

International Student Prospectus 2019





This Prospectus is the first step in your journey towards an inspiring business career and an exciting lifestyle.

International Institute of Planning and Management (IIPM Pty Ltd) is a creative business school that offers a different approach to business coaching and development than most educational organisations. We believe in immersing students into projects in which they can apply their knowledge and skills to real situations and organisations. Students are given opportunity to learn theory behind business development and to explore how real organisation function. However, the knowledge is then applied through group and individual projects that step outside the boundaries of the classroom into the exciting world of Melbourne.

While you explore organisations, events and other business related concepts around Melbourne, you'll discover the packed calendars of social events in the City of Melbourne and exciting things to do while you live in this fresh and clean city.

Most importantly, we understand the how students need to balance their studies with employment and social life. We want you to embrace all aspects of life and have fun while you also earn a living and attend to your course,

This prospectus contains a considerable amount of information that we are required to provide to you, however, we suggest that you also explore information on the Internet about life and study in Melbourne. We welcome enquires about any aspect of our courses and living in Melbourne.

We congratulate you on making the first step towards study in Australia and welcome you to explore our College and our courses.

Disha Arora
Chief Executive Officer

CEO MESSAGE

OUR VISION

Our vision is to offer courses to students that meet the expectations of International Students with flexibility of study, work focused material and assessment; and reasonable cost.

OUR MISSION

We encourage our students to pursue meaningful study that will foster a strong contribution to their community within Australia and their home countries and to build a foundation for lifelong learning. We encourage free and open thinking, critical evaluation of knowledge and information and balanced opinion and conclusion.

IIPM operates under the ESOS Act 2000. Details: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

IIPM's Melbourne City Campus

Level 4, 382 Lonsdale Street,

Melbourne, Victoria, 3000 Australia

Phone: 03 9889 8866(Aust)

Email: info@iipm.edu.au

ABOUT AUSTRALIA

Australia is an ethnic melting pot. It's a country known for world-famous natural wonders, diverse landscapes and a vibrant multicultural society that practices almost every religion and lifestyle. Since 1945 more than six million people from across the world have come to Australia to live.

There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA, but has a population of only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches over 25,000 kilometres and has over 10,000 beaches. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life. Flights between cities can be very affordable during off-peak times.



MELBOURNE MOST LIVABLE CITY

Melbourne is the capital city of Victoria with a population of over 4 million people. It is Australia's second largest city.

The city offers wonderful experiences, a great climate, friendly people and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.

One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. Melbourne has been crowned the world's most livable city in the world.

MELBOURNE - STUDY, ENJOY, EXPLORE.

The IIPM is located In Lonsdale Street, near the shopping hub bordered by Elizabeth Street, Swanston Street, Lonsdale Street and Collins Street. It is a 2 minute walk to Melbourne Central Station and an easy tram or walk to many tourist icons such as Federation Square; the home of Melbourne's Visitor Centre, packed with information about life in Melbourne. So much to do in Melbourne; so much to explore!



MELBOURNE'S CLIMATE

Melbourne has a temperate climate with four distinct seasons:

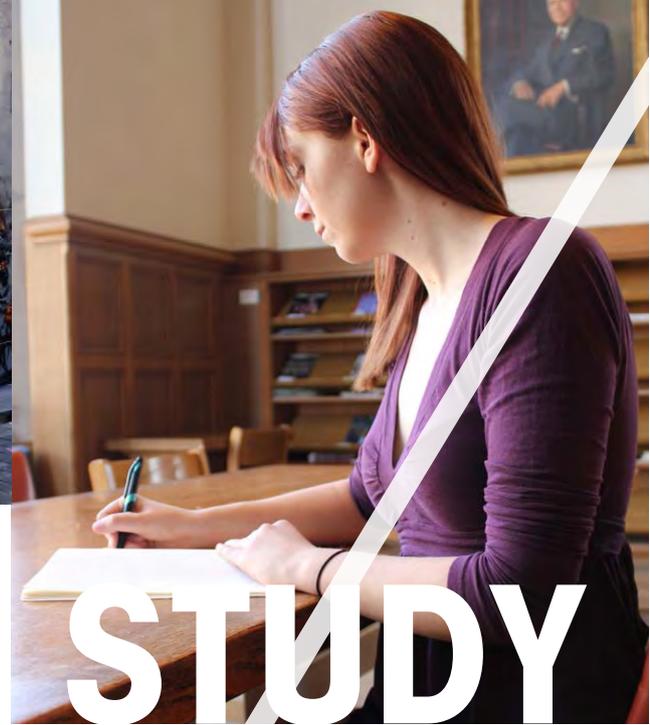
Season	Months	Temperature
 Winter	June - August	10-15°C
 Spring	September - November	17-22°C
 Summer	December - February	Above 35°C
 Autumn	March - May	1-24°C





EVENTS

Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open Tennis and the Spring Harness Racing Carnival; and of course the AFL Football and Cricket at the MCG.



STUDY

Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is considered as Australia's premier university and education city, an ideal place to study.



TRANSPORT

Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe, and are available 24 hours a day. Trams in the CBD are free.

GETTING ORGANISED IN AUSTRALIA

As you plan your study venture to Australia, do some research into housing and general life in Australia. The following web sites will provide considerable information.

Your Rights as a Student and a Consumer in Australia Kit Renting, Boarding and getting organised - download at:

<http://www.consumer.vic.gov/studentrooming>

<http://www.consumer.vic.gov.au/rentright>

[consumer.vic.gov.au/internationalstudents](http://www.consumer.vic.gov.au/internationalstudents)

USEFUL WEBSITES

www.ptv.vic.gov.au

www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au

www.homeaffairs.gov.au/Trav/Life



SERVICES & FACILITIES

The IIPM is committed to the success of its international students. The School offers a wide range of support services for students throughout their studies at IIPM. Computers are available on site with access to on-line library resources. A small book library is also available.

Orientation Sessions

Many students find life in Australia quite different from life in their home country so IIPM organises orientation activities to help students become familiar with Australian culture and customs and to introduce students to the school and its services.

All students will attend an orientation information session. This session details many aspects of living and studying in Melbourne and introduces students to life in Australia.

Orientation sessions include information about enrolment, facilities and services available at IIPM, Australian culture and customs, safety in Melbourne and how to find employment. Orientation sessions are a great way of meeting other students.

Wireless @ IIPM

IIPM offers good quality and reliable wireless connectivity across its campus for both staff and students. Wireless connectivity provides users with internet traffic only and is available for access seven days a week.

Counselling Services

A Counsellor is available to assist international students with personal and study problems and to provide educational and vocational counselling. Students receive full assistance to achieve their study goals in Australia including transfers from and to IIPM. Most in-house counselling services at IIPM are at no extra cost. However, some external services may attract a fee. Please contact student support office.

Cafeterias

Cafeterias are situated all over Melbourne's CBD within walking distance of our Campus.

Overseas Student Health Cover

As an international student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of the stay in Australia. OSHC provides access to out of hospital and in hospital medical services to help maintain the health of students whilst studying in Australia.

Medical Services

Doctors and medical rooms are available in the Melbourne Central Business District (CBD). Appointments should be made for consultations with doctors. However, medical emergencies may also be directed to the emergency departments of the major hospitals. There may be a charge depending on student's Health Insurance. Contact Medical Centres directly for details.

Cost of Living

Melbourne is a reasonably priced city providing good quality and affordable accommodation. Most Students will need \$21,041 per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing and books.

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Accommodation costs range from \$220-380 (flat/apartment accommodation) to \$250 (homestay) per week. Food costs about \$190-210 per week and transport can cost \$28-35 per week.

Student Banking

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

Commonwealth Bank of Australia

<https://www.commbank.com.au/personal/can/moving-to-australia.html>

Westpac Bank

<http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/>

ANZ Bank

<http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/>

National Australia Bank (NAB)

<https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia>

Smaller Banks

There are also a number of other banks, including, Citi Bank, Adelaide Bank, Bank of Queensland, Bank of Melbourne, Bankwest, Bank SA, Bendigo Bank, St George Bank, ME Bank and Suncorp Bank.

Further information may be sourced at 'Studies in Australia':

<http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia>

Education and Childcare

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

- **Live in Victoria** - this website provides information on the services offered in Victoria and gives an explanation and further details on child care, primary school and secondary school:
www.liveinvictoria.vic.gov.au
- **Find and Early Childhood Service or School:**
<http://www.education.vic.gov.au/findaservice/home.aspx>
- **My School:**
www.myschool.edu.au

OUR BUSINESS COURSES

BSB30115 Certificate III in Business
BSB40215 Certificate IV in Business
BSB50215 Diploma of Business
BSB60215 Advanced Diploma of Business





CERTIFICATE III IN BUSINESS

(BSB30115 CRICOS Code 097115J)

General

This qualification is targeted towards International students who need to develop skills in business terminology, communication skills, personal organisation strategies and simple business concepts. It is idea for students who wish to improve their English before moving to a higher level course.

Entry Requirements

Prospective students are required to meet entry requirements such as age requirement, English Language proficiency and academic qualification. Please refer to page 25 for full entry requirements.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including substantial vocational experience, in management but without a formal qualification.

Vocational or Educational outcomes

Students can go into a range of employment or further study options, including studies at higher education level. Job Roles may include but not limited to:

- Marketing Officer
- Administration Manager
- Customer Service Representative

Job Outlook

Please refer to the Australian Government Job Outlook site for job prospects for each of the occupations listed above.

Fees & Charges

Enrolment Fee	\$ 200.00 (non - refundable)
Material Fee	\$ 450.00 (subject to variation)
Course Tuition Fee	\$ 8,000.00

Course Intake 2019

New intake approximately each months as each 'block' of units begins - see course schedule on website and application form

Course Duration

52 weeks including 40 weeks of scheduled delivery and up to 12 weeks of holidays and terms breaks. The course is delivered face to face on campus with 20 hours of schedules classes per week.

Unit Code	Unit Title	Core/ Elective
BSBWOR301	Organise personal work priorities and development	Elective
BSBWRT301	Write simple documents	Elective
BSBINM301	Organise workplace information	Elective
BSBITU314	Design and produce spreadsheets	Elective
BSBITU312	Create electronic presentations	Elective
BSBITU311	Use simple relational databases	Elective
BSBCMM301	Process customer complaints	Elective
BSBADM311	Maintain business resources	Elective
BSBFLM305	Support operational plan	Elective
BSBCUS301	Deliver and monitor a service to customers	Elective
BSBWHS302	Apply knowledge of WHS legislation in the workplace	Core
BSBWHS304	Participate effectively in WHS communication and consultation processes	Elective

*For more information, please visit us at www.iipm.edu.au



CERTIFICATE IV IN BUSINESS

(BSB40215 CRICOS Code 097114K)

General

This qualification is suited to those working as administrators and project officers. In this role, individuals use well developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and to analyse information from a variety of sources.

Entry Requirements

Prospective students are required to meet entry requirements such as age requirement, English Language proficiency and academic qualification. Please refer to page 25 for full entry requirements.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including substantial vocational experience, in management but without a formal qualification.

Vocational or Educational outcomes

Students can go into a range of employment or further study options, including studies at higher education level. Job Roles may include but not limited to:

- Marketing Officer
- Administration Manager
- Customer Service Representative

Job Outlook

Please refer to the Australian Government Job Outlook site for job prospects for each of the occupations listed above.

Fees & Charges

Enrolment Fee	\$ 200.00 (non - refundable)
Material Fee	\$ 450.00 (subject to variation)
Course Tuition Fee	\$10,500

Course Intake 2019

New intake approximately each months as each 'block' of units begins - see course schedule on website and application form

Course Duration

52 weeks including 40 weeks of scheduled delivery and up to 12 weeks of holidays and terms breaks. The course is delivered face to face on campus with 20 hours of scheduled classes per week.

Unit Code	Unit Title	Core/ Elective
BSBCUS401	Coordinate in the implementation of customer service strategies	Elective
BSBCUS403	Implement Customer Service Standards	Elective
BSBADM405	Organise meetings	Elective
BSBREL401	Establish Networks	Elective
BSBHRM405	Support the recruitment selection and induction of staff	Elective
BSBHRM404	Review human resource function	Elective
BSBLDR403	Lead Team Effectiveness	Elective
BSBRES411	Analyse and present research information	Elective
BSBMGT402	Implement operational plan	Elective
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative	Elective

*For more information, please visit us at www.iipm.edu.au



DIPLOMA OF BUSINESS

(BSB50215 CRICOS Code 094878A)

General

This qualification would apply to individuals with various job titles including executive officers, programme consultants and programme coordinators. Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Entry Requirements

Prospective students are required to meet entry requirements such as age requirement, English Language proficiency and academic qualification. Please refer to page 25 for full entry requirements.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including substantial vocational experience, in management but without a formal qualification.

Vocational or Educational outcomes

Students can go into a range of employment or further study options, including studies at higher education level. Job Roles may include but not limited to:

- Store Manager
- Assistance Manager
- Programme Coordinator

Job Outlook

Please refer to the Australian Government Job Outlook site for job prospects for each of the occupations listed above.

Fees & Charges

Enrolment Fee	\$ 200.00 (non - refundable)
Material Fee	\$ 450.00 (subject to variation)
Course Tuition Fee	\$ 10,250.00

Course Intake 2019

New intake approximately each month as each 'block' of units begins - see course schedule on website and application form

Course Duration

52 weeks including 40 weeks of scheduled delivery and up to 12 weeks of holidays and terms breaks. The course is delivered face to face on campus with 20 hours of scheduled classes per week.

Unit Code	Unit Title	Core/ Elective
BSBWOR501	Manage personal work priorities and professional development	Elective
BSBRISK501	Manage risk	Elective
BSBWHS501	Ensure a safe workplace	Elective
BSBHRM513	Manage workforce planning	Elective
BSBHRM506	Manage recruitment selection and induction processes	Elective
BSBPMG522	Undertake project work	Elective
BSBCUS501	Manage quality customer service	Elective
BSBADM502	Manage Meetings	Elective

*For more information, please visit us at www.iipm.edu.au



ADVANCED DIPLOMA OF BUSINESS

(BSB60215 CRICOS Code 094879M)

General

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions. The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

Entry Requirements

Prospective students are required to meet entry requirements such as age requirement, English Language proficiency and academic qualification. Please refer to page 25 for full entry requirements.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including substantial vocational experience, in management but without a formal qualification.

Vocational or Educational outcomes

Students can go into a range of employment or further study options, including studies at higher education level. Job Roles may include but not limited to:

- Area Manager
- Regional Manager
- Department Manager

Job Outlook

Please refer to the Australian Government Job Outlook site for job prospects for each of the occupations listed above.

Fees & Charges

Enrolment Fee	\$ 200.00 (non - refundable)
Material Fee	\$ 450.00 (subject to variation)
Course Tuition Fee	\$ 10,250.00

Course Intake 2019

New intake approximately each month as each 'block' of units begins - see course schedule on website and application form

Course Duration

52 weeks including 40 weeks of scheduled delivery and up to 12 weeks of holidays and terms breaks. The course is delivered face to face on campus with 20 hours of scheduled classes per week.

Unit Code	Unit Title	Core/ Elective
BSBINN601	Lead and manage organisational change	Elective
BSBMKG607	Manage market research	Elective
BSBMGT615	Contribute to organisation development	Elective
BSBHRM604	Manage employee relations	Elective
BSBHRM602	Manage human resources strategic planning	Elective
BSBMKG603	Manage the marketing process	Elective
BSBMGT617	Develop and implement a business plan	Elective
BSBMKG609	Develop a marketing plan	Elective

*For more information, please visit us at www.iipm.edu.au



GENERAL ENGLISH

(Beginners-Pre-Intermediate) (CRICOS Code 094879M)

General

General English is designed to prepare, non-native English students, improve their English Language proficiency and communication skills. Students are given opportunities to learn from well qualified and experienced teachers in a multicultural environment. Besides, improving receptive and productive skills in English, students will be able to get a good understanding of grammar and vocabulary.

General English courses at IIPM ranges between beginner and pre-intermediate levels. Through a range of activities, students get to improve writing, reading, listening, speaking, pronunciation, vocabulary and grammar knowledge for their smooth transition in other certificate and diploma courses at the IIPM.

Entry Requirements

There is no Minimum Entry Requirement to enrol into General English. Students must sit a placement test to determine which English level is best suited to their needs.

Fees & Charges

Tuition Fee	\$9,900.00
Material Fee	\$600.00

Course Duration

Up to 34 weeks (Incl. Holidays). The course is delivered face to face on campus with 20 hours of schedules classes per week.

General English Levels:

Levels	Duration	Hours
Beginners	10 weeks	200 hours
Elementary	10 weeks	200 hours
Pre-Intermediate	10 weeks	200 hours

**For more information, please visit us at www.iipm.edu.au*



STUDYING AT IIPM

IIPM is conveniently located close to parks, gardens, restaurants, shopping centres and a wide range of sporting and recreational facilities, the Melbourne campus is only five minutes away from Trams buses in every direction and Museum Train Station. The campus is in the heart of the CBD's shopping district.

Car parking is available in nearby car parks. Fees are charged for parking.

A number of approaches to course delivery are used by School staff. Course delivery approaches include:

- teacher led classroom delivery
- practical activities
- workshops
- supervised study
- tutorials

During class time students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and participating in role playing situations.

The duration of the course specified in the course information includes only face to face training. Students are required to spend a minimum of 10 hours per week for individual study (including self-paced learning, research, learning activities and assessment activities) in addition to their scheduled timetable.



Course Assessments

A number of approaches to course assessment are used by IIPM. Assessment approaches may be undertaken by practical demonstrations, case studies, projects, assignments, presentations, role plays, written tests.

USI - Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the School during the enrolment process. If students do not provide USI, IIPM will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au

Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the School. All works submitted must demonstrate competence in the unit of study.

Our Obligation to You

IIPM is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that IIPM is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. IIPM will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them as detailed in their application.

If students wish to apply for a transfer, they will need to apply to IIPM for a letter of release. There is no cost attached to applying for a letter of release; however students will need to contact Department of Home Affairs to seek advice on whether a new visa is required.



Documented evidence supporting circumstances/reasons for seeking a release letter must be included with your transfer application.

All applications will be assessed on the basis of IIPM's Policy, Conditions of Enrolment, the Fee Payment and Refund Policy, and written student agreement signed by the student.

Deferral, Suspension and Cancellation

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the School. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period you should contact the IIPM and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to formally apply for the deferral or suspension.

IIPM may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to Department of Home of Affairs by the School and this may affect the status of a student visa.



TUITION PROTECTION SCHEME

The Education Services for Overseas Students (ESOS) Act 2000, The ESOS Act, and related legislation protects Australia's reputation for delivering quality education services, and secures the interests of international students in Australia on student visas. The Acts are applied by setting out the registration requirements and ongoing high standards that an education provider must meet in order to enrol international students. For example, they include standards related to providing students with accurate information, only using education agents who behave ethically, and for giving students access to independent complaints handling services.

The ESOS legislation protects the tuition fees paid by international students by placing refund obligations on providers in various default situations and through the Tuition Protection Service (TPS). The ESOS legislation also helps to ensure students meet their student visa conditions for attending classes and making satisfactory progress in their studies while in Australia. For additional information on the ESOS legislative framework visit [ESOS legislative framework](#).

To assist education providers to meet their obligations under the ESOS Act, the Minister for Tertiary Education, Skills, Science and Research has approved a number of Legislative Instruments. These Legislative Instruments, amongst other requirements, set out specific default and refund arrangements under the ESOS Act.

For additional information on the ESOS Legislative Instruments please visit [ESOS Legislative Instruments](#):
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

To be protected under the TPS framework, students:

- Should read their written agreement carefully before signing it - it is a legal contract.
- Should ensure the agreement is clear on the number of study periods in the course, how the fees are distributed throughout the course for each study period and the difference between tuition fees and other types of unprotected fees such as accommodation.
- Should be aware of any conditions or deductions from a refund they may incur if they do not commence or complete the course (this is called a student default) or where their visa is not approved.
- Keep a copy of all receipts for money they have paid to a provider.
- Ensure their provider gives them a record of all study completed at each stage of their course.
- Let their provider know as soon as any of their contact details change.

If an international student is referred to the TPS following a provider closure and wants to accept an offer of a place with an alternative provider, the student will have to meet any additional academic and fee requirements of the alternative provider, if higher than the original provider.

Providers:

- Are expected to meet their default obligations under the Education Services for Overseas Students Act 2000 (ESOS).
- Have to contribute annually to the TPS.
- Have the opportunity to place students who are referred to the TPS in a suitable alternative course.
- Are under no obligation to accept a student that has sought a placement with them following another provider's default.

*For further information please refer to <https://tps.gov.au/>



STUDENT VISA OBLIGATIONS

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of medical and hospital care, which international students must have while in Australia for the duration of their course of study. OSHC will also pay for most prescription drugs and emergency ambulance transport. The OSHC premium cover must be paid before a student visa is issued. IIPM can organise cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at www.health.gov.au and www.study.vic.gov.au

Full Time Study

Australian law requires international students to study a full time study load. A full-time study load is normally a minimum of 20 hours per week of face-to-face contact for at least 42 weeks each calendar year or continuous 12-month period.

Attendance

International students studying VET courses are expected to attend scheduled classes as per the timetable provided to you by IIPM. International students reported to Department of Home Affairs if they do not actively pursue their courses and maintain the attendance and maintain satisfactory course progression. Reporting a student to Department of Home Affairs likely to result in the cancellation of the student's CoE.



Academic Progress

If students do not make satisfactory academic progress they may be reported to Department of Home Affairs which may lead to cancellation of their visa. Unsatisfactory academic progress is defined as failing more than 50% of units in a study period. A failure in more than 50% of units in a study period will trigger a review of academic progress by the College and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers;
- Make an appointment with the Student Support Officer or Training Manager if you are having any difficulties with your studies.

In addition to the above minimum requirement, the School will implement counselling procedures and an intervention strategy when you think you may be in danger of not meeting the requirements.

Counselling and intervention may be triggered by any of the following events:

- Failing key units in a study period
- Failing two or more core units in any study period

If students fail to meet the requirements of satisfactory course progress, they will be reported to the Department of Home Affairs.





Change of Address

Upon arriving in Australia students are required to advise the School of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the School of a change of address as, under Section 20 of the ESOS Act, the School is obliged to serve a notice at the last known address of students if they breach a student visa condition relating to attendance or academic performance. The School may also send warning notices to students that are aimed at helping prevent breaches of visa conditions.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up-to-date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at www.homeaffairs.gov.au

Student Complaints and Appeals Procedure

The School has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing IIPM's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and include the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

For full description of ESOS Framework please refer to:

<https://internationaleducation.gov.au/Regulatory-Information/-Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>



IMPORTANT INFORMATION

Student Under 18 Years of Age

All students studying at IIPM must be at least 18 years of age at the time of arrival in Australia or else provide evidence that they will turn 18 prior to commencing their studies in Australia at IIPM. Prospective students applying for a course, who are under 18 years of age at the time of application, must have their application signed by their parents or legal guardian in order for their application to be considered.

School-aged Dependents

There are requirements for compulsory school attendance for dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school or university that they enrol in whilst in Australia.

Legislation

A range of legislation is applicable to all staff and students of IIPM. Information on relevant legislation can be found at the following websites.

- Occupational Health & Safety - www.worksafe.vic.gov.au/
- Equal Opportunity - www.humanrightscommission.vic.gov.au/
- VET Quality Framework - www.asqa.gov.au/
- Department of Home Affairs - www.homeaffairs.gov.au/Trav/Stud

It is the responsibility of all School staff to ensure the requirements of relevant legislation are met at all times. Please refer to the websites indicated, or contact the School if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Use of Personal information

Information is collected during enrolment in order to meet the School's obligations under the ESOS Act and the ESOS National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the School and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.



Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the School's study periods and full-time during breaks.

Student Support Services

All staff at IIPM are available to provide general advice and assistance with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact a student support officer who may refer them to external support services if required. A fee may be charged by external services.

Orientation

Orientation is conducted prior to the commencement of the course. Its purpose is to fully inform new students of key aspects of life at the School and to provide an introduction to studying at IIPM, Melbourne's costs of living, transportation, facilities, banking and accommodation. It's a good opportunity to ask all questions, to meet other students and the IIPM staff. If students are unable to attend the Orientation programme, they should ensure that they access the Orientation presentation online prior to commencement at IIPM.

Arrival Assistance

An airport pick-up service is available to arriving students, upon request. This is undertaken as part of a meet-and-greet service and usually requires at least one week's notice to the School via email.

Accommodation Assistance

IIPM does not have its own accommodation facilities. However accommodation assistance will be provided to students upon request. There is a fee for this service. Four weeks of notice prior to arrival is required.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our student counsellor offers a confidential support service and external referral where necessary.

Fees & Charges

- Tuition Fee: Please refer to individual course information
- Enrolment Fee: \$ 200
- Resources and Material Fee: Please refer to individual course information
- Enrolment Variation Fee: \$ 100
- Unit Repeat Fee: \$ 300
- Reassessment Fee: \$ 125
- Overseas Bank Transfer Fee: \$ 30
- Administration Fee: \$ 200
- Change of COE Fee: \$ 100
- RPL Fee: Charged @ \$20.00 per nominal hours
- OSHC (Overseas Student Health Cover) Fee:
To be advised upon application (Students can also organise health cover on their own)

All fees are quoted in Australian dollars and are subject to change without notice. See the table in Appendix 2 below for tuition fees and payment schedules.





Refund Policy

IIPM's refund policy outlines the refund policy and procedure in accordance with the requirements Standard 3 of the National Code 2018. This policy applies to all IIPM students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- **IIPM defaults (Provider default)**
- **The Student defaults (Student default)**

1. Provider Default:

IIPM will be considered to have defaulted (Provider Default) when:

- The course the student has enrolled in does not start on the agreed starting day; or
- The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
- The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on IIPM
- There is a change of IIPM's legal entity and as a result, a corresponding change to the IIPM's RTO/CRICOS registration

In the case, where IIPM defaults, the Institute will advise affected students in writing of the default within 3 working days of the default taking place.

· Within 10 working days of the default taking place, the Institute will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the Institute will give the student a statement explaining how the unused prepaid tuition fees have been calculated.

· Where students choose to accept placement in a suitable alternative registered course, IIPM will require the student to sign a document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees.

· Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 10 working days of the default taking place. Note that international students ceasing studies are advised to contact the Department of Immigration and Border Protection for implications to their student visa

· The Institute's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director.

· IIPM will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations.

· In the event that IIPM is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Home Affairs for implications to their student visa.



2. Student Default

A student (i.e. you) will be considered to have defaulted when:

- The student fails to pay an amount he or she was liable to pay to IIPM for the course he/she is enrolled in
- The student withdraws after their agreed starting day
- The student is deemed to have breached a condition of his or her student visa
- The student has been expelled by the Institute due to serious misconduct

In the case of student default, no refunds are payable. IIPM reserves the right to recover any outstanding fee for the course(s) the student has enrolled in.

Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, 100% of all the unspent fees paid, less any administration fees, will be refunded. Such special circumstances include:

- serious illness – varified by a medical certificate
- family or personal tragedy
- acts of God
- acts of Government authorities, for example the student is prevented from commencing studies in the agreed course of study.

Refund Table

The table below provides a list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

Reason for Refund	Notification Period	Refund	
Student's application for a student visa unsuccessful	Before semester commences	Full refund (less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser).	
IIPM withdraws offer, fails to provide programme offered or terminates course (IIPM reserves the right to apply the provisions of the Commonwealth ESOS Act 2000)	Before semester commences	If an alternative course is not available; Full refund of paid tuition fee, enrolment fee and materials fee	
	After semester commences	Refund of unspent portion of tuition fees paid. No refund is granted for enrolment fee or materials fee.	
Student with a student visa withdraws (All withdrawals must be in writing, Agent must also be contacted by student and school)	Notice of withdraw	Refund amount for any tuition fees paid for the first 3 months	Refund amount for tuition fees paid over for 3 months in advance
	28 days or more prior to course commencement	80%	100%
	Between 14 - 28 days prior to course commencement	70%	100%
	Less than 14 days prior to course commencement	No Refund	100%



Reason for Refund	Notification Period	Refund
If IIPM withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or IIPM policies and procedures.	Prior to course commencement	Full refund of tuition fees paid and materials fees paid less any amount for materials already received. No refund of enrolment fee
	After course has begun	No refund of the fees paid (students may apply for special consideration which will be assessed case by case)
For onshore students, Visa extension/s not granted by Australian Government but student already commenced his/her course OR student defaults or withdraws from course during visa processing but already commenced his/her course	Prior to course commencement	Full refund of tuition fees paid (Less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser). Materials fees paid and collected are non-refundable. No refund of enrolment fee
	After course has begun	Full refund of unspent tuition fees paid (Less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser). Materials fees paid and collected are non-refundable. No refund of enrolment fee

Non-Commencement of Studies

- Where a student accepts an offer of admission and pays the relevant fee and fails to attend the college on the agreed starting date, or to notify IIPM of his/her intentions, IIPM may cancel the student's enrolment after 14 days. Refunds will be calculated in accordance with the above Refund Table and the Refund Policy. The cancellation of a student enrolment may affect their student visa.

Deferring of Studies

- If after accepting an offer of a place and applicant gives written notice before the Commencement of the course of his/her intention to defer or postpone to the next available intake, all tuition fees will be transferred to the next available intake. However, any new fee structures and reenrolment fees will apply. The next available intake may be the following term or subsequent terms depending on course availability. The applicant will need to submit a Student Deferral and Suspension form in line with the Institute's Student Deferral, Suspension and Cancellation Policy.
- Where the student defers commencement to a later commencement date but then gives a written notice of intention to not take up a deferred place prior to commencement, a refund will be assessed based on the period of notification and circumstances of the later commencement date
- IIPM is only permitted to approve deferrals of studies for overseas students on the grounds of compassionate or compelling circumstances in line with the Institute's Student Deferral, Suspension and Cancellation Policy



Refund Process

- a. Student must complete a Refund Application form to request for a refund.
- b. Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application.
- c. All applications will be considered by the Principal Executive Officer within 10 working days of the completed application being submitted.
- d. The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
 - (i) Application approved and refund processed.
 - (ii) Application not approved and/or in line with the students written agreement, the student will need to make appropriate payment of outstanding fees.
- e. Once a refund is approved, students will be provided with a letter detailing how their refund amount was calculated and determined. IIPM will also inform the student of CoE cancellation advising the student to contact DHA to find out what action, if any, they need to take in regards to their student visa.
- f. Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and attendance. Attendance and course progress will be continued to be monitored in line with the Institute's attendance and course progress policies
- g. If the application for refund is successful, IIPM will pay the refund within 20 working days of the receipt of the completed refund application. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated bank account.
- h. Students who are unsuccessful in their refund application may appeal this decision (see complaints and appeals policy).
- i. This policy, and the availability of complaints and appeals processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Student Rights to Appeal

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration .
- IIPM 's appeals process does not circumscribe the students right to pursue other legal remedies.
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- Students should refer to the Institute's Complaints and Appeals Procedure should they wish to appeal to any decision made by IIPM.



If the Australian Government Refuses Visa Application

If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the School.

However, no refunds will be granted where:

- An international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions; or
- An international student, currently in Australia, has their student visa extension application refused by the Department of Home Affairs after the commencement of their studies, for not meeting visa requirements.

Provider Default on Delivery of Qualification

In an unlikely event that the School is unable to start or deliver the course (known as a School Default), the Student can choose to accept either:

- a refund of the course fees, which will be issued to the Student within 14 days; or
- to be placed in an alternative course with the School or another provider.

If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student accepted the placement.

If the student chooses to receive a refund of the course fees, the School will calculate the unspent portion of the tuition fees paid to date (that is tuition fees the student has paid for but has not been delivered by the School). The refund will be paid within 14 days on which the course ceased to be provided.

If the School is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

CONSUMER LAW

Shops and businesses operate differently around the world so it's a good idea to become familiar with the way things are done in Australia so you get the best value for money.

Getting a Good Deal

Although most businesses do their best to offer good deals, there are still those who charge more than that which is fair and reasonable. Most businesses abide by the law and there are laws to guide them and protect consumers. By finding out about consumer rights, market prices and possible scams, students can protect themselves from fraud and ensure they always get the best deal they are entitled to.

The following information is useful if students:

- want information about their consumer rights
- have a problem with items or services that they have bought or are considering buying
- want to know how a business should behave under the law
- want to make a complaint about a business.

Consumer rights

As a 'consumer' everyone in Australia has legal rights and protection wherever they are in Australia. Fair trading laws form part of the Australian Consumer Law to protect consumers. These are outlined in the Competition and Consumer Act 2010. For details, go to www.accc.gov.au.

Download the **MyShopRights** app to get up-to-date information on rights as a consumer and also learn about the rights and obligations of businesses.

Consumer Affairs Victoria is a government run organisation that gives advice on:

- housing and accommodation - renting, buying and selling, renovating, etc.
- shopping - exchanging, returns, servicing, warranties, etc. cars - buying or selling a car and information on finance, insurance, leasing, servicing and repairs.
- Consumer Affairs Victoria offers a range of information in languages other than English.
- want to make a complaint about a business.

The law and your rights

Student studying in Australia have certain rights and responsibilities. Advice on legal aid services and other Government services can be sourced at the School.

Australia has legal protection for overseas students studying in Australia. The Commonwealth Government's Education Services for Overseas Students (ESOS) Act 2000 governs all education providers' responsibilities to overseas students studying in Australia.

This agreement [to be signed in the application form], and the availability of the complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

Questions about rights and responsibilities, as an international student, may be initially discussed with the student support office at IIPM.

For additional information, contact the Australian Government Department of Education and Training who can answer questions or refer students to the correct agency for help.

If students require an interpreter, contact the Translating and Interpreting Service (TIS) on 13 14 50.

Human Rights

The human rights of all people living in Victoria are valued and protected by the Charter of Human Rights and Responsibilities Act 2006.



ENTRY REQUIREMENTS

Student must meet following entry requirements to study at IIPM.

Age requirement

IIPM will only enrol students who are over 18 years of age at commencement of their course.

Academic requirement

To enter this qualification, applicants should have successfully completed an equivalent of Australian year 12 or secondary studies in applicant's home country.

English language requirement:

International students must demonstrate English language proficiency with minimum score as below:

English Language Provider Test	Minimum Test Score	Minimum test score if combined with at least 10 weeks ELICOS	Minimum test score if combined with at least 20 weeks ELICOS
IELTS	5.5	5	4.5
TOEFL Internet-based Test (iBT)	46	35	32
Pearson Test of English (PTE) Academic	42	36	30
Cambridge English: Advanced (CAE) (also known as Certificate in Advanced English)	162	154	147
Occupational English Test (OET)**	Pass	Pass	Pass

*The TOEFL paper based test will only be accepted from limited countries.

** The Occupational English Test includes a mark between A and E. An A or B is considered a pass.

The test must have been taken no more than two years before you apply for IIPM Courses.

Alternatively, students can provide an evidence that:

- they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States, or
- within two years of their application, they have successfully completed a foundation course or a senior secondary certificate of education or a substantial part of a Certificate III or higher level qualification from the Australian Qualifications Framework in Australia.

Language, Literacy and Numeracy test (LLN)

Student undertaking courses at IIPM must possess sound Literacy and Numeracy skills to successfully complete the courses at IIPM.

All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF conducted by IIPM. The ACSF level required for each course is as below:

Course Level	Learning	Reading	Writing	Oral communication	Numeracy
Certificate III	2/3	2/3	2/3	2/3	2/3
Certificate IV	3	3	3	3	2/3
Diploma	3/4	3/4	3/4	3/4	3
Advanced Diploma	4	4	4	4	3

If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs.

Pre-training Review

All student must undertake pre-training review prior to the enrolment which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by IIPM enrolment officer. Interview also aims to identify possible CT/RPL opportunities, confirm oral communication skills. Through pre-training review, student will demonstrate that they have necessary skills to successfully complete the course.

Materials and Equipment Requirement

Although IIPM will provide access to computers/laptops with required resources during classroom hours however to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, and an email platform.



INTERNATIONAL STUDENT APPLICATION INFORMATION

Our online application form collect information required by the Government. In addition, you will be required to provide identification information, and sign a study agreement and a declaration that you have read and understood our terms and conditions.

Details of the terms and conditions are provided for your review below.

Our college does not assist with visa applications. It can arrange Health Insurance Cover for International Students, if required.

You will need to apply for a USI (Unique Student identifier). The college can assist you to apply for your USI by completing the USI section of the application form.

Applying to study a course does not guarantee that you will be accepted into the course. Our Academic Manager will review your application and recommend a suitable study programme.

You may apply to study a number of courses as a sequential pathway. Once your Visa is approved, it is possible to alter your pathway as long as you continue to progress to a higher level of study. Speak to your Migration Agent or Education Agent, if you have one, about such options.

Please attach a copy of your Passport, and if required for your visa, your English Language Proficiency Transcript (IELTS or TOEFL or PTE or CAE or other or any supporting documents) to your application.



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All prices are quoted in Australian dollars. For more information, please visit iipm.edu.au

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