team to discuss your Placement requirements.

Student Support
+61 1300 128 199
studentsupport@aibtglobal.edu.au

DISABILITY SERVICES

We support students with disabilities giving them equal opportunity to participate and succeed in their selected courses of study.

Student Support
+61 1300 128 199
studentsupport@aibtglobal.edu.au

HEALTH DIRECT

Phone: 1800 022 222 (24 Hours)
www.healthdirect.gov.au

13SICK

Phone: 13 7425
www.homedoctor.com.au
Request an after hours,
bulk billed Doctor home visit.

TRANSLATING AND INTERPRETING SERVICE

Phone: 131 450
www.tisnational.gov.au

PUBLIC TRANSPORT INFORMATION

Phone: 13 12 30
www.translink.com.au

STUDY IN AUSTRALIA
www.studyinaustralia.gov.au

AUSTRALIAN TAXATION OFFICE

Phone: 13 28 65
www.ato.gov.au

DEPARTMENT OF HOME AFFAIRS

Phone: 131 881
www.homeaffairs.gov.au

LEGAL AID QLD

Phone: 1300 651 188
www.legalaid.qld.gov.au

TENANTS QLD

Phone: 1300 744 263
www.tenantsqld.org.au

Campus locations

Our facilities are designed to work with students, not only to learn on campus, but also create a hands-on experience allowing our students to put their theory into practice in our fully equipped tech sciences workshop and our fully equipped commercial training restaurant in Brisbane.



MOUNT GRAVATT CAMPUS



Levels 2 – 3,
18 Mt Gravatt-Capalaba Road
Upper Mount Gravatt,
Brisbane QLD 4122

SHELDON'S TRAINING RESTAURANT



Shop 7,
235 Nursery Rd
Mount Gravatt,
Brisbane QLD 4122

(The College reserves the right to change the location of practical training from time to time. Students will be given 12 weeks' notice of any changes of location).

EDISON TECH SCIENCES WORKSHOP



Unit 7,
27 Selhurst Street
Coopers Plains,
Brisbane QLD 4108

(The College reserves the right to change the location of practical training from time to time. Students will be given 12 weeks' notice of any changes of location).

Campus Facilities

OUR CAMPUS FACILITIES INCLUDE

- Student Administration
- Student Support Service
- Student Counselling Services
- On-Campus Wi-Fi
- Disability Access & Facilities
- Interactive IT Rooms
- Student Simulated Labs
- Prayer Room

OUR EQUIPMENT INCLUDES, BUT IS NOT LIMITED TO:

- IT equipment (desktops, laptops, interactive boards, commercial printers, projectors, microphones, cameras etc)
- Community Services equipment (electronic beds, stethoscopes, blood pressure monitors, weight scales, first aid mannequins, training defibrillator, patient hoists, thermometers, baby and early childhood learning tools etc)
- Commercial kitchen equipment (commercial ovens, stoves, mixers, dishwasher, pots, pans, utensils etc)
- Tech Sciences workshop equipment (car lift, tire pumps, tool boxes, flow hood, welders, drills, air compressors, work benches, engine stands, bench grinders etc)

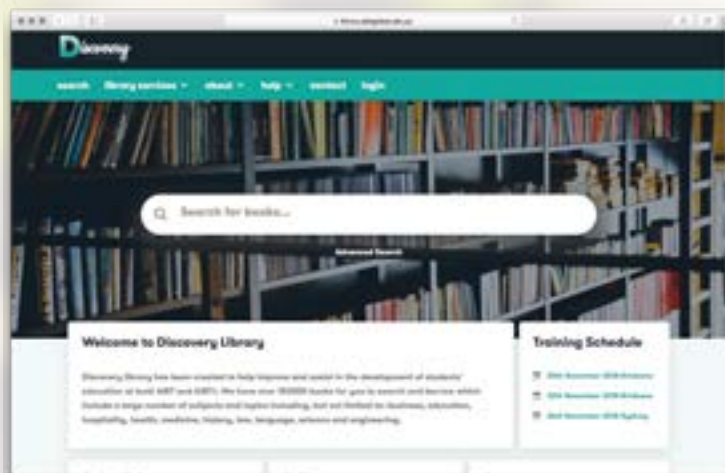


LIBRARY

Discovery library has been created to help improve and assist in the development of students' education at AIBT. Our online library has over 153,000 books for you to search and borrow which include a large number of subjects and topics including, but not limited to: business, education, hospitality, health, medicine, history, law, language, science and engineering.

To access our online Discovery Library, please visit:

www.library.aibtglobal.edu.au



The local library is also a good place to study, find recourses, meet new friends and attend fun activities. The closest local library to our Mount Gravatt Campus is:

Garden City Library,
Westfield Garden City
2049 Logan Road, Upper Mount Gravatt
Phone: 07 3403 7745

For more information, visit:

www.brisbane.qld.gov.au

LIVING IN *Brisbane*



OUT AND ABOUT IN BRISBANE

Brisbane has exciting locations to kick back and relax, some of which include Southbank Parklands, Brisbane's Cultural Centre, Lone Pine Koala Sanctuary, Brisbane Story Bridge and Riverlife Adventure Centre. The beautiful Gold Coast and Sunshine Coast beaches are a must see, along with our famous Australia Zoo. Relax in our many cafes, bars and pubs riding along bicycle ways, visiting historical sites, educational tours and hiking.

For more exciting places to visit and things to do, visit:

www.brisbane.qld.gov.au/whats-on



BRISBANE WEATHER



SUMMER - December to February
Average Temperature - 22-35°C



WINTER - June to August
Average Temperature - 12-24°C



AUTUMN - March to May
Average Temperature - 16-28°C



SPRING - September to November
Average Temperature - 14-30°C

Public Transport

Getting to our campuses is easy using public transport. Brisbane city trains, buses and ferries connect you easily from one destination to the other. A comprehensive bus service runs throughout the city, connecting outer and inner suburbs to the CBD, major shopping centres, railway stations and ferry terminals. Special Night Link bus services run after midnight on Fridays and Saturdays for late-night travellers.

For more information about public transport and transport options, visit:

www.bne.com.au/passenger/to-and-from-airport

www.airtrain.com.au

www.taxifare.com.au

www.uber.com



GO CARD

Go card is TransLink's electronic ticket that lets you travel seamlessly on TransLink's bus, train and ferry network. Electronic tickets are cheaper than paper tickets, are easily topped up and offer great travel benefits. You can register your card to protect your travel balance if it is lost or stolen. You can buy or top-up a go card at many locations, including many Queensland Rail and G:link stations, some busway stations, selected newsagents and 7-Eleven stores..

For more information, visit: <https://translink.com.au>



DRIVING AND PARKING

Australians drive on the left-hand-side of the road, so please pay careful attention to the road and road rules when driving and crossing roads, especially if you are used to driving on the right-hand-side. If you chose to drive in Brisbane, a valid and translated (if required) international license should be in your possession every time you drive. The use of seat belts is compulsory for front and rear seat passengers. Children below the age of 5 must use the child seats while travelling in the car.

For more information, visit: www.tmr.qld.gov.au/safety

CYCLING

Cycling is a very common practice in Brisbane and there are several regulations to cycling on Australian roads, such as:

- Compulsory use of helmets and safety gear
- Use of high visibility aids and lights when riding at night

For more information about safety visit: www.tmr.qld.gov.au/safety

Accommodation

There are several accommodation options to choose in Brisbane. The price of accommodation may vary according to the type of accommodation.

Accommodation choices may range from short term arrangements such as hotels, motels, backpackers to shared options such as granny flats, studio apartments, student accommodations etc.

HOMESTAY

Homestay is another go-to option for student accommodation because it helps students settle in a new environment before learning to live by themselves. Homestay provides students an opportunity to live with an Australian family and learn the culture. Students are provided with meals and other amenities to make their stay very comfortable. If you are interested in a Homestay arrangement, please contact student support.

STUDENT ACCOMMODATION

This accommodation arrangement offers various styles and configurations such as studio (single) and shared apartments for four to six people. These apartments could be same sex or mixed.

ELECTRICITY

You may need an adapter in order to plug your appliances into the power sockets. The adapter required for Australia is **Type 1** Australia plug. The plugs in Australia have two flat metal pins, forming an inverted 'V' shape and occasionally a third pin in the centre. The electrical current in Australia is **220 – 240 volts, AC 50Hz**.

RENTAL

Most rental properties require a bond and is usually equivalent to the amount of four weeks' rent. If you have a limited budget, you may consider sharing a house or apartment with several friends or looking for share house accommodation. This allows you to split the costs among several people. Some places may ask you to sign a lease committing to 6 months or 12 months, while others may be more flexible.

If you leave early in your lease term, (called breaking lease) your landlord or agent may seek compensation. Another thing to consider is location. It is important to think whether your accommodation is close to shops and restaurants, and how long it takes to travel to your campus and work. Consider living close to your campus, otherwise look into public transport options.

For more information on accommodation visit the following sites:

www.realestate.com.au/rent

www.brisbanestudents.com.au

www.genesis1.com.au

www.gumtree.com.au

www.flatmates.com.au

TENANTS QLD - KNOW YOUR RIGHTS

RTA QLD

Phone **1300 366 311** (for the cost of a local call) or visit www.rta.qld.gov.au

The RTA is a government established body which helps tenants with general advice. If you are unsure about signing a tenancy agreement or have any questions regarding rental properties the RTA can help you. They have an interpreting service and fact sheets translated into many different languages. If you have problems with your landlord or real estate agent that you cannot solve, you could lodge a dispute with the RTA who will then help to resolve the problem through a formal process.

Translating and Interpreting Service Tenants Queensland (TQ)

Phone **1300 744 263** (for the cost of a local call) or visit www.tenantsqld.org.au

The TQ is a state-wide community organisation that provides services for residential tenants in Queensland and represents their interests.

The TQ aims to improve and protect the rights of all Queensland tenants.

Finance

BANKING

There are many banks and automatic teller machines (ATMs) where you can withdraw money from an overseas bank account. You can easily open a bank account in Australia.

All you will need is your passport, eCoE and Visa.

BUDGETING FOR EXPENSES

Living away from home can pose a great strain on any student financially. Budgeting effectively can help you to stay on top of your spending and help you manage your expenses, subsequently allowing you to have some savings.

LIVING EXPENSES QUICK GUIDE

ACCOMMODATION AVERAGE COST

ACCOMMODATION TYPE	AVERAGE PRICE (PER WEEK)
Hostels and Guesthouses	\$90 to \$150
Shared Rental	\$95 to \$215
Homestay	\$235 to \$325
Rental	\$185 to \$440

OTHER LIVING EXPENSES

EXPENSE	AVERAGE PRICE (PER WEEK)
Food	\$140 to \$280
Gas, electricity	\$10 to \$20
Phone and Internet	\$15 to \$30
Public transport	\$30 to \$60
Car (after purchase)	\$150 to \$260
Entertainment	\$80 to \$150

For more information, visit:
www.studyinaustralia.gov.au



LIVING COSTS IN AUSTRALIA

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

MINIMUM COST OF LIVING

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. The 12-month living costs are:

- **For students or guardians** - \$21,041
- **For partners coming with you** - \$7,362
- **For a child coming with you** - \$3,152

All costs are per year in Australian dollars. To convert to your own currency, visit www.xe.com

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia www.insiderguides.com.au

If you experience financial trouble while in Australia, please talk to our student support staff for assistance.



Employment

WORKING AND STUDYING

The Australian government permits all students to work but there are several limitations imposed on your work privilege such as;

- Permitted to work only 40 hours per fortnight (or as advised by the Australian government)
- Cannot work until your course start date has commenced even though you arrived in Australia before that date.

For more information visit www.immi.homeaffairs.gov.au

FINDING A JOB

There are several ways to search jobs around Brisbane. Job agencies and websites are good tools to assist international students. Some of the websites are:

www.seek.com.au

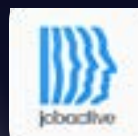
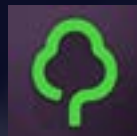
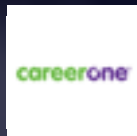
www.gumtree.com.au/jobs

www.au.indeed.com

www.careerone.com.au

www.adzuna.com.au

www.jobsearch.gov.au



FAIR WORK - EMPLOYER/EMPLOYEE RIGHTS

While working in Australia, most jobs and working conditions are covered either by Commonwealth or State awards or certified agreements. Fair Work helps employees understand their rights and responsibilities under Australian workplace laws. This covers areas such as minimum wages, allowances, overtime, penalty rates, working hours and days off for holidays/vacations, long service or sickness. If you believe you being treated unfairly or are not receiving your minimum rights and conditions at work, contact the Fair Work Ombudsman for free information and advice. There is also an interpreting service available.

For more information, visit www.fairwork.gov.au or Phone **13 13 94**

GETTING PAID

Any student who is going to work in Australia must have a Tax File Number (TFN).

This number is unique to every individual and will be used to determine the tax bracket you fit into based on your income. The Australian financial year runs from 1 July to 30 June and workers are expected to lodge a tax return by 31 October.

You can apply for your TFN by visiting: www.ato.gov.au or Phone **13 28 61**

SUPERANNUATION GUARANTEE

Under the superannuation guarantee, employers have to pay superannuation contributions of 11% of an employee's ordinary time earnings when an employee is:

- over 18 years, or
- under 18 years and works over 30 hours a week.

If eligible, the super guarantee applies to all types of employees including:

- full-time employees
- part-time employees
- casual employees

Temporary residents are also eligible for super.

Super has to be paid at least every 3 months and into the employee's nominated account.

The ATO can give advice and assistance on superannuation issues, including on the super guarantee.

For more information visit: www.ato.gov.au or Phone **13 10 20**

Studying at AIBT

Student visa holders are required to attend a minimum of 20 scheduled course contact hours per week.

STUDENT PRE-ENROLMENT CONSULTATION

Prior to enrolment, it is mandatory that students attend a Pre-Enrolment Consultation with one of our approved Education Agents or delegated AIBT staff.

A Pre-Enrolment Consultation session may be provided to a prospective student on one or more occasions to provide the prospective student additional time and/or information to make an informed decision. In addition, the communication channels used for conducting Pre-Enrolment Consultation sessions can be in various forms such as Face-To-Face, Video Conference, telephone call, and email.

Students will be provided with clear and accurate information about their course before enrolment to allow students to make an informed decision.

During this Pre-Enrolment Consultation session, prospective students will be provided with a Pre-Enrolment Consultation Checklist and Pre-Enrolment Handout and all the relevant course information to help guide them to make a formal decision that will reflect their existing skills and competencies and meet their needs.

International students should ensure that they have read the Pre-Enrolment Consultation Checklist and Pre-Enrolment Handout available on the 'How to Apply' page under the 'Get Started' tab on our website: www.aibtglobal.edu.au to ensure they understand the support services provided and their obligations as an international student.

For further information on individual course requirements, please visit our website: www.aibtglobal.edu.au

ORIENTATION

AIBT conducts an Orientation Program prior to the commencement of a student's course.

Our comprehensive Orientation Program provides students with essential information to ensure a successful study experience. It enables them to familiarise themselves with their new campus surroundings and easily settle into their new life in Australia. Orientation also allows students to meet their trainers and fellow students.

Students will receive a welcome email with an invitation to the Orientation Program two weeks prior to the commencement of their course.

During Orientation, students will receive a welcome pack containing important information about their studies, campus and Student Support Services, including their student ID card.

Attendance at Orientation is compulsory for all new students. If students are unable to attend Orientation, they can contact our Student Support Team, who will assist them in organising Orientation on an alternative day.

COLLECTING YOUR ID CARD

AIBT will provide you with your Student ID card after you attend Orientation. This card is a required form of identification within our campus and is useful to receive student discounts on transport, bank fees, movies, and some other transactions. Please note that transport concession is not available for ELICOS students. For more information, visit: www.myunidays.com/AU/en-AU

UNIQUE STUDENT IDENTIFIER (USI)

You will need to have a Unique Student Identifier (USI) while you are studying at AIBT. A USI gives you access to your own online USI account. Your USI account will contain all your nationally recognised training records and results. You can create your USI online at www.usi.gov.au

FEES

Information about tuition fees and non-tuition fees are clearly documented on our Courses and Fees Brochure and under each individual qualification available on our website: www.aibtglobal.edu.au

Fees will be discussed during Student Pre-Enrolment Consultation, prior to enrolment.

* NON-TUITION FEES

Enrolment Handling Fee	\$200	Non-refundable
Overseas Student Health Cover (OSHC)	To be paid and arranged by the student	MANDATORY
Credit Transfer Application Fee	\$50 per unit of credit transfer	Non-refundable
Course Withdrawal Application Fee	\$200	Non-refundable
Request for Release Application Fee	\$200	Non-refundable
Certificate Re-Issuance Fee	\$50 per unit of credit transfer	Non-refundable
Assessment Re-submission Fee	\$50 per the assessment of re-submission	Non-refundable

For more information regarding the tuition and non-tuition fees, please refer to the website at: www.aibtglobal.edu.au

Studying at AIBT

OSHC FEES

International students must have adequate health insurance while in Australia.

It is a condition of your visa that you have Overseas Student Health Cover (OSHC) for the full duration of your student visa. Overseas Student Health Cover (OSHC) is insurance to assist international students meet the costs of medical and hospital care while in Australia.

PAYMENTS

Fees must be paid by the due date agreed stated prior to your enrolment. Payment of fees can be made through the various methods:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

For payments options, please visit our website: www.aibtglobal.edu.au

REFUNDS

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information outlining some of the circumstances under which a refund may be granted can be found in our Refund Policy on our website: www.aibtglobal.edu.au

TUITION PROTECTION SERVICE (TPS)

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

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (international students).

TPS offers a flexible and streamlined approach to student study and refund arrangements in the event that a defaulting provider fails to meet its refund obligations under the ESOS Act.

For more information about the college's refund policy, please refer to the Refund Policy found on our website: www.aibtglobal.edu.au

For more information about TPS, please refer to the website: www.dese.gov.au/tps.

STUDENT TIMETABLES

All students will have access to adequate and dedicated study areas. The college has implemented a Timetable Announcement Protocol to ensure that students will be notified of their timetables prior to their commencement of classes. This includes information regarding specific practical training facilities (e.g., simulation labs, training kitchens, workshops, computer labs, including recreational and private study areas).

If ELICOS students wish to participate with students in any other qualifications (e.g., to improve English skills), ELICOS students can also use private study and computer lab areas allocated for all students. When there is no class conducted, students are permitted to use the classrooms as their recreational areas.

LANGUAGE, LITERACY AND NUMERACY (LLN)

(after enrolment but prior to commencement of the course)

All students except domestic RPL candidates are required to undertake an LLN test prior to the commencement of their course. LLN tests are designed by the college. The tests are categorised based on the students' qualifications. They will be used as a tool to assist college personnel in identifying students who may require support in language and/or numeracy. LLN Tests are designed in accordance with the Australian Core Skills Framework as a guideline.

VOCATIONAL PLACEMENT

Vocational placement is a requirement for some qualifications. Students must be willing to undertake placement during their program if required.

Before commencing placement, students will be required to obtain mandatory documents as requested by the vocational placement provider at their own expense.

(The College reserves the right to change the location of the vocational placement facility and simulated environments from time to time. Students will be given 12 weeks' notice prior to any changes of location).

COMPETENCY BASED TRAINING

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

STUDENT SUPPORT SERVICES

AIBT student support provide support for students on matters relating but not limited to:

- Living in Brisbane
- OSHC and health concerns
- Community support and multicultural services
- Cultural integration
- Counselling for homesickness and loneliness
- Accommodation and transportation services



DISABILITY SERVICES

We are dedicated to empowering students with disabilities and learning challenges, ensuring they have an equitable chance to actively engage and excel in their chosen academic pursuits. If you require assistance, our Student Support team will work with you to provide practical assistance, support, and advice for an individual support plan.

This may include:

- communicating with teachers on your behalf when required
- coordinating alternative assessment arrangements

CRITICAL INCIDENTS

Critical incidents are traumatic events occurring on or off campus (within or outside Australia) which significantly impact or threaten to significantly impact student wellbeing by causing extreme stress, fear or injury (or has the potential to cause) serious physical or psychological harm. Your safety is our top priority. We have a dedicated Critical Incident Management Policy that outlines how the College staff manage emergency situations for international students. It includes:

- missing student
- any fatality or serious injury
- a serious traffic collision
- murder or suicide
- physical / sexual assault or domestic violence
- severe verbal or psychological aggression
- fire where property is lost or people are harmed
- explosion or bomb threat
- a hold-up or attempted robbery
- serious threats of violence
- storms or natural disasters
- drug or alcohol abuse causing harm to someone

WHAT TO DO IF AN EMERGENCY OR CRITICAL INCIDENT HAPPENS

1. Do not put yourself in unnecessary danger
2. In an emergency, please call **000** for police, fire services or ambulance
3. Please contact Student Support - Phone: +61 1300 128 199 or Email: studentsupport@aibtglobal.edu.au
Please give this phone number and email address to your family and friends so that if something happens to you, they can contact us
4. We will guide you on what you need to do next, and what we can do to help. This may include reporting the incident to senior management for extra assistance

CRITICAL INCIDENTS

INTERNATIONAL STUDENT SUPPORT EMERGENCY ASSISTANCE
Email: studentsupport@aibtglobal.edu.au

Student Support Services

STUDENT CODE OF CONDUCT

Student Conduct Rules provide students with a clear understanding of the standard of behaviour required while undertaking studies with the college.

All students are provided with a copy of our Student Conduct Rules at their orientation. Student Conduct Rules are available on our website: www.aibtglobal.edu.au

POLICIES AND PROCEDURES

There are a number of important policies and procedures relevant to all aspects of your engagement with AIBT. Policies and Procedures can be found on our website: www.aibtglobal.edu.au

COMPLAINTS AND APPEALS

Students have the right to lodge a formal complaint or appeal if they feel they have been unfairly treated by the College or its staff and they have been unable to resolve the grievance or dispute informally. The College has a documented internal complaints handling and appeals process and policy in place, available on our website at: www.aibtglobal.edu.au

If you wish to lodge a complaint, please complete and submit the Complaints & Appeals Form, available at: www.aibtglobal.edu.au. If you are still unsatisfied with the outcome of the formal complaint, you have the right to appeal the decision.

PROCESS

INTERNAL COMPLAINTS/APPEALS

Overseas students who wish to make a complaint/appeal or grievance are encouraged to attempt to resolve their complaint/appeal through a formal discussion. The College staff, within 10 working days, will commence assessment of the complaint or appeal. The College will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

When a complaint/appeal is not straightforward regarding a serious matter that requires significant and immediate attention, the student may directly turn to the Formal Complaints/Appeals Procedure. The College staff are also available to assist students in lodging the relevant documentation for formal complaint/appeal investigations.

EXTERNAL COMPLAINTS/APPEALS

If the conditions where the complaint/appeal or grievance of the student is not able to be resolved through the formal complaints/appeals procedure, the student can appeal the decision externally through the Office of the Commonwealth Ombudsman (Overseas Students - Commonwealth Ombudsman) www.ombudsman.gov.au to escalate your complaint or appeal externally within 10 (ten) working days, at no cost.

For more details, please refer to the College's Complaints and Appeals Policy and Procedure, available at: <https://aibtglobal.edu.au/>.

PRIVACY

The college strongly support the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

The college is required to comply with the Australian Privacy Principles which are outlined in Schedule 1 of the Privacy Act 1988.

ACCESS TO YOUR RECORDS

If you wish to access your student information file, please direct your enquiry to Student Support.

Legislation

As an RTO, the college is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students (ESOS) Act.

Additionally, the college abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Children and Young People
- Copyright
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

The college is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector



ESOS FRAMEWORK

The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instruments.

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education and Training to Overseas Students](#)

[ELICOS Standards](#)

[Education Services for Overseas Student Regulations 2019](#)

[Education Services for Overseas Students \(Registration Charges\) Act 1997](#)

[Education Services for Overseas Students \(TPS Levies\) Act 2012](#)

[Key Legislative Instruments](#)

STUDENT LEGAL SERVICES

COMMUNITY LEGAL CENTRES QUEENSLAND

This Website gives International Students Free Access to Legal Advice

www.communitylegalqld.org.au



LEGAL AID QLD

Phone: 1300 651 188

www.legalaid.qld.gov.au

Assessment

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, the student is marked as 'Not Competent', while successful performance will result in the student being deemed

'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as "Competent" or "Meeting Requirements", include:

Being observed as you work/perform the tasks and activities

- Responses to verbal questioning
- Written response to theory questions

Responding to a role play or case study

SUBMITTING ASSESSMENT

You are expected to complete assessment for all units in your qualification. You will need to submit assessment by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

ASSESSMENT FEEDBACK

You will receive feedback regarding the outcome of each of your assessment items. To be deemed "Competent" against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

REFERENCING

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

PLAGIARISM

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by the college. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

TRAINING AND ASSESSMENT STRATEGIES

AIBT staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), and Credit Transfer (CT).

ISSUING CERTIFICATES

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements under the Standards for RTOs 2015.

If for some reason the college ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.



MONITORING STUDENT ATTENDANCE AND COURSE PROGRESS

Students must maintain a satisfactory level of course progress and attendance in accordance with the College policy and procedure.

The intervention strategy for a student with unsatisfactory course progress can include but is not limited to phone notification, a reminder letter of course attendance, and any email communication between a student and the college staff for the improvement of a student's course attendance.

It is the student's responsibility to ensure they have access to their college email address for the purpose of direct communication with the College staff and College and to ensure they attend all classes. It is also a student's responsibility to notify and discuss any absences with their teacher/trainer (e.g., a student may inform trainers/teachers of any difficulties preventing them from attending classes).

An AIBT administrative support officer will follow up with a student who is absent from their scheduled classes and, if necessary, create an Intervention Strategy Plan (ISP) which is a documented process agreed upon between the lead trainer and the student, outlining the academic support and/or assistance to a student to achieve satisfactory course progress in any study period.

The strategies outlined in the ISP may include but are not limited to counselling, assistance with study, extra classes, additional training or tuition, reducing the student's workload temporarily, referring to student support services, assisting with welfare, housing or other personal issues that are impacting the student. For more information, please refer to the Monitoring Student Attendance and Course Progress Policy and Procedure on our website at www.aibtglobal.edu.au.



DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT

- AIBT may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances
- Before AIBT defers or suspends a student's enrolment for compassionate or compelling circumstances, it is to ensure that the student has a valid CoE in PRISMS with a start date that reflects the student's intended date of return to studies
- AIBT may suspend or cancel a student's enrolment for reasons, including, but not limited to:
 - misbehaviour by the student, in breach of the Student Conduct Rules
 - the student's failure to pay an amount he or she was required to pay AIBT to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the student, in accordance with Standard 8 of the National Code (see also: AIBT Monitoring Student Attendance and Academic Progress Policy and Procedure)
- Before deferring, suspending or cancelling a student's enrolment, AIBT is to advise the student in writing that the process may impact their student visa, in particular, if the grounds for the deferral, suspension or cancellation is due to:
 - the conduct of the student
 - for reasons other than compassionate or compelling circumstances
 - compassionate or compelling circumstances, where the studies of the student cease to exist
 - fraudulent evidence or documents provided to AIBT by the student

HEALTH INSURANCE FOR OSHC

- BUPA Australia
- Medibank Private Limited
- Nib Health Funds Limited
- Australian Health Management
- Peoplecare Health Limited
(Allianz Global Assistance)

It is a standard requirement for every International student to purchase Overseas Students Health Cover (OSHC) to live and study in Australia. This provides each student with the basic services of the Australian Healthcare System such as access to an ambulance (**in the case of an emergency dial 000**), making an appointment with a **General Practitioner (GP)** and requesting a home doctor.

Most of these services are free and are covered by your insurance provider. If there is an out of pocket expense for medical services, contact your insurance provider for the possibility of claiming back the money. Please note that claims are subject to your insurance provider's policies.

It is important you contact your OSHC insurer before being admitted to a private hospital. While private hospitals will still provide you with medical attention, be aware that not all of their services will be covered by OSHC and you may have to pay extra for these services.

The membership card is provided to you once you register your details with your OSHC provider upon arriving in Australia and it will be sent to the address you include during the registration.







FREE CONFIDENTIAL COUNSELLING

Available for all students regarding any personal, social and academic matters, including mental health and general welfare.

Student counselling sessions helps students adjust to study, work and life in Australia. Any referrals to external support is available at no additional cost.

Talk to our counsellor about coping with your studies or stress management. This is a free and confidential service.

Contact: **Mr. Zohrab Balian**
+61 427 803 365
z.balian@aibtglobal.edu.au

MENTAL HEALTH SERVICES



HEADSPACE

Headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health and is committed to providing ongoing services to young people.

Phone **1800 650 890**
or visit headspace.org.au



HEAD TO HEALTH

Provided by the Australian Department of Health, Head to Health brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources. For more information, visit: HeadtoHealth.gov.au

HEALTH SERVICES INFORMATION

IN AN EMERGENCY ALWAYS DIAL 000

HEALTH DIRECT

Every time you call healthdirect you'll talk directly with a Registered Nurse. This is a **24 hours service** you can use any time you are anxious about any health issue. Phone **1800 022 222** or visit www.healthdirect.gov.au

13SICK

Request an after hours, bulk billed, Doctor home visit. Booking lines are open from 6pm weekdays, 12 noon Saturday, all day Sunday and public holidays. Phone **13 7425** or visit www.homedoctor.com.au

MENTAL HEALTH

The Queensland government is aware of the stress faced by most immigrants and have provided counselling services to combat these difficulties. You can contact the Queensland Mental Health Centre for more information: Phone 1800 188 189 or +61 3167 8333. Alternatively you can visit: www.metrosoth.health.qld.gov.au/mental-health
www.metrosoth.health.qld.gov.au/qtmhc

NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE COUNSELLING SERVICE

For anyone in Australia who has experienced or is at risk of sexual assault, family or domestic violence. Phone **1800 737 732** (24 hours/7 days service) or visit www.1800respect.org.au

BEYOND BLUE

Beyond Blue is an independent, not-for-profit organisation working to reduce the impact of anxiety, depression and suicide in Australia. Phone **1300 22 4636** (24 hours/7 days service) or visit www.beyondblue.org.au

SEXUAL HEALTH

For information on sexual health and your rights in Australia, please contact **Sexual Health and HIV Service in Brisbane** via Phone **+61 7 3837 5611** or visit www.qld.gov.au/health/staying-healthy/sexual-health

LIFELINE

Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline for support. Phone **13 11 14** (24 hours/7 days service) or visit www.lifeline.org.au

Australian Culture

Living and studying in Australia can be an exciting new adventure, but it can also present a range of challenges adjusting to living in a new country and culture. Adapting to the Australian way of life may take time and patience. It is quite normal for most students to experience homesickness from time to time and can simply be that you may be missing your family, friends or lifestyle.

If you ever feel homesick, please talk to our student support team or our student counsellor. There are also many associations in Brisbane where you can find support from people who have experienced the same feelings and challenges. It is important to give yourself some time to adjust so that you can fully experience and embrace a new and different culture!

INTERPRETERS/TRANSLATORS

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English that need to communicate with their non-English speaking clients.

If you need an interpreter from the Translating and Interpreting Service (TIS) during your medical visit, an immediate phone interpreting service is available 24 hours, every day of the year.

For more information, Phone **131 450** or visit www.tisnational.gov.au

INTERNATIONAL COMMUNITY

Brisbane is multicultural consisting of many different races and ethnicity in various socioeconomic facets. There are some groups to help you settle:

Multicultural Development Association (MDA): For more information, Phone **+61 7 3337 5400**, email welcome@multiculturalaustralia.org.au or visit www.multiculturalaustralia.org.au

Ethnic Communities Council of Queensland (ECCQ): For more information, Phone **+61 7 3844 9166**, email administration@eccq.com.au or visit www.eccq.com.au



PROTECTION AND LEGAL INFORMATION

Brisbane is generally safe but here are more tips to reduce the likelihood of a mishap:

- Memorise the emergency number **000** for **police, fire and ambulance services**
- When travelling in trains at night, avoid travelling in empty carriages
- If you must wait for public transportation at night, try waiting in well lit areas or near open shops
- Try walking in groups at night and avoid shortcuts through dark areas.
- Always stay alert and be aware of your surroundings
- Always inform friends or family of your whereabouts to ensure you can be accounted for if necessary
- Ensure your personal effects and property is always kept safe and close to you to prevent it from getting stolen
- Close and lock the doors of your accommodation when leaving and before you go to bed at night
- Avoid providing personal information to strangers and institutions that you have not properly identified as genuine
- Be alert and protect yourself from being scammed. Scammers are getting increasingly sophisticated in their attempts personal details. Scamwatch is run by the Australian Competition and Consumer Commission (ACCC). It provides about how to recognise, avoid and report scams. For more information, please visit: www.scamwatch.gov.au or www.police.qld.gov.au



Beach Safety

Lifesavers are a good way to improve your safety at a beach.

- Don't swim where there are no lifesavers
- Swimming at night is not safe
- Swim between the red and yellow flags as they are the safest areas to swim
- Always swim under supervision, or with a friend
- Always obey all signs at the beach
- Don't swim directly after a meal
- Don't swim under the influence of alcohol or drugs
- Avoid running and diving into the water
- Conditions change regularly, check surf conditions before you enter the water
- If you get into trouble in the water, don't panic, raise your hand to signal for help, float and wait for assistance
- Float with a rip current or undertow. Do not swim against it

For more information, visit: www.beachsafe.org.au





SUN SMART

The sun in Australia is very strong and can cause sun damage or skin cancer. Australia has one of the highest rates of skin cancer in the world. To avoid sunburn and lower the risk of developing skin cancer, it is important that you follow these simple precautions:

Protect your skin - For best protection, we recommend a combination of sun protection measures:

SLIP, SLOP, SLAP, SEEK, SLIDE

- Slip on some sun-protective clothing that covers as much skin as possible
- Slop on broad spectrum, water resistant SPF30+ (or higher) sunscreen. Put it on 20 minutes before you go outdoors and every two hours afterwards. Sunscreen should never be used to extend the time you spend in the sun
- Slap on a hat – broad brim or legionnaire style to protect your face, head, neck and ears
- Seek shade
- Slide on some sunglasses, make sure they meet Australian Standards.

For more information, visit: www.sunsmart.com.au

Obeying the Law

The law in Australia is intended for all Australians and visitors, which includes international students as well. Obeying the law will ensure you avoid breaching your visa conditions. Disobeying the law, in some cases could land you in jail or get you deported from the country. One prevalent law in Australia covers the topic of discrimination which is greatly frowned upon.

Every individual living in Australia must learn to respect others and not act with prejudice in relation to gender, nationality, religious beliefs, disability, marital status and sexual preference.

LOCAL REGULATIONS

Below are some of the regulations that must be adhered to when living in Australia:

- Australian law protects wildlife such as plants, trees and ferns. All protected wildlife should not be destroyed
- Australia is very clean and maintain this cleanliness with strict littering regulations. Do not litter, rather use the disposable garbage cans provided by observing the trash description of trash and recyclables
- Smoking is banned in many places in Australia including all airports, government offices, hospitals and health care facilities, workplaces, restaurants, shopping centres and within 5 metres of building entrances
- Smoking and drinking are illegal for anyone under 18 years
- All drugs not prescribed by a general practitioner can be considered as illegal

RELIGION

Brisbane is a multicultural city where you can find churches, temples, mosques and religious centres. Google to find one close to you! Worship centres sometimes provide free English lessons and fun activities for international students as well.

MARRIAGE AND DOMESTIC VIOLENCE

Under Australian law, men and women have equal rights and may choose to enter into marriage. An individual can be legally married at the age of 18. Marriage to more than one person is against the law and could be punishable by jail time.

Violence against another person is illegal in Australia. This includes physical abuse, sexual abuse, assault, social abuse, economic abuse, physiological, emotional and verbal abuse.

All forms of violence are punishable by jail sentence or deportation.

For more information, visit:

- **Legal Aid QLD:** For more information, Phone **1300 651 188** or visit www.legalaid.qld.gov.au
- **National Sexual Assault, Domestic Family Violence Counselling Service:** For more information, Phone **1800 737 732** or visit www.1800respect.org.au

Visa Conditions

As an international student you have legal obligations that are different from Australian students. All students need to understand the conditions of their visa grant and must take the following steps:

- Remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- Maintain enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level or higher for which we granted your student visa, unless changing from AQF level 10 to level 9.
- Maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
- Continue to satisfy the requirements of the student visa grant by ensuring the main course of study matches your student visa, and that you still have financial capacity
- Notify the college within seven days of any change to your contact details, including home address, mobile number and email address
- Must not work more than 48 hours per fortnight during course semester but can work for unlimited hours during holidays, or as advised by the Australian Government.
- Maintain health insurance cover for the entirety of your stay in Australia as failure to do so is a breach of your visa conditions
- For a full list of mandatory and discretionary visa conditions:
immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions

Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

ARRANGING A NEW VISA

Please visit the home affairs website for more information:

www.homeaffairs.gov.au

EDUCATION FOR DEPENDANTS OF STUDENT VISA HOLDERS

All family member visa holders under 18 years of age must maintain schooling arrangements while in Australia. This condition applies to dependant student visa holders who are under 18 years of age, while they are in Australia, as per visa condition 8518.

Queensland Department of Education, Education Queensland International (EQI): For more information

Phone **1800 316 540** within Australia,

Phone **+ 61 7 3513 5301** outside Australia,

Email EQInternational@qed.qld.gov.au

or visit www.eqi.com.au/study-options/temporary-residents





DISCLAIMER

All information is accurate at the time of publication. Please be aware that the information in this brochure including Australia Institute of Business and Technology's (AIBT) policies, fees and course content are subject to change without notice. Course Commencement is dependent on sufficient enrolments, and adhering to the guidelines published by Australian Skills Quality Authority www.asqa.gov.au

It is the responsibility of students to check the terms and conditions in their in Final Letter of Offer, including all general and course outline information prior to accepting, in particular, course offerings, duration, mode, commencement, campus location, fees and entry requirements. Applications and enrolments are subject to AIBT's Privacy Policy, which is available at enquiries. www.aibtglobal.edu.au

AIBT does not commit to securing migration or education assessment outcomes for overseas students.

AIBT does not guarantee:

- a successful education assessment outcome for the student or intending student; or
- completion of an AIBT qualification will lead to an employment outcome; or
- a learner will successfully complete a training product on its scope of registration; or
- a training product can be completed in a manner which does not meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015.







BRISBANE

Mt Gravatt Campus

Levels 2-3,
18 Mt Gravatt-Capalaba Road
Upper Mt Gravatt
Brisbane QLD 4122

SYDNEY

Blacktown Campus

Suites 28-34
Level 2,
125 Main Street
Blacktown
Sydney NSW 2148

HOBART

Hobart Campus

Ground Floor
142-146 Elizabeth Street
Hobart TAS 7000

CULINARY TRAINING CENTRES

Brisbane

Sheldon's Training Restaurant

Shop 7,
235 Nursery Road
Mount Gravatt
Brisbane QLD 4122

Sydney

Culinary Training Centre

38-44 Foveaux Street
Surry Hills
Sydney NSW 2010

Hobart

The Greek Club

67 Federal Street
North Hobart TAS 7000

TECH SCIENCES WORKSHOPS

Brisbane

Edison School of Tech Sciences

Unit 7,
27 Selhurst Street
Coopers Plains
Brisbane QLD 4108

Sydney

Edison School of Tech Sciences

Unit 7,
9A Foundry Road
Seven Hills
Sydney NSW 2147

Hobart

Tech Sciences Workshop

Unit 1,
22 Maxwells Road
Cambridge
Hobart TAS 7170



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