



Introduction: Welcome to ANIBT

January 2024



Australian National
Institute of **Business
and Technology**

CRICOS: 02506B RTO: 21368

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WELCOME TO ANIBT

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

This is achieved by:

- ✓ Providing a consistent and reliable set of components for training, stimulating learning facilities & supporting materials, professional trainers and flexible programs.
- ✓ Recognizing and assessing people's skills,
- ✓ Enabling nationally recognized qualifications to be awarded through direct assessment of workplace competencies, and
- ✓ Encouraging learning and assessment in a work-related environment which leads to verifiable workplace outcomes.

Message from the Manager - Training and Academic Delivery, Mr Matthew Greskie

Welcome! I am delighted that you have chosen to study at ANIBT. I know you have made a wise decision to further your studies, build your career and shape your future. The team at ANIBT is committed to your success and we will do everything possible to ensure you have a positive and treasured learning experience while you are here.

By choosing to study at ANIBT, students will have the opportunity to acquire and develop a range of attributes that will not only help to make them job ready in a dynamic environment, but also enrich their professional and personal lives wherever in the world they may decide to work and live.

➤ **OUR VISION**

To provide students with quality, professional and outcome-oriented training and services, to enable them to achieve optimal competency in their relevant fields.

➤ **OUR MISSION**

To empower students with the skills to achieve their academic, life and personal goals.

INFORMATION

This guide is for all students studying with us at ANIBT. I wish you every success in your studies at ANIBT and a rewarding experience in Australia.

Matthew Greskie



Important Information and Emergency Contacts

Australian National Institute of Business and Technology (ANIBT)

Contact Details:

Level 13, 474 Flinders Street, Melbourne
VIC 3000
Telephone: (03) 9620 2922

- **Chief Executive Officer**
Mr Jianming Chen
E-mail: jianming.c@anibt.edu.au
- **Manager - Training & Academic Development**
Mr Matthew Greskie
Email: matthew.g@anibt.edu.au
- **Campus Manager**
Mr Ken Vong
Email: ken.v@anibt.edu.au
- **Manager - Compliance and Academic Support**
Ms. Sugandhi Manicka Sundaram
Email: Compliance@anibt.edu.au
- **Manager - Student Services & Academic Support**
Ms. Alpana Chitnis
Email: studentservices1@anibt.edu.au
- **Student Services Officer**
Email: admin@anibt.edu.au
- **Finance Manager (Fees & Payment)**
Ms. Joyce Jiang
Email: accounts@anibt.edu.au
- **Coordinator - Admissions**
Hyejin Kim
Email: admissions@anibt.edu.au
- **Computer Service & IT**
Mr Ken Vong
Email: IT@anibt.edu.au

- **Reception**
Ms. Renee Li
Email: reception@anibt.edu.au

Brunswick Campus – Aged Care, Business & Hospitality

Units 2-4, 306 Albert Street, Brunswick
Tel: 9388 0402

Manager: Mr Suraj Goondarry
Email: suraj.g@anibt.edu.au

- **ANIBT Student 24-hour emergency Phone Contact 0402 125 752**

- **Australian Emergency Telephone Numbers:**

Police, Fire, Ambulance – 000

- **Department of Home Affairs (DHA)** www.homeaffairs.gov.au

Ground Floor
Casselden Place
2 Lonsdale St, Melbourne
Postal Address:
GPO Box 241
Melbourne, VIC 3001

Opening Hours
09:00AM – 04:00PM

131 881

- **Overseas Student Health Care**

- **General Information**

<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

ANIBT provider

Bupa OSHC

Web: www.bupa.com.au

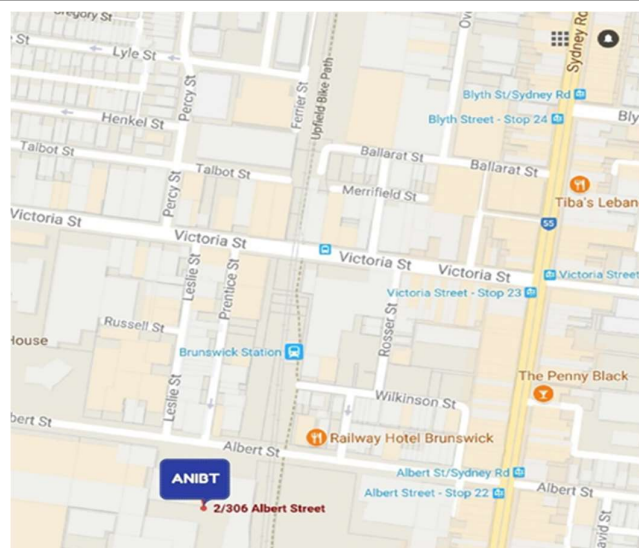
1800 888 942

LOCATIONS

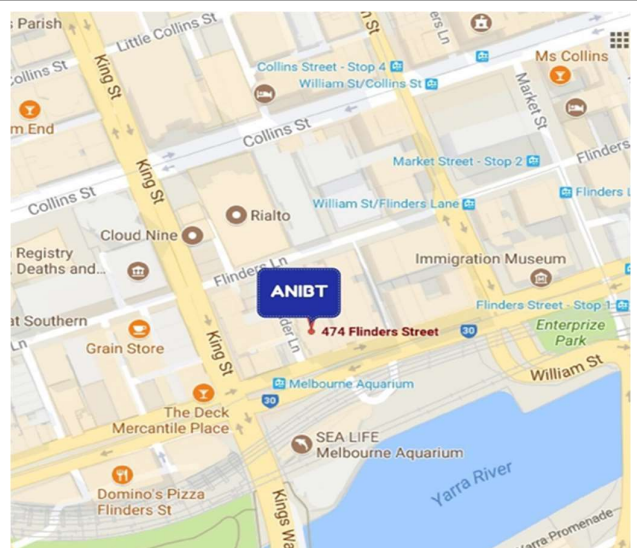
Head Office	<ul style="list-style-type: none"> Level 13, 474 Flinders Street, Melbourne, VIC 3000 Tel: 61 3 9620 2922
City Campus	<ul style="list-style-type: none"> Level 13, 474 Flinders Street, Melbourne, VIC 3000 Tel: 61 3 9620 2922
Brunswick Campus	<ul style="list-style-type: none"> Units 2-4, 306 Albert Street, Brunswick, VIC 3056 Tel: 61 3 9388 0402
Hospitality Training Kitchens and Lotos Cafe	<ul style="list-style-type: none"> Unit 2, 306 Albert Street, Brunswick, VIC 3056 Tel: 61 3 9388 0402
Polygon Functions & Meetings Centre	<ul style="list-style-type: none"> Level 13, 474 Flinders Street, Melbourne, VIC 3000 Tel: 61 3 9620 2922
Australian National College of English (ANCE)	<ul style="list-style-type: none"> Level 13, 474 Flinders Street, Melbourne, VIC 3000 Tel: 61 3 9620 1722

CAMPUSES

The Brunswick Campus is located at:
Units 2-4, 306 Albert Street,
Brunswick, 3056.



The City Campus is located at:
Level 13, 474 Flinders Street,
Melbourne, 3000



WH&S COMMITTEE MEMBERS

Jianming Chen (ANIBT Institute representative)	<ul style="list-style-type: none"> • Level 13, 474 Flinders Street, Melbourne, VIC 3000 • Tel: 61 3 9620 2922
Suraj Goondarry	<ul style="list-style-type: none"> • Units 2-4, 306 Albert Street, Brunswick, VIC 3056 • Tel: 61 3 9388 0402
Matthew Greskie (ANIBT Institute Representative)	<ul style="list-style-type: none"> • Level 13, 474 Flinders Street, Melbourne, VIC 3000 • Tel: 61 3 9620 2922
Laurie Finnigan (ANCE Representative)	<ul style="list-style-type: none"> • Level 13, 474 Flinders Street, Melbourne, VIC 3000 • Tel: 61 3 9620 2922
Ken Vong (ANIBT Institute Representative)	<ul style="list-style-type: none"> • Units 3-4, 306 Albert Street, Brunswick, VIC 3056 • Tel: 61 3 9388 0402

NOTE - Ken Vong is based at Brunswick Campus.



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Studying at ANIBT



COURSES

All courses offered at ANIBT are detailed in the respective Course Guide, that is ANIBT Brochure/Course Guide and on our website.

VALUES

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

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

CODE OF PRACTICE

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

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

COURSE DELIVERY

The institute will:

- ✓ Provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources.
- ✓ Ensure that a current copy of the accredited course curriculum is available to staff and students.
- ✓ Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- ✓ Ensure that National guidelines are followed when customising courses to meet the needs of clients.
- ✓ Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- ✓ Ensure that all courses in the Scope of Registration remain accredited.

STAFF

Trainers and Assessors of ANIBT will have:

- ✓ Demonstrated competencies at least to the level of those being delivered.
- ✓ Demonstrated achievement of at least Certificate IV in Training and Assessment and Workplace Competency Standards or their equivalent Industrial experience that is current and relevant to the courses or modules that they are involved in delivering.

TRAINING ENVIRONMENT

The institute will meet the following minimum training environment standards:

- ✓ Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti- harassment, privacy and fire safety regulations.
- ✓ Ensure that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- ✓ Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

STUDENT INFORMATION

The institute will advise prospective students of:

- ✓ its Scope of Registration.
- ✓ application processes and selection criteria.
- ✓ fees and costs involved in undertaking training.
- ✓ fee refund policy.
- ✓ qualifications to be issued on completion or partial completion of courses; competencies to be achieved during training.
- ✓ assessment policies & procedures including recognition of prior learning; literacy and numeracy requirements.
- ✓ grievance procedure (known as Complaints & Appeals Procedure); staff responsibilities.
- ✓ facilities and equipment; and
- ✓ student support services.

STUDENT RIGHTS AND RESPONSIBILITIES

Students are entitled to the following rights:

- ✓ Receive training and assessment that is in accordance with the requirements of the accredited course and endorsed Training Package that may lead to AQF qualifications or Statements of Attainment.
- ✓ Receive a current copy of the accredited course curriculum and information regarding the program of study, availability of learning resources and appropriate services.
- ✓ Learn from trainers who have demonstrated competencies, including industry experience, in the area of study and who possess the minimum teaching qualification of Certificate IV in Workplace Training and Assessment.

- ✓ Have RPL applications assessed fairly and adequately by a trained assessor.
- ✓ Be part of a learning environment, where respect for the individual is highly regarded, is free from harassment and discrimination, and has fair and equitable procedures for dealing with student grievances, complaints, and appeals.
- ✓ Receive regular feedback about academic performance in the area of study
Be issued with qualifications and/or statements of attainment when a program of study has been successfully partially or totally completed.

STUDENT RESPONSIBILITIES

Be fully committed to your own learning, the decisions taken in relation to it, and the challenges involved. Avoid at all costs the temptation of plagiarism.

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

- ✚ Copying the work of another student, whether that student is in the same class, from an earlier year of the same subject or course, or from another educational institution altogether.
 - ✚ Copying any section, no matter how brief, from a book, journal, article or other written or electronic sources, without duly acknowledging it as a quotation. Copying any map, diagram, table, or figures without duly acknowledging the source.
 - ✚ Paraphrasing or otherwise using the ideas of another author (verbal, written or electronic) without due acknowledgement.
 - ✚ Claiming someone else’s practical work for an observation assessment
-
- ✓ Work with honesty and integrity.
 - ✓ Give and receive feedback about your experiences and participate in continuous improvement processes.
 - ✓ Treat all members of the Institute with respect.
 - ✓ Value the diversity of students and staff.
 - ✓ Reject discrimination and harassment.
 - ✓ Respect the Institute’s facilities and resources, and follow relevant policies, and safety and security advice.
 - ✓ Provide up-to-date, accurate and timely student information when required
Accept responsibility for decisions made about courses and program choices.

INTERNATIONAL STUDENT VISA CONDITIONS

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

- ✓ Meeting the minimum study load of 20 hours per week.
- ✓ Adhering to all timetables and published schedules
- ✓ Satisfactory attendance of scheduled classes
- ✓ Satisfactory academic performance as per the Course Progress and Academic Intervention Strategy Policy contained within this handbook.

- ✓ Advising ANIBT of any changes to your Australian contact number and address within 7 days of the change
- ✓ Having sufficient funds to cover tuition fees and living expenses while in Australia
- ✓ Maintaining valid Overseas Student Health Cover
- ✓ Adhering to the Transfer of Provider Policy contained within this handbook.
- ✓ Ensuring your student CoE and student visa are both valid for the duration of study.

COMPLIANCE WITH LEGISLATIONS & GUIDELINES

ANIBT is subject to a variety of legislation and regulations related to training and assessment as well as those related to general business operations. A few Commonwealth and State legislations and guidelines govern the training contract between the student and ANIBT. As such, the Institute, through its policies and procedures, upholds the provisions of this legislation particularly in relation to the following:

- ❖ National Vocational Education and Training Regulator Act 2011.
- ❖ Standards for NVR Registered Training Organizations 2012
- ❖ Education Services for Overseas Students (ESOS) ACT 2000
- ❖ Education Services for Overseas Students (ESOS) Regulations 2001
- ❖ Education Services for Overseas Students (TPS Levies) Act 2012
- ❖ The National Code 2018
- ❖ Standards for Registered Training Organisations (RTO's) 2015
- ❖ Work Health and Safety Act 2011
- ❖ Work Health and Safety Regulations 2011
- ❖ The Workplace Relations Act 1996
- ❖ Copyright Act 1968
- ❖ Privacy Act 1988
- ❖ Freedom of Information Act 1982
- ❖ Privacy and Personal Information Act 1998 (Commonwealth)
- ❖ Anti-discrimination Act 1991
- ❖ Sex Discrimination Act 1984
- ❖ Disability Discrimination Act 1992
- ❖ Racial Discrimination Act 1975 and Victorian Equal Opportunity Act 1995
- ❖ Food Safety Act 1984
- ❖ Human Rights and Equal Opportunity Act 1986

VOCATIONAL EDUCATION AND TRAINING (VET)

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

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

OPENING HOURS AND STUDENT ATTENDANCE

Administration and Student Services are located **at both the City and Brunswick Campuses** and operate from Monday to Friday, between **8:30am to 17.30pm**.

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

STUDENT SUPPORT SERVICES

ORIENTATION

It is mandatory that all students attend an online or face-to-face Orientation as this familiarizes students with ANIBT processes, policies, procedures, student life and general welfare. It is also an opportunity for you to ask questions. There are generally four orientations per year. However, some students may also be required to attend an additional practical and workshop specific to their course: this will be advised to you during enrollment. Calendar dates can be obtained via the website and on all general student noticeboards.

RECEPTION & STUDENT SERVICES

Reception is the first point of contact for all students. Reception assists students with most general matters. Student Services will assist you in student welfare, your transition to life in Australia and aid in academic administration.

Please refer all matters of this nature to your immediate trainer and course coordinator or the Training and Academic Development Manager.

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

A pro forma stand near the reception desk contains all student forms, important policies and procedures, maps, as well as other general information to assist students. This allows students quick and easy access to information without the need to queue. In addition, all student forms, policies and procedures can be downloaded at any time from ANIBT's website.

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

STUDENT EMAIL SYSTEM

All students are allocated an official ANIBT student email address – this is accessible to students after Registration. The ANIBT email system is easily accessible both on and off campus via the ANIBT website. All correspondence to/from staff and students are to be made using ANIBT's official email address system only. For assistance with any aspect of the email system, please contact the Campus Manager.

FLEXIBLE LEARNING AND ASSESSMENT

ANIBT is receptive to requests for flexible delivery of training and assessment. It provides flexibility in access to course materials and assessment tasks. ANIBT training and assessment may be carried out at several locations including schools and workplaces, during day and/or evening classes or in recognition of prior learning.

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

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

Students who have done previous studies or have had extensive work experience in any aspect of their proposed course may apply to the Institute for Credit Transfer/Recognition of Prior Learning. Application forms are available from reception and on ANIBT's website. Credit will be given only when students can demonstrate the successful achievement of necessary competencies. All enquiries will be forwarded to the Training and Academic Development Manager.

TRANSFER TO ANOTHER COURSE

Transfer to another course means a change of enrolment and will be considered only after a program has started. Approval is subject to program availability and only if there is a compelling reason for change. The Manager for Compliance and Academic Support and the student will discuss the circumstances and decide if the change is beneficial for the student as promptly as possible.

TRANSFER TO/FROM ANOTHER EDUCATION PROVIDER

ANIBT follows the legislative guidelines in the ESOS Act 2000 and National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 about transfer of students from and to another registered training provider. This policy is included within the Student Handbook. If a student moves to another institution without following these procedures the student will still be considered as enrolled at ANIBT and monitoring processes will continue to take effect.

ARTICULATION

Please refer to the ANIBT website or check the brochure stand at Reception or in the Student Lounge for information regarding our established formal articulation arrangements. These enable credit transfer for ANIBT graduates who would like to undertake Higher Education programs at various Institutions.

STUDENT WELFARE, SECURITY AND SAFETY MEASURES

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

TRAVELLING TO AND FROM ANIBT CAMPUSES & FACILITIES

- There are no classes that operate at ANIBT before 0800 hours or after 2200 hours on any given day.
- The City Campus of ANIBT is on Flinders Street which is in the heart of Melbourne's CBD and within the public transport and inner-city road network.
- The Brunswick Campus of ANIBT is on Albert Street, Brunswick which is within a 1-minute walk from the Brunswick Train Station.
- All facilities of ANIBT are in well-lit and high-density areas.
- Every facility has easy access to all modes of public transport: trains, trams, and buses. These facilities are considered low risk and therefore safe for public access.
- All facilities are compact and have very close street access providing a controlled environment.
- Although ANIBT's campuses and facilities are well located and easily accessible by public transport, students are always advised to take all practicable steps to ensure their own safety especially where sessions operate after 1800 hours.

WIDE LCD TV SCREEN

A wide LCD TV screen is set up at Brunswick Campus Students Lounge to broadcast any current or urgent matters that relate to the safety and well-being of Students.

PERSONAL BELONGINGS & THEFT

Personal belongings are the responsibility of the owner and therefore ANIBT is not liable for any loss or damage to these items. However, where students are apprehended during committing acts of thievery or similar, ANIBT will treat the incident as student misbehavior and will act as necessary under the Code of Conduct Policy.

DRESS

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

MOBILE PHONES AND ELECTRONIC DEVICES

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

All students are to have a laptop for access of resources and assessments during and after allocated class hours.

ACCOMPANYING PERSONS

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

STUDENT ID CARD

- ✓ The student identity card is a photo ID that students are always required to have available whilst engaged at ANIBT.
- ✓ The ID card allows students to be securely identified for accessibility to private records and information.
- ✓ The ID card is essential for students participating in assessments.
- ✓ The ID card permits students to enter computer labs, resource centers and classrooms.
- ✓ Loss of ID cards must be reported to City or Brunswick Campus Reception and replacements requested at \$10 per card.
- ✓ Student ID cards have benefits outside of ANIBT for gaining student concessions at museums, movie theatres, and most tourist spots and centers.

OVERSEAS STUDENT HEALTH COVER

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

On request Student Services at ANIBT will assist students to apply for OSHC with Bupa. Bupa can help in 180 languages, for a range of emergency situations.

Students may ring a Bupa Member Service Officer on 1800 888 942, visit Bupa's branch at 195 Swanston Street, Melbourne, VIC 3000 or visit Bupa's website on bupa.com.au/student.

PRIVACY & ACCESS OF PERSONAL RECORDS

ANIBT assures students that the personal information they provide is protected under the Privacy and Personal Information Protection Act 1998 (Commonwealth). Only necessary information for the purposes of students' course enrolment, learning and study records will be requested. ANIBT will not disclose any information that it gathers about students to any third party. If a third-party requests information about students, ANIBT will obtain students' written consent prior to release of any information. Exceptions will be made in situations where ANIBT is required by law to provide information to relevant bodies.

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

COUNSELLING AND PASTORAL CARE

Students will have trainers as mentors for pastoral care matters, study management, goal setting activities and career guidance. ANIBT has an established relationship with external counseling services to deal with serious personal issues which is a free service. Please contact Student Services for any further information in this area.

ACADEMIC SERVICES

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

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

- The contact details of Next Careers are
Address: Level 13, 474 Flinders Street,
Melbourne, Victoria 3000, Australia
Phone: (03) 9620 2922
Fax: (03) 9620 2933
Web: www.nextcareers.com.au
- The contact details of Australian National College of English (ANCE) are
Address: Level 13, 474 Flinders Street, Melbourne, VIC 3000
Tel: 61 3 9620 1722
Web: www.ance.vic.edu.au

EXTERNAL COUNSELLING and PSYCHOLOGY SERVICES

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

City - Psychology Melbourne
Level 2, 50 Queen Street, Melbourne
Ph: 9629 1001

Albert Park – Victoria Avenue
Psychology 165 Victoria Avenue,
Albert Park
Ph: 9682 4000

All matters concerning psychological services will remain strictly confidential.

STUDENT ACCOMMODATION SERVICES

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

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

EXTERNAL LEGAL SERVICES

ANIBT has established an agreement with an external legal practitioner to provide students with legal advice and services at reasonable and economical rates. The contact details for the lawyer are:

Contact Name: Mr. Joshua Pederick
 Lawyer Company: Norris Coates Lawyers
 Contact Details: 0417 166 466
 Email: jap@norriscoates.com.au

Additional External Support Services include the following:

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

FEEDBACK ANALYSIS

Student feedback questionnaires are conducted in classrooms to survey training methodologies, trainer performances, client satisfaction or concerns of their learning experiences. These feedback surveys are conducted anonymously using a mixed methodology of qualitative and quantitative questions. These may be administered either by hard copy or via survey monkey - a computer online survey site.

The objectives of this exercise are to:

- ✚ Enhance the student experience through a quarterly collection and analysis of student feedback as a basis for improving training methods.
- ✚ Enhance the student experience by providing students with the opportunity to actively engage in the continual improvement of their courses.
- ✚ Recognize and sustain 'good practice' by providing the outcomes of the analysis to all trainers/assessors. This feedback is conducted via the moderation and validation process (see moderation and validation policy) to improve training and assessment.
- ✚ Ensure that subsequent actions from the outcomes of the analysis are followed through.

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

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covoind-19 Policy and Procedure.

This policy outlines guidelines, policy and procedures for students to adhere to during a period of lockdown and the implementation of online (eLearning) during such periods.

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Academic Misconduct and Plagiarism Standards for Registered Training Organisations 2015

Standard 1.4, 1.8, 2.2, 3.1, 8.4

National Code 2018

Standard 8.4, 8.8

Academic Misconduct and Plagiarism

1.0 Purpose

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

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

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedures

2.0 Scope

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

3.0 Responsibility

3.1 The CEO, the Training and Academic Development Manager, trainers and Administration officers are responsible for the implementation requirements of this procedure and to ensure that staff are aware of its application and implement its requirements.

4.0 Definitions:

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

4.2 Plagiarism "To take and use as one's own thoughts, writings or inventions of another" (Oxford English). Plagiarism therefore has two elements:

- taking another's work; and
- using the work as your own.

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

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

Examples of intentional plagiarism include:

- Copying problem answers from a classmate.
- Copying any assignments from a student in a previous year.

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

Examples of unintentional plagiarism include:

- failing to indicate that some text is a direct quote (quotation marks should be used).
- paraphrasing a chapter and including the source in the reference list, but not acknowledging the source in the text.
- Composing a paragraph by joining sentences from a number of sources together and not acknowledging the sources in the text.

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

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

5.0. Policy Principles:

5.1. The aim of this policy is to:

- Explain the types of activities deemed to be academic misconduct.
- Outline the procedures to deal with academic misconduct.
- Provide a method for recording and monitoring incidents of academic misconduct.

6.0. Policy Contents:

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

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

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

6.4 It is the duty of all Staff and the students to understand the institute's Academic Misconduct Policy. It is the trainer's responsibility to ensure that adequate steps are taken to provide information to the students about the policy and also to ensure that the students adhere to the procedures covering Academic Misconduct. Trainers must inform

students that the use of the words and/ or ideas of another person, without the proper recognition, is plagiarism, and will not be tolerated by the Institute.

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

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

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

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

7.0 Procedure Contents

7.1 When an allegation of academic misconduct is made against a student by a trainer or other source, the Training and Academic Development Manager will assess the allegation and take action within 10 working days.

7.2 The Training and Academic Development Manager or the Student Services Coordinator will within 10 working days:

notify student of the allegation and request a response from the student in writing.

meet with the student (in person or via email) and

Investigate the allegations.

7.3 Where Academic Misconduct has occurred, the disciplinary penalties for academic misconduct include:

a. A warning

b. The awarding of a "not yet satisfactory" grade for an assessment

c. a charge of \$50.00 fine and repeating of the assessment.

d. Suspension from the Course

e. Cancellation of Enrolment.

7.4 Where Academic Misconduct has occurred, and a disciplinary penalty has been imposed, a record of that penalty will be added to the student's file. The student will be given the opportunity to add a comment to the record and will be asked to sign it. A copy of the record will also be given to the student.

7.5 If the institute intends to suspend or cancel the enrolment of a student for Academic Misconduct, the policy and procedures, as outlined in the Deferral of commencement, Suspension of studies and Cancellation of enrolment Policy apply.

Version Number	Actions	Date	Responsible
1.0	To bring Policy and Procedure in line with new RTO standards	March 2015	DCS
1.1	Cosmetic tweaking to correct errors	December 2015	DCS
1.2	Minor tweaks to meet the requirements of National Code 2018	December 2017	DCS
1.3	Corrected process to fall in line with International Students Ombudsman recommendation	April 2018	DCS
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3	Changes made to reflect Staff roles	May 2023	Compliance Manager
4	Minor changes and Staff details	January 2024	Compliance Manager

Assessment Policy and Procedure

Standards for Registered Training Organisations 2015

Standard 1.4, 1.5, 1.8, 1.11

National Code 2018

Standard

Assessment Policy and Procedure

1.0 Purpose

1.1 This policy and procedure:

- Outlines how ANIBT will meet the requirements of assessment as outlined in the various documents associated with the issuance of qualifications under the VET Quality Framework.
- Outlines the principles to be used to conduct assessments to ensure assessments are valid, authentic, flexible, reliable, fair and consistent.
- Identifies and describes the Institute's approach to assessment.
- Articulates ANIBT's commitment to creating effective and meaningful assessment opportunities and experiences that enhance learning and teaching; and
 - Provides a clear framework for making coordinated course design decisions in relation to assessment across the Institute.
- Accommodate student needs in extraordinary circumstances:
Lockdown - refer to Covid-19 Policy and Procedure.

2.0 Scope

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

2.0 Definitions

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

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

3.3 **Standards:** statements of required workplace levels of performance.

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

Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards.

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

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

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

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

4.0. Responsibility

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

4.2 It is the responsibility of the Training and Academic Development Manager in conjunction with Program Coordinators to ensure that the most current approved version of the assessment tools is provided to trainers.

- 4.3 It is the responsibility of the Training and Academic Development Manager, in conjunction with Program Coordinators and trainers, to ensure that the most current version of each respective assessment is being applied and that assessment documents are regularly reviewed.
- 4.4 It is the responsibility of the Training and Academic Development Manager/coordinator or trainer to validate and ratify RPL/RCC applications.
- 4.5 It is the responsibility of the Training and Academic Development Manager, in conjunction with Program Coordinators, to organize industry consultation to externally validate/moderate assessments.
- 4.6 It is the responsibility of the Training and Academic Development Manager to set up internal assessment validation and moderation meetings.
- 4.7 It is the responsibility of the Training and Academic Development Manager in conjunction with the Compliance and Academic Support Manager, CEO and Student Services Coordinator to make decisions regarding any misconduct, complaints and appeals that result from assessments.
- 4.8 It is the responsibility of Training and Academic Development Manager and Student Services Coordinator to ensure that evidence of assessment is stored and achieved in a secured location for:
- Minimum of six months as required by ASQA.
 - More than six months if required by state and commonwealth service agreements.

5.0 Legislative Responsibility

5.1 ASQA

6.0 Associated Documents

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

- 1) Assessment Validation and Moderation Policy
- 2) Misconduct Policy and Procedures
- 3) Learning and Assessment Strategies
- 4) RPL and Credit transfer Procedures

7.0 Underlying principles of assessment

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

7.1 Validity

Validity of assessment will be achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria.
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

7.2 Authenticity

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

7.3 Reliability

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

- Clear, unambiguous, well-documented assessment procedures and competency standards.
- Clear, consistent and specific assessment criteria.
- Effectively trained, briefed and monitored assessors.
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

7.4 Consistency

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

7.5 Currency

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

7.6 Sufficiency

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

7.7 Flexibility

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

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

7.8 Fairness and Equity

The assessment system and its processes will not intentionally disadvantage any student. Students will be given access to assessment which does not discriminate on any basis. Assessment guidelines will include an approach for working with students who have special needs.,

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

- The Standards, assessment processes and all associated information are straight forward and understandable.
- The characteristics of students will be ascertained to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not intentionally disadvantage students.
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

8.0. Assessors

8.1 The role of an assessor is to objectively assess and judge a student's knowledge against a set of standards. In order to do this effectively, the assessors will have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor will have acknowledged competency in assessment itself and hold TAE40116 Certificate IV in Training and Assessment qualification.

8.2 An assessor will:

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

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

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

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

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

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

9.0 Benchmarks for Assessment:

9.1 The benchmark for all assessments is:

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

Standards, requirements and advice as set by industry.

10.0. Approach to assessment decisions in relation to assessment:

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

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

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

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

- Satisfactory (S) or
- Not yet Satisfactory (NYS)

and:

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

to make an overall judgement about the entire unit.

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

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

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

11.0 Students with special needs (learning needs or disabilities)

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

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

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

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

12.0 Re-Submission

12.1 Student will be eligible for re-submission if:

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

12.2 Prior to any resubmission, students will be given feedback on the evidence they have already provided and/ guided as to the additional requirements to deem them competent in the unit. They may resubmit as often as/required to gain competence providing that resubmission can occur in a timely manner that is practical and reasonable for the Assessor to complete all the documentation required prior to completion.

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

Re-Assessment (Formal)

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

- Reassessments must be approved by the Training and Academic Development Manager and/or relevant Program Coordinator.
- Re-assessment will occur only for those assessment tasks in which the student was deemed Not Satisfactory.
- Students will not be charged additional fees if:
 - I. The student is being reassessed during the allocated time frame for a particular Unit of Competency.
 - II. The reassessment is being conducted as a result of an appeal.
 - III. if the student has not been able to attend the unit for genuine reasons and is ready to attend the unit according to the reassessment Timetable before the Term Break.
- Students will be charged reassessment fees if the student is being reassessed during Term Break Schedule.
- A charge of \$50.00 per reassessment will be levied for theory assessment and \$350 for practical assessment.
- Unless otherwise approved by the Training and Academic Development Manager a student can sit a maximum of 2 reassessments in a week.
- The Institute has the right to charge a student \$ 50.00 reassessment fee if a student agrees to be reassessed but fails to attend the reassessment.

13.0 Changes and Updates

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

14.0 Monitoring and Evaluation

14.1 This policy will be reviewed by the Manager of Compliance and Academic Support in 2022 and then no later than 2 years from the date of implementation should a review be warranted.

15.0 Assessment Instructions

15.1 Written assessment

- Set a date for this written assessment.
- Advise students of the topic.
- Set up room with a gap between each student (staggered formation recommended)
- Set ground rules including no phones, talking, books, etc.
- Pass a copy of the assessment to each student (Ensure the answers have been deleted from the students copy)
- Allow time for reading and questions before commencing assessment.
- Once assessment has commenced, no communication between students is allowed.
- If students repeatedly talk, or are caught cheating, they are to be removed from the classroom, and reported to student administration. Mark the assessment tasks as “incomplete”
- Allow 1-3 hours for assessment. No students are to leave the classroom within 15 minutes of commencement of the assessment.
- Remember – assessments are a participatory process, so you can help re-word questions, but be careful NOT TO LEAD. We are assessing the students, not you!
- Once completed, mark the assessment accordingly. Refer to the sample answers as direction on expected student responses.
- If a question is not answered correctly, discuss the response with the candidate to determine if the student did not know the answer, or did not understand the question.
- In order to achieve competency, all questions that are mapped in the associated mapping document MUST be answered correctly.

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

- Set a date for this assessment.
- Advise students of the topic and assessment format.
- Provide students with the opportunity to ask questions prior to starting the assessment.
- If a question is not answered correctly, discuss the response with the candidate to determine if the student did not know the answer, or did not understand the question.
- Remember – assessments are a participatory process, so you can help re-word questions, but be careful NOT TO LEAD. We are assessing the students, not you!
- Once completed, mark the assessment accordingly. Refer to the sample answers as direction on expected student responses.
- In order to achieve competency, all questions that are mapped in the associated mapping document MUST be answered correctly.
- Specify the number of words/pages.
- Specify the group composition and number of students (for group assessments)
- The submission must be accompanied by a cover sheet specifying the details.
- Assessments must be handed in to the officer at the reception area or to your trainer.
- No late submissions will be accepted unless an application for extension (in writing) has been lodged and approved before submission is due.
- Specify the weighing out of the final mark allocated for this unit.

INTRODUCTION: WELCOME TO ANIBT

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4	Minor changes and Staff details	January 2024	Compliance Manager

Complaints and Appeals Policy and Procedure Standards for Registered Training Organisations 2015

Standard 2.1, 2.2, 2.3, 2.4, 5.2, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6

National Code 2018

Standard 10

Complaints and Appeals Policy and Procedure

Complaints

Policy

1.0 Purpose

1.1 The aim of ANIBT Complaints Policy is to provide a fair and equitable process for resolving complaints/conflicts of clients, employees, students or others that deal with the organisation.

2.0 Scope

2.1 This policy covers all matters relating to:

ANIBT trainers, assessors and other staff

A third party providing services on the ANIBT's behalf, its trainers, assessors or other staff

A learner of the ANIBT.

3.0 Definitions

3.1 For the purpose of this Policy and the Procedure document all parties affected by these will be referred to individually or as Stakeholders.

4.0 Responsibility

4.1 It is the responsibility of the Chief Executive Officer to ensure this policy is implemented.

5.0 Policy Contents/Statements

5.1 The importance of seeking a resolution to any conflict between ANIBT and clients, employees or students in a professional and ethical manner.

5.2 ANIBT recognises that all clients, employees and students have the right to and are encouraged to openly discuss expectations and problems, or to lodge a complaint where they consider there are genuine grounds for a complaint.

5.3 All documentation pertaining the Complaints and Appeals Policy and Procedure are publicly available

5.4 The principles of fairness, ethics and social justice will be promoted in all ANIBT dealings with clients, employees and students.

5.5 ANIBT to incorporate conflict management principles into all processes involved in lodging a complaint.

5.6 ANIBT to develop a procedure for lodging and dealing with a complaint that is easily accessible and not unduly complex.

5.7 All complaints and requests for an appeal will be acknowledged in writing and finalised as soon as possible and practical. The Stakeholder must be updated on a regular basis on the progress of the Complaint or Appeal.

5.8 Must be handled in a period of 60 days and if ANIBT feels it cannot be handled in this time, ANIBT must inform the Stakeholder reasons why.

5.9 ANIBT to treat all complaints with honesty, integrity and fairness to all concerned.

5.10 ANIBT to assist clients, employees and students with access to an independent review of a complaint should the need arise.

5.11 ANIBT to ensure complaints are processed in an appropriate timeframe.

Procedure

1.0 Purpose

1.1 The purpose of this Procedure is to support the general policy and to define the system available to any stakeholder referred to in the Policy for dealing with complaints. Also it defines the system used to meet the requirements of the earlier referenced standards.

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedure.

2.0 Responsibility

2.1 The Manager of Compliance and Academic Support and the Student Service Coordinator are responsible for implementation of this procedure and ensuring that stakeholders are made aware of its application under the guidance of the CEO.

3.0 Requirements

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

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

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

3.4 All Stakeholders are informed of the Policy and Procedure and where to obtain relevant documentation pertaining to it. This includes, but, not limited to ANIBT website, Students and Trainer and Assessors Handbook, student enrolment, staff induction and Campus receptions.

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

3.5 Unless otherwise decided by the Manager of Compliance and Academic Support, all formal complaints will be handled initially by the Student Service Coordinator. If the formal complaint or grievance is in respect to the above 2 mentioned staff members; then, the CEO will handle that complaint or grievance.

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

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

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

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

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

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

3.12 Nothing in this procedure inhibits stakeholder's rights to pursue other legal remedies. Stakeholders are entitled to resolve any dispute by exercising their rights to other legal remedies.

Students wishing to take this course of action are advised to:-

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

The International Student Ombudsman

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

4.0 Method

Informal Process

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

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

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

Formal Complaints

4.4 Stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a stakeholder must complete the Student Complaint Form or the General Incident Complaint form. The Student Services Coordinator will contact the stakeholder and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

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

4.6 All complaints shall be recorded in the Register of Complaints

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

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

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

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

4.11 At the end of the resolution phase the The Student Services Coordinator will report, in writing, the Institute's decision to the stakeholder. The Institute decision and reasons for the decision will be documented by the The Student Services Coordinator and placed on file.

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

- 4.13 If a stakeholder is dissatisfied with the outcome of the formal complaint process; then the stakeholder may institute the appeals process by completing the appeals form. The appeals form is available at administrative office.
- 4.14 Any complaints that are lodged as a result of, or relate to criminal activities are outside of this process, and shall be referred to the appropriate authorities, or legal representatives for their attention.

5.0 Recording and Follow-up

- 5.1 All documentation pertaining to the complaint will be recorded in the Complaints Register and placed on the Agenda to be discussed at the monthly Management Compliance and Continuous Improvement meeting.
- 5.2 Any resulting Actions that have identified a flaw or inadequacy in an ANIBT System, Policy or Procedure will be noted and discussed as part of the Continuous Improvement Policy. Any changes made will be documented and the relevant Policy and Procedure will be updated and distributed to all relevant parties and replaced and Version Controlled in all published documents.

APPEALS

1.0 Purpose

- 1.1 The purpose of this Policy & Procedure is to define the system available to students for dealing with appeals. Also it defines the system used to meet the requirements of:
National Code of Practice-Standards 8

2.0 Responsibility

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

3.0 Requirements

- 3.1 Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the Institute. All training and assessment related appeals will be managed by the Manager – The Student Services Coordinator, unless the appeal is against a decision of the The Student Services Coordinator. In that case the appeal shall be managed by the CEO.
- 3.2 The Institute will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.
- 3.3 A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined. At no stage during the appeals process will the student be disadvantaged in any way. The student will still be entitled to all their protected rights as an enrolled International student under legislation be it the ESOS Act or The National Code of Practice. The Students enrolment will not be suspended, deferred or canceled during the complaints and appeals process.
- 3.4 The appeals process, both informal and formal, is initiated by a student completing the student appeals form. The appeals form is available at the reception desk at premises of ANIBT.
- 3.5 Students wishing to lodge an appeal in respect to the Institute's intention to suspend or cancel the enrolment of the student must do so within 20 working days. (The 20 working days will be calculated from the date of the Intention to Report letter, or the letter notifying of the intention to suspend or cancel.)
- 3.6 The resolution phase must commence within 10 working days of the appeal being lodged in writing.
- 3.7 A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.
- 3.8 The formal appeal process will be conducted by a legal representative engaged by the Institute and at no cost to the student.
- 3.9 Students appealing an assessment, including RPL outcome, will be given the opportunity for reassessment by a different assessor selected by the Institute. The recorded outcome of the assessment appeal will be the most favorable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of the Institute pursuant to clause 3.13. The reassessment shall be regarded as the completion of the internal formal appeal.
- 3.10 For all internal formal appeal
The student will have an opportunity to present his or her case in person, or, if the students elects, in writing. A student may be accompanied and assisted by a support person at any relevant meetings.
In all other respects the appeals procedure will be determined by the legal representative
The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the Institute and placed in the student file. The student will be provided with a copy of the signed written document.
- 3.11 If the student appeal is successful the Institute must implement the decision as conveyed to the student.
- 3.12 If the student is not satisfied with the outcome of the formal internal appeal; the student may request the Institute to assist the student in an appeal to an external mediator.
- 3.13 The Institute will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student.
- 3.14 There are no further avenues within the Institute for appeals after an internal formal appeal phase has been

completed, if the appeal remains unresolved.

Note:

The Overseas Students Ombudsman is a new external complaints and appeals mechanism available to all private registered education providers (except South Australia: explained below) and current - or intending - overseas students under standard 10 of the National Code 2007.

The Overseas Students Ombudsman will investigate complaints at no cost to the provider or student.

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

What do I need to know?

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

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

The Overseas Students Ombudsman cannot investigate complaints about:

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

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

Frequently Asked Questions (FAQs) for providers and other information about the Overseas Students Ombudsman are available at www.oso.gov.au

Complaints & Appeals – Student Fact Sheet

Students of ANIBT are encouraged to discuss any issues relating to their studies at ANIBT. Student complaints and academic appeals will be taken seriously and the matter addressed as soon as possible.

ANIBT has established a simple process for dealing with complaints. Information regarding complaints is provided at orientation and in the student handbook, copies of the Complaints Policy are available on request and are documented in the Student Handbook and the ANIBT website.

Please note that there is a suggestion box provided at the Reception area through which suggestions and general feedback can be made. You will also be asked to provide feedback at the end of each term of study.

General information about complaints/appeals:

- A complaint can be a grievance about a situation, a process, a person or people, a facility or a service provided by ANIBT. A complaint is not about an academic result.
- A formal complaint can be lodged in writing by letter or by email. An Appeal and Complaint Form should be attached to the complaint. A student can discuss their complaint with any member of staff but should lodge their initial form with the Student Services Coordinator. A written record of the complaint will be kept on file.
- If the student chooses to access ANIBT's complaints and appeals processes, their enrolment will be maintained while the process is ongoing. At no stage during the complaints process will the student be disadvantaged in any way. The student will still be entitled to all their protected rights as an enrolled International student under legislation be it the ESOS Act or The National Code of Practice. The Students enrolment will not be suspended, deferred or canceled during the complaints and appeals process.
- A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
- All ANIBT staff can respond to a complaint. A student must lodge their complaint with only one member of staff at ANIBT. If the complaint needs to be escalated, the staff member must follow the complaint policy.

INTRODUCTION: WELCOME TO ANIBT

- ANIBT will investigate and respond to all complaints lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.
- ANIBT treats all complaints in confidence and must seek the permission of the student before discussing the complaint with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
- If the process results in a decision that supports the student, ANIBT will immediately implement the decision or preventive action required and advise the student of the outcome.
- Students who are not happy with the outcome of their complaint can take further action through the Overseas Student Ombudsman or other external body such as ASQA. Further information is documented in the Student Handbook and on ANIBT website.

Version Number	Actions	Date	Responsible
1.0	To bring Policy and Procedure in line with new RTO standards	March 2015	DCS
1.1	Cosmetic tweaking to correct errors	December 2015	DCS
1.2	Minor tweaks to meet the requirements of National Code 2018	December 2017	DCS
1.3	Corrected process to fall in line with International Students Ombudsman recommendation	April 2018	DCS
1.4	Reviewed as part of internal audit No changes made	January 2019	DCS
1.5	Changes to accommodate issues faced with covid 19 lockdowns	April 2020	DCS
1.6	Changes made to reflect new organisation chart staff roles	August 2021	DCS
2	Changes made to reflect COVID policy	August 2022	DCS
3	Changes made to reflect Staff roles	May 2023	Compliance Manager
4	Minor changes and Staff details	January 2024	Compliance Manager

Credit Transfer/Recognition of Prior Learning Standards for Registered Training Organisations 2015

Standard 1.2, 1.8, 1.12, 3.5, 4.1, 5.1, 5.2

National Code 2018

Standard 1.2, 2.1.1, 2.1.2, 2.1.6, 2.1.7, 2.3, 2.4, 2.5, 3.1, 3.3.1, 3.3.2

Credit Transfer/Recognition of Prior Learning

Credit Transfer

1.0 Purpose

1.1 This procedure explains the process of applying for unit(s) completed at another Australian Registered Training Organisation (RTO) and obtaining Credit Transfer (CT) at ANIBT as well as to fulfil the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

1.2 The purpose of this policy and procedure is to define the system used to meet the requirements of the above mentioned standards..

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedure

Responsibility

2.1 The CEO, the Training and Academic Development Manager and the Student Services Coordinator are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3.0 Requirements

3.1 Credit Transfer information must be included in information given to students prior to enrolment

3.2 ANIBT shall ensure that all CT applicants are provided with:

CT information including:

application form;

Information on all aspects of collecting and submitting evidence of attainment of the Unit/course, which were obtained at another RTO (i.e. transcripts/certificates) prior to submitting a CT application.

Support and guidance in completing the CT application form;

The opportunity to obtain feedback and/or further information on completing all aspects of the CT application prior to submission.

3.3 All documentary evidence of training, including Certificates/Diplomas, Statement of Results and Statement of Attainment provided **must be original, official or certified documents and must be signed and sealed** by the issuing Australian RTO.

3.4 The qualifications and Statements of Attainment issued by any other Registered Training Organization must be recognized.

3.5 Recognition means that students will be granted exemptions or advanced standing in a course as a consequence of having completed the same unit(s) with another Registered Training Organization.

3.6 The Training and Academic Development Manager shall endeavour to process within 21 working days the CT evidence submitted and advise the Student Services Coordinator whether the CT application is valid.

3.7 The Training and Academic Development Manager then validates and ratifies the CT application.

4.0 Definitions

4.1 Credit Transfer – exempting a student:

a. From enrolling in units as a result of having completed units at another Registered Training Organization, within the VQF framework, and from the same Training Package, where those units are included in the Course in which they are enrolled.

b. From enrolling in units as a result of having completed units at another Registered Training Organization, within the VQF framework, and from the same Training Package, where those units are not included in the Course in which they are enrolled. The Training and Academic Development Manager will consult with the student to determine the units from which he or she will be exempted.

5.0 Method

5.1 CT application is obtained from the Institute's Reception or ANIBT Website;

5.2 The applicant then makes an appointment with the Training and Academic Development Manager to receive advice on completing the CT application, the relevant Qualification/Units of Competency(s) and how to gather relevant attainment evidence;

5.3 The applicant then proceeds to apply for CT by submitting or forwarding the duly completed signed CT application form together with the relevant attainment evidence and required fee, to the Student Services Coordinator.

5.4 On receipt of the CT application by ANIBT, the CT application is checked and verified for content of the applicant details, course/units of competency applied for, evidence submitted and payment are correct.

(Please note that any inconsistency or erroneous data/information or any attainment evidence material supplied which does not fulfil CT application requirements will be returned to the applicant to complete and re-submit. This step might

require meeting with the MASS to receive further advice on how to revise and complete the CT application);

The applicant is notified of receipt of the CT application;

A copy of the student CT application form is placed on the student file;

5.5 The Student Services Coordinator in conjunction with the Training and Academic Development Manager and within ten (10) working days of receiving the application shall verify and validate the CT application outcome.

5.6 If the Training and Academic Development Manager ratifies the CT application outcome, the applicant is formally informed of the CT application outcome;

The applicant is also informed of a review of his course schedule. Any reductions in the scheduled attendance and the reasons for the reduction are recorded and placed on the student's file;

If the Training and Academic Development Manager does not ratify the outcome, the Student Services Coordinator is requested to invite the applicant to bring new evidence in support of his/her CT application and resubmit the application;

5.7 The CT application and outcome are recorded in the Institute's Student Management System and a copy is placed in the student file.

5.8 The applicant is advised of the CT application outcome and of ANIBT's Complaints and Appeals procedure (only if unsuccessful).

Note:

Granting of Credit Transfer must be recorded as a unit outcome in the students file

After Credit Transfer is granted a student's course schedule must be reviewed and amended in the light of the credit transfer outcome.

Recognition of Prior learning

1.0 Purpose

This procedure explains the process of applying for and granting Recognition of Prior Learning (RPL).

1.2 The purpose of this policy and procedure is to define the system used to meet the requirements of the standards referred to at the beginning of this document.

2.0 Responsibility

2.1 The CEO, Training and Academic Development Manager and the Student Services Coordinator are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3.0 Requirements

3.1 Recognition of Prior Learning must be structured to minimize the cost and time to applicants whilst retaining the integrity required by the standards to recognize competencies in accordance with the requirements of Training Packages or Curriculum documents.

3.2 RPL is not to be granted where there is not sufficient evidence to satisfy the assessment requirements of the Training Package, the rules of evidence are not met or the principles of assessment are not met.

3.3 ANIBT must ensure that any applicant for Recognition of Prior Learning is provided with

3.4 Information about the competencies and performance criteria relevant to their Recognition of Prior Learning application

3.5 Adequate information and support to enable them to gather reliable evidence of competency

3.6 Opportunities to obtain feedback on the evidence proposed prior to finalization of the application

3.7 Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.

3.8 A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

3.9 It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes

3.10 Students who are eligible for credit transfer must not be required to undertake a RPL process. Refer to the credit transfer procedure

4.0 Definitions

4.1 Recognition of Prior Learning is the formal acknowledgement of current skills, knowledge and attitudes held as a result of education and training, work experience and/or life experience, It is essentially an assessment only pathway in the VET system

5. Method

5.1 RPL applications are made using the student RPL application form. The form can be obtained from the Institute's Reception or ANIBT Website

5.2 The student RPL application form should be completed and forwarded to the Student Services Officer together with the required fee.

5.3 A copy of the student RPL application form and all verified supporting documentation is placed on the student file.

5.4 The RTO will provide RPL applicant's access to the relevant Units or Modules prior to the RPL application being completed.

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5.5 The RTO will give applicants advice on completing the student RPL application form and gathering reliable evidence.

5.6 A qualified assessor will assess completed student RPL applications, interview students, conduct the assessment of evidence, sign the form indicating the assessment outcome and advise the RTO Manager of the outcome.

5.7 Students will be advised promptly of the decision. Further information or an interview with the student may be required before evaluation of the application is completed.

5.8 The completed student RPL record must be signed by the student and the assessor.

5.9 RPL application documentation, assessment processes and outcomes are placed in the student file.

5.10 Granting of RPL must be recorded as a unit outcome in the students file.

5.11 Students may use the Institute's appeal procedures if dissatisfied with the outcome of their RPL applications.

5.12 After RPL is granted a student's course schedule must be reviewed and adjustments made in the light of the RPL outcome.

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1.0	To bring Policy and Procedure in line with new RTO standards	March 2015	DCS
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3	Changes made to reflect Staff roles	May 2023	Compliance Manager
4	Minor changes and Staff details	January 2024	Compliance Manager

Critical Incident Management Standards for Registered Training Organizations 2015

Standard 7.4

National Code 2018

Standard 6.4, 6.5

Critical Incident Management

1.0 Policy and Procedure Statement

1.1 The Australian National Institute of Business and Technology (ANIBT) is committed to provide appropriate support to both domestic and international students in the event of a critical incident, in accordance with the Educational Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

2.0 Purpose

2.1 The purpose of this procedure is to define the system used to meet the requirements of the above mentioned standards.

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedure

3.0 Responsibility

3.1 The Campus Manager and Student Services Coordinator are responsible for implementation of this policy/procedure and to ensure that staff and students are aware of its contents and application.

4.0 Requirements

4.1 This policy applies to both domestic and international students.

4.2 CRICOS registered training organisations must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. This policy will also apply to domestic students, where relevant.

4.3 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the Institute to notify DE and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

4.4 When an international student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial Services/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

4.5 If the critical incident involves a student or staff member who is off campus, the person receiving the information must immediately contact the Campus Manager and MASS who will communicate to other staff and relevant persons as appropriate.

5.0 Definitions

5.1 *Critical Incident* – A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- any non-life threatening event that could still qualify as a critical incident

6.0 Method

6.1 Any Institute staff member receiving news or information regarding a critical incident (on or off campus) must contact the Student Services Coordinator and or the relevant Campus Manager. The contact details of Student Services Coordinator and the relevant Campus Manager are listed on the institute's website, student handbook and the City Campus, and Brunswick Campus notice boards.

6.2 On receipt of news or information regarding a critical incident the Student Services Coordinator in conjunction with the Campus Manager must:

- Create for themselves a clear understanding of the known facts
- If an emergency exists contact the relevant emergency services by phoning 000
- If translators are required contact an interpreter service such as Translating and Interpreting Service on 131 450
- If counselling services are required contact Life Line on 131 114 or similar

- Plan an immediate response
- Plan ongoing strategies
- Allocate individual roles/responsibilities for ongoing tasks

6.3 Where the critical incident involves suspected criminal activity, the matter must be reported to the Police, regardless of any issues of consent or confidentiality.

6.4 If the critical incident is of a police nature or workplace health and safety issue, ensure the area or site is not disturbed.

6.5 Based on an evaluation of the critical incident the Student Services Coordinator in conjunction with the Campus Manager must, where appropriate, implement the following:

- Contact with next of kin/significant others
- Inform police and any other organizations that may be able to assist such as: community/multi-cultural organizations or phone-counselling services.
- Informing Institute staff and students
- Prepare a guideline to staff about what information to give students
- Prepare a written bulletin to staff and students if the matter is complex
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries
- Managing media/publicity
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s
- Maintain privacy principles
- Arrange access to emergency funds if necessary

6.6 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the Institute to notify DE and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, via the Provider Registration and International Student Management System (PRISMS).

6.7 The Campus Manager in conjunction with the Student Services Coordinator must record the incident and the following key details in the Critical Incident Report, to include:

- The time of the incident
- The location and nature of the incident
- The names and roles of persons directly involved in the critical incident
- The action taken by the Institute
- The organizations and people contacted by the Institute

6.8 Following this they must ensure:

- The Critical Incident Log is updated
- DHA is informed, if required

6.9 The Critical Incident Report and Critical Incident Log are stored in the Critical Incident file located at both Institute campuses. A copy of the Critical Incident Report is also stored in the student's file, if applicable.

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Diversity and Equity Standards for Registered Training Organisations 2015

Standard 1.3, 1.7, 2.1, 2.5, 4.1, 5.1, 6.3

National Code 2018

Standard 6, 8.8, 8.9

Diversity and Equity

1.0 Purpose

1.1 The intent of this Policy is to guide practices that result in equitable access to employment opportunities for all stakeholders as well as learning outcomes throughout the Australian National Institute of Business and Technology (ANIBT).

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedure

2.0 Introduction

2.1 ANIBT is committed to diversity and inclusiveness, and to providing an environment in which employees have equal access to opportunities, are treated with fairness and respect, and are not judged by unlawful or irrelevant reference to their attributes. This commitment enables ANIBT to attract and retain people with the best skills and abilities.

2.2 ANIBT asserts that all stakeholders of ANIBT have the right to work, study and interact in a learning and/or work environment that is free from discrimination, harassment and victimisation.

3.0 Scope

3.1 This Policy applies to all stakeholders of ANIBT

4.0 Definitions

Discrimination	The unfair or unfavourable treatment of a person because of a personal characteristic, or attribute, real or imputed, including the setting of a requirement, condition, or practice that is unreasonable and that people with a particular characteristic cannot meet.
Diversity	Differences between individuals or groups of people in age, cultural background, disability, ethnicity, family responsibilities, gender, language, marital status, religious belief and sexual orientation; including other religious belief and sexual orientation; including other ways in which people are different, such as learning, ways in which people are different, such as learning, life experience, work experience and socio-economic background.
Equal Opportunity	Equal access to and participation in, aspects of public life, including learning and employment.
Equity	The fair treatment of people on the basis of respect and merit, the recognition of disadvantage and the absence of discrimination have been affected by systemic disadvantage with
Equity groups	Identifiable groups of people within the community that, due to one or several personal characteristics regard to access to educational or employment opportunities and have experienced less favourable outcomes in education or employment.
Inclusive practices	Practices that anticipate and accommodate the needs of a diversity of people, minimising the need for adjustments to respond to individual needs, while maintaining quality and other standards
Reasonable adjustment	An adjustment that balances the interests of all parties affected and does not cause ANIBT unjustifiable hardship
Sexual Harassment	An unwelcome sexual advance, or an unwelcome request for sexual favours or other unwelcome conduct of a sexual nature in relation to the person harassed; in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.
Stakeholders	In Vocational Education and Training anyone who is invested in the welfare and success of an RTO and its students, including administrators, trainers, staff members, students, Work Based Learning Providers, parents, families, community members, local business leaders, and officials such as RTO board members, city councilors, and state representatives. In a word, stakeholders have a "stake" in the RTO and its students, meaning that they have personal, professional, civic, or financial interest or concern.

Victimization

Any form of detriment directed at a person for alleging, making or participating in, supporting or resolving a complaint of discrimination, sexual harassment or victimization; or a person associated with a person who alleges, makes or participates in, supports or resolves a complaint of discrimination, sexual harassment or victimization.

5.0 Guidelines and Principles

- 5.1 ANIBT applies zero tolerance towards discrimination, harassment or victimization. Complaints of such matters are responded through a range of avenues such as formal investigation, conciliation or informal resolution underpinned by principles of natural justice.
- 5.2 ANIBT asserts that staff, students and associates of ANIBT have the right to work, study and interact in a learning and/or work environment that is free from discrimination, harassment and victimization.
- 5.3 ANIBT continuously seeks to broaden its student profile to be more diverse and provide support to students from under-represented or disadvantaged groups, in order to facilitate academic success through equivalent opportunities, regardless of students' backgrounds.
- 5.4 ANIBT applies specific consideration in the recruitment, admission, learning participation and completion of Aboriginal and Torres Strait Islander peoples.
- 5.5 ANIBT develops and maintains curricula that recognize, utilize and demonstrate diverse knowledge and experiences. These qualities reflect and will advance diverse knowledge and experiences, resulting in inclusive practices, services and facilities.
- 5.6 The diverse needs of ANIBT staff, students and associates are best addressed by inclusive practices and, where required, provision of reasonable adjustment.
- 5.7 ANIBT is committed to accessibility and equity for students and staff with disabilities. The goal is to enable them to participate to the greatest possible extent and independently, in the academic and operational aspects of ANIBT. Resources will be provided at appropriate level within the allocated budget to reasonably accommodate the needs of students and staff with disabilities.
- 5.8 ANIBT ensures clarity and transparency in the student admission and staff recruitment processes, to ensure that people with disabilities are not discriminated against.
- 5.9 Reasonable adjustment to the standard policy, procedure or practice will be made to address the needs of students or staff with disabilities. Adjustments of employment arrangements for staff or education arrangements for students will be considered, where practicable and reasonable.
- 5.10 ANIBT is not obliged by law to make adjustments that impose an unjustifiable hardship on ANIBT. Adjustments requiring significant costs will be considered and determined by the Board of Directors in reference to their benefits for people without disabilities.
- 5.11 ANIBT ensures to the best of capability that ANIBT's publications and official documents use inclusive and non-discriminatory language.
- 5.12 The students' learning participation, progression and completion data are collected and analyzed. The results inform admission, support services as well as teaching-learning policies and practices that facilitate academic success by ANIBT students, particularly the identified sub-groups.

6.0 Responsibilities

- 6.1 All members of ANIBT must not engage in discrimination, harassment or victimization.
- 6.2 All staff members with supervisory roles are responsible for exercising their leadership and authority and to do their best in providing inclusive learning and work environment free from discrimination, harassment and victimization.
- 6.3 The Institute's Management will ensure that all courses approved for initial and continuing accreditation accord with the principles for inclusive curricula.
- 6.4 The Institute's Management is responsible for raising awareness and implementing preventative and educative strategies and programs to eliminate all forms of discrimination, harassment and victimization among members of ANIBT
- 6.5 The Chief Executive Officer (CEO) of ANIBT will manage any complaints in this area and provide

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assistance and support to members of ANIBT who are seeking specific information on discrimination, harassment or victimization.

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Fees, Payments, and Refund Policy and Procedure

Standards for Registered Training Organisations 2015

Standard 5.3, 7.3, 7.4, 8.5

National Code 2018

Standard 3, 13

Fees, Payments, and Refund Policy and Procedure

Introduction

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

Accommodate student needs in extraordinary circumstances:
Lockdown - refer to Covoid-19 Policy and Procedure

Fees Collections

1. Students are required to pay their tuition and material fees (see letter of offer and individual course guides) if applicable for their first term if applying on shore and their first 2 terms if applying offshore. This payment is to be made when they accept the letter of offer.
2. Future invoices will be issued in week 5 of each term and are to be paid by close of business (5pm) on Friday of week 7 of said term.
3. Invoices with due dates for payment will be sent to students' ANIBT email addresses; and payment reminders posted on noticeboards.
4. Failure to pay any instalment will result in a fine (clause 8) and possible cessation of studies (clause 10). (see below for further details)
5. For payment methods, refer to Student Fees Payment Options Policy.
6. Payment plans or extensions are only possible with permission from the CEO.
7. A CoE will only be issued when the first instalment fee has been paid upon acceptance of the letter of offer.
8. A \$200 late penalty will apply for late fee payments (refer to published dates).
9. A credit balance in any one instalment will not be refunded, except in circumstances where the credit balance has been deemed as an over payment of the total course fee as per the Student's Agreement.
10. If a student has not made their invoiced payments by the due date, they will be invoiced a for a late penalty payment. If the student has not made the payment by close of business on the last Friday before the commencement of their next term they will be blocked from class.

11. Blocked from class

- Students failing to pay outstanding fees by the Monday morning of week 1 of the term will result in these students being temporarily blocked from attending classes.
- Under this circumstance, students will be requested to immediately report to Student Services Manager to resolve this issue. Under this circumstance, attendance monitoring of the students will continue to be effective, and students will be marked absent for the period that they are blocked until the issue is resolved.

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

12.1 Where a certificate is issued for any given course; a letter of completion and official transcript of results related to the course, will also be generated and presented to the student at no charge.

12.2 Where replacements are required in relation to Clause 12.1 above – that is, certificate, letter of completion and transcript of results – there will be a charge of \$80.

12.3 Where ONLY a replacement certificate is required in relation to Clause 12.1 above, there will be a charge of \$70 per document.

12.4 Where replacements are required for letters of completions and transcripts in relation to Clause 12.1 above, \$5 will be charged for each document.

12.5 With the exception of Clause 12.1, 12.2 and 12.3 above, where students specifically request for documents such as, letter of completion, progress report, invitation letter, enrolment letter, notice of holidays etc, \$5 will be charged for each document.

12.6 Statement of Attainment will be issued to students at no charge provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

- Except where 12.1 apply, transcript of results will not be issued at any time.

13. Charges for reassessment are as follows:

HOSPITALITY & MANAGEMENT/BUSINESS COURSES - SCENARIO	Charge Amount	
	Theory	Practical
Student repeats a unit outside scheduled term period	A\$ 10.00* per nominal hour of unit	A\$ 10.00* per nominal hour of unit
Plagiarism or a repeat of an assessment for critical aspects of evidence or failure to attend catch up in week 10	A\$ 50.00 per assessment	A\$ 50.00 per assessment
Non submission of a unit of competency within a scheduled delivery period – therefore student needs to repeat unit	A\$ 10.00* per nominal hour of unit	A\$ 10.00* per nominal hour of unit
Re-assessment of an individual assessment with in a scheduled unit during the term after the number of resubmissions have been exhausted.	A\$ 50.00 per assessment	A\$ 50.00 per assessment

* The total cost of repeating a unit is based on the nominal hours of the unit – these vary from 12 to 100 hours – see the individual qualification course outline for the listed nominal hours per unit.

14. Impact of Outstanding Fees

14.1 Certificates or transcripts – These will not be issued until all outstanding fees relating to the student's course or qualification have been paid.

14.2 Suspension or Cancellation of Enrolment – Under clause 11 above, where students fail to pay their fees and/or do not report to Student Services to resolve the issue, ANIBT may initiate suspension or cancellation of the student's enrolment as per ANIBT's Deferment, Suspension and Cancellation of Enrolment Policy. Where this takes place, the student has 20 days to access into ANIBT's internal complaints and appeals process in accordance with ANIBT's Deferment, Suspension and Cancellation of Enrolment Policy and ANIBT's Appeals Process Policy.

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

15. Refund and Cancellation fees

15.1 Enrolment fees, Accommodation Placement Fees and Airport Pickup fees are non-refundable.

15.2 All tuition fees less \$250.00 Administration fee will be refunded if the application for an initial student visa is rejected where the student is not yet studying at ANIBT. Proof of refusal must be provided no later than two weeks after the date of refusal, otherwise normal cancellation fees will be charged.

15.3 Tuition fees will not be refunded if a student visa is cancelled or refused by the relevant authority due to non-compliance on the part of the student with the rules and regulations set by the Australian government. This applies where the student is already enrolled and studying at ANIBT.

15.4 No reduction in tuition fees for students who arrive after course commencement will be considered, however the student's CoE will be adjusted to reflect the new finish date and the student will complete the missed units at the end of their study period.

15.5 A student whose enrolment is terminated by ANIBT will not be entitled to any fee refund.

15.6 Notification of cancellation/withdrawal from unit/s, withdrawal or deferral from a course of study must be made in writing to ANIBT. Under these circumstances cancellation fees will be applied – please refer to Clause 15.9 for details of cancellation/withdrawal fees.

15.7 Where applicable, a refund will be paid within 20 working days after receiving a written notice from the student; and a statement explaining how the refund is calculated will be included upon request.

15.8 Material fees for the current course being studied are NON-REFUNDABLE after Course Commencement Date.

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

15.9.1 All cancellations/withdrawal will attract a fee of \$250.00 for administration costs

15.9.2 Before course commencement date of course

More than 10 weeks	A \$250.00.
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Between 4 and 10 weeks student agreement	A \$250.00 plus 50% of tuition paid as per the individual's
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Less than 4 weeks student agreement	A \$250.00 plus 75% of tuition paid as per the individual's
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15.9.3 After Course Commencement date of course

During 1st term of course

A \$250.00 plus 100% of tuition paid as per the individual's student agreement

During 2nd term of course before close of business week 7

A \$250.00 plus 100% of tuition paid as per the individual's student agreement

After close of business week 7 of 2nd term of course

A \$250.00 plus 100% of 3rd term tuition fees.

Before close of business week 7 of subsequent terms

A \$250.00 plus remainder of current term's tuition fees.

After close of business week 7 of subsequent terms

A \$250.00 plus 100% of the next terms tuition fees.

15.10 Exemptions to Clause 15.8 and Clause 15.9 may only occur where there are extenuating or compassionate grounds, as determined by the CEO of ANIBT.

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

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

16. Procedures for Refund

- 16.1 A refund entitlement is based on a student having met all fees policy requirements.
- 16.2 Students will be required to apply for a refund in writing.
- 16.3 Students with outstanding fees will be unable to claim a refund.
- 16.4 On a withdrawal or cancellation application authorization signatures are required from all the following:
- The Manager of Compliance and Special Projects
 - The Chief Executive Officer
- 16.5 All refund cases and applications will be reviewed by the **Campus Manager** for approval to accounts within 5 working days
- 16.6 Refunds are via internet transfer or a company cheque.
- 16.7 Allow 20 working days for receipt of refund.

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Industry Consultation and Engagement
Standards for Registered Training Organisations 2015
Standard 1.5 and 1.6
National Code 2018

Industry Consultation and Engagement

1. PURPOSE

This policy and procedure has been developed so that ANIBT can seek industry feedback on the training and assessment strategies, training practices and resources, to ensure that the training provided is relevant to industry's needs and to identify and document the opportunities for continuous improvement. By doing so ensuring compliance with Clauses 1.5 and 1.6 of Standards for Registered Training Organisations 2015 and other governing standards.

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covoid-19 Policy and Procedure

2. STATEMENT

ANIBT ensures that the training provided to students is current and relevant. This is achieved through disciplined industry consultations including the periodic review of training and assessment strategies and assessment tools ensuring that they accurately reflect the needs of industry and the expectation of employers.

3. SCOPE

This policy applies to the training and assessment strategies and assessment tools for all qualifications and units of competency within ANIBT's scope of registration.

4. DEFINITIONS

4.1 Industry Stakeholders – These include but not limited to:

Industry skills councils

Industry associations and Advisory bodies

Licensing bodies

Individuals or organisations within the industry relevant to a particular qualification

4.2 Industry – These include but not limited to:

Industry clients- employers

Work based training Providers

Industry organisations

Industry regulators

Industry skills councils

Training advisory bodies

4.3 Industry consultation and engagement for the purpose of adherence to the above mentioned standards – strategies may include:

Partnering with local or national employers or businesses

Involving individuals from said organisations in advisory committees or reference groups

Rostering staff with said groups to exchange and gather current information on industry wants and needs

Pooling a group of industry relevant employers to be actively involved in assessment validation

5. POLICY GUIDELINES AND PRINCIPLES

5.1 ANIBT is committed to delivering training programs that are relevant to the development of industry capacity and enhance the employability skills of the learners.

5.2 For compliance purposes, it is necessary to demonstrate that the training and assessment

strategies have been developed via industry engagement and with direct consultation with employers and the wider industry, in a planned, disciplined cyclical approach. This industry relevance practice also supports ANIBT's commitment to delivering workplace relevant skills and knowledge.

- 5.3 Outcomes of industry engagement inform training and assessments, skills and competency requirements of trainers and assessment practices. Training and Assessment Strategies will be updated as evidence of such industry consultations and where possible, endorsed by industry practitioners who are relevant to the particular training package.

6. RESPONSIBILITIES

- 6.1 The Training and Academic Development Manager in conjunction with the Manager Compliance and Academic Support – undertakes industry consultation/engagement, records the outcomes of consultation/engagement, adjust the relevant training and assessment strategies and assessment tools, if required, to reflect the relevant industry needs. The opportunities for improvement will be recorded in ANIBT's Continuous Improvement Register.
- 6.2 Chief Executive Officer (CEO) – oversees the implementation of this policy and its pursuant procedure, holding the responsibility for any non-compliance.

7. PROCEDURE

- 7.1 Industry consultation/engagement is the means of ensuring that training provided in each of the training packages is relevant to their respective industry and to enhance the employability of the learners.
- 7.2 Industry consultation/engagement should be planned, scheduled and periodic. Cyclical industry engagement should form part of the validation process and included in the validation schedule. However, for renewal of registration purposes, evidence of the currency of industry engagement is required. "Currency" should be within 12 months of the registration schedule.
- 7.3 The following information and actions will demonstrate industry engagement and should be included in industry consultation/engagement documentation:
1. The industry need – including an overview of the industry's needs for the skills and knowledge. This will often be related to industry production and identified skills shortages and should be supported with reference to authoritative industry publications or stakeholders.
 2. Staff involvement with industry - demonstrating the current engagement staff members have with the industry. This may be a short bio with reference to qualifications and ongoing association with industry representative groups or committees. The involvement note should not only refer to the industry relevant to the course but should also refer to the ongoing engagement in the broader Vocational Education and Training (VET) industry. Engagement refers to the activities undertaken by trainers and assessors to maintain their industry knowledge and vocational competence (i.e. their trade skills). Examples of engagement with industry may include membership of industry groups and associations, part-time work, attendance at industry conferences and workplace visits.
 3. Visits to industry sites or engagement with industry practitioners – actual engagement with employers and obtain their input to the training and assessments of courses relevant to their industry. This is also an important component to the ongoing validation of training and assessment resources and the skills and knowledge of training staff. These visits should be recorded in the Training and Assessment strategy as they serve to provide evidence of engaging directly with industry.

7.4 This record of industry consultation/engagement is to be included in the Training and Assessment Strategy document for the training program it relates to and should be updated regularly.

8. FEEDBACK

1. Queries or feedback about this policy and procedure should be directed to the CEO through info@anibt.vic.edu.au. The CEO will respond in writing to the feedback or enquiries within two (2) weeks unless an extenuating circumstance requires an immediate response or action.
2. Any material changes to this policy and procedure because of the feedback will be documented in the version control register and utilised as part of continuous improvement and quality assurance of ANIBT.

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Language, Literacy and Numeracy Standards for Registered Training Organisations 2015

Standard 1.3, 1.7, 1.8, 5.1, 5.2

National Code 2018

Standard 1.2, 2.2, 3.3, 8.9

1.0 Purpose

1.1 The intent of this Policy and Procedure is:

to support ANIBT's policy requirements in establishing the learning needs of students in a systemic manner.
to identify the support a student may require prior, at or during their study at ANIBT to comply with the requirements of the above mentioned standards

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covoid-19 Policy and Procedure

2.0 Scope

2.1 The English Language Proficiency, Literacy and Numeracy applies to all applicants, enrolling into any of ANIBT qualifications, and applies to both local and international Students irrespective of the level of their previous education or their dominant language.

3.0 Responsibility

3.1 The Training and Academic Development Manager and the Manager of Compliance and Academic Support and The Student Services Coordinator, trainers and Admission/Administration officers are responsible for the implementation of this procedure.

4.0 Requirements

4.1 All students will be required to demonstrate their Language, Literacy & Numeracy level on enrolling into a qualification. This can be undertaken at an initial interview at the time of admission and/or at orientation/induction (prior to the commencement of any qualification).

4.2 Students will be required to complete an LLN test during the enrolment process.

4.3 Any potential areas where the student may have difficulties will be identified and further investigation will take place. Possible difficulties may be but not limited to:

- Poor overall level of English
- Difficulty in one or 2 areas of English
- Possible learning disorder
- Numeracy problem

4.4 ANIBT will provide assistance to the student to address the difficulty, if not possible in house they will recommend external services that may be able to assist the student.

4.5 If having any English problem the student will be offered classes at ANCE with a transfer of tuition fees from their desired qualification. If external assistance is needed the student may go on suspension.

4.6 ANIBT will endeavour to obtain LLN information before commencement of the qualification although the participant's individual needs may not be identified until after the qualification has commenced.

4.7 For International Students, ANIBT accepts completion of a recognised equivalent English preparation course from an accredited ELICOS provider. Admission may be approved if the language of instruction in the student's home country is English or if English has been the language spoken in the student's home.

Generally, to demonstrate English language proficiency an international student needs one of the following test scores:

Test	IELTS	CAE	PTE Ac	TOEFL iBT	TOEFL PBT
Score	5.5	47	42	46	527

4.8 If necessary, the student will need to complete an English language course at ANCE before being admitted to a qualification.

4.9 The ANIBT trainers (during the initial delivery phase) will consult with the MADC to analyse necessary requirements to meet the participant's individual needs. Where these needs cannot be met, a refund will be given to the participant.

4.10 If (during the delivery phase) advice on areas of English language improvement has been issued, then a student is entitled to the English Language Support Programme. The English Language Support Programme is conducted in the form of the English Language Workshops at no cost to a Student.

4.11 All local Students will have to undergo a diagnostic English Language test during the process of enrolment. Depending on the results of the diagnostic test, an Applicant will be either given recommendations to undertake English Language training with an appropriate provider prior to enrolment, or will be given

recommendations on the language areas in need of improvement.

5.0 Method

5.1 Enrolment into each qualification requires each International Student to meet the allocated IELTS level that is 5.5 or its equivalent. Therefore, each international prospective student is required to validate their IELTS level through providing written confirmation from their IELTS provider on enrolment.

5.2 The admission officer must verify the authenticity of the enrolling student's IELTS records.

5.3 In the event that a prospective Student does not have the appropriate English proficiency, they are to attend further studies at their own cost to increase their proficiency to the ANIBT's requirement. They will be required to re-apply for their chosen qualification once they have increased their English proficiency.

5.4 If an international student has not attended an IELTS program, and they are unsure of their proficiency they will be required to attend a meeting with the Training and Academic Development Manager, who may (at his or her discretion) allow enrolment into the ANIBT.

5.5 The Training and Academic Development Manager is to communicate to Trainer any recommendations once this assessment has been completed (During Enrolment/Orientation). This includes:

Advising the trainer of any such needs, prior to commencement date of qualification, as defined in the requests.

Authorising any such changes as defined by the trainer. These can be by way of, but not limited to:

Approving changes to training materials

Obtaining other resources such as external training support through an approved training provider/counsellor.

Authorising a refund for participants where LLN and other individual needs were not able to be met during the delivery of training.

5.6 The Trainer is responsible for acting upon information obtained in the Enrolment Form where LLN and other individual needs are identified. Where individual needs are identified, action can be taken during the delivery of the training program and the assessment process to assist the participant by way of:

Discussion between participant and trainer to identify participants particular needs

Reasonable adjustment of the training program delivery and assessment methods to suit these needs.

One-on-one support provided during the training program, delivery and progress monitored by trainer to promote successful learning outcomes.

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Training Package Transition and Teach Out Standards for Registered Training Organizations 2015

Standard 1.26, 1.27

National Code 2018

Standard 8.1, 8.2, 8.3, 8.4, 8.5, 8.9, 11.3

Training Package Transition and Teach Out

1.0 Purpose

1.1 The purpose of this procedure is to define the system used to meet the requirements of the standards mentioned above.

1.2 To provide guidelines for the transition of students from a superseded training package qualification accredited course, and units of competency to a new or revised training package qualification, accredited course, and units of competency.

1.3 ANIBT Management is committed to managing the transition of superseded training package qualifications, accredited courses and units of competency on ANIBT's scope of registration within 12 months of its publication on the www.training.gov.au website.

1.4 Qualifications, Statements of Attainment templates and marketing materials will be updated to reflect the changes to new qualifications.

1.5 Training and assessment strategies will be updated to the new qualifications prior to commencing delivery.

1.6 Students will be transitioned to the new qualifications as outlined within the latest version of the Victorian Purchasing Guide for a particular Training Package.

1.7 Enrolment and Student Management System (SMS) processes will be modified to reflect the changes to the new qualifications

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedure

2.0 Responsibility

2.1 The CEO, and the Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support are responsible for the implementation of this procedure.

3.0 Scope

3.1 This policy applies to all training programs delivered by ANIBT.

4.0 Transition Method

4.1 The CEO and the Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support will each maintain an active 'notification account' on www.training.gov.au website for each qualification and or unit of competency on ANIBT's scope of registration.

4.2 The CEO and the Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support will call for an RTO management meeting. Training Package qualification, accredited course, and units of competency currency will be an agenda item.

4.3 Training staff will be advised of by the MADC of updated and published Training Packages and accredited courses and the required transition arrangements at the monthly RTO staff meetings.

4.4 The Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support shall respond to each superseded qualification, unit of competency and accredited course on ANIBT's scope of registration via the following:

- Preparation of a qualification/competency mapping table to show relationship from old to new qualification, and develop relevant Skills Recognition template if required

- Preparation of appropriate Learning and Assessment Strategies

- Consultation with Marketing and preparation or updating of relevant marketing materials to accurately reflect the new/revised course.

4.5 The Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support shall provide a written report to the CEO detailing the findings from the summary mapping review and the required actions and scheduling to update all relevant ANIBT course material documentation and applicable training and assessment strategies.

4.6 All ANIBT training staff will be required to implement required actions to deliver reviewed course materials relevant to updated training package qualifications, units of competency and accredited courses.

4.7 The Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support will ensure that specific measures are applied to all updated course materials.

4.8 The Summary Mapping Review Report shall be used and completed as a record by the Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support and the CEO during the review and update.

4.9 The CEO shall ensure that the scope addition application for updated unit/s or replacement qualifications is submitted as soon as practicable but no later than 12 months from the date of publication of the updated unit/s or

replacement qualification on the national register.

5.0 Transition Guidelines

5.1 Transition dates that are published on www.training.gov.au website, purchasing guides and provided by Commonwealth/State Registering Authorities must be followed.

5.2 The transition period for superseded/expired qualifications should not exceed 12 months from the new training package approval date. Teach out period should not exceed 6 months (in addition to the 12 months transition period).

5.3 Where possible, students should have the opportunity to transfer to the most recent qualification. When making the decision to transfer to the new qualification the following should be considered:

- proportion of the qualification that has been completed,
- the degree of alignment with the new qualification, and
- potential advantage or disadvantage to student (including issues relating to CoE's and Student Visa's for students from overseas).

5.4 A student must be allowed to complete the course in which they originally enrolled or be transferred to the replacement course with minimum disadvantage to the student.

5.5 No New Student can be enrolled in an accredited course after its accreditation expiry date or be enrolled in a Training Package qualification from 12 months or the announced period on www.training.gov.au after the Training Package superseded date has passed.

5.6 Currently Enrolled Students and, where appropriate, Previously Enrolled Students are entitled to complete the qualification in which they were enrolled, however students who have completed 50% or less of their qualification should be encouraged to transfer into the new/revised qualification.

5.7 No student should be disadvantaged by being transferred to a new qualification. This may include CoE and Visa arrangements and renewal costs for students from overseas.

5.8 The Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support or delegate will ensure that transition arrangements are documented for each course and group, and provide details to relevant stakeholders in a timely manner, especially Students and Student Services.

5.9 A Previously Enrolled Student wishing to re-enrol in a superseded/expired qualification during the transition period can only enrol in units approved by the Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support for delivery during the transition period.

5.10 Only Currently Enrolled Students and Previously Enrolled Students who are able to fully complete the superseded/expired qualification during the transition period should be enrolled in the superseded/expired qualification during this period.

6.0 Teach-out Method

6.1 ANIBT Management will provide timely, adequate advice and guidance to all enrolled students concerning superseded, expired or deleted units and or qualifications delivered by ANIBT.

6.2 The Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support will provide written advice to students identifying the publication date of updated unit/s of competency and information concerning the nature of the changes to the unit/s and ANIBT's current schedule of progress toward transitioning to the updated unit/s or qualification.

6.3 Following the approval of ANIBT's transition of updated units on the National Register ANIBT will commence enrolments in all relevant new courses.

6.4 A student who has not completed a superseded unit by 12 months following the publication of its replacement will be immediately transferred to the replacement unit/s. However, ANIBT may continue to deliver training and assessment services and issue awards to current students of the superseded qualification who would be genuinely disadvantaged if required to transfer to the replacement qualification, for up to 6 months after the expiry of the transition period for its replacement.

6.5 Additional support and guidance must be provided by the Training and Academic Development Manager in conjunction with the Manager of Compliance and Academic Support to students concerning allowable teach out strategies where a student may be genuinely disadvantaged if transferring to a new training package qualification or currently accredited course would mean:

- a requirement to undertake additional units of competency
- an extension to the enrolment period
- a fundamental change in the structure or content of the qualification or course at an additional financial expense
- a significant change in training venue or delivery mode
- a change to apprenticeship/traineeship contract terms
- the outcome of the new/revised qualification or course is not recognised by an industry licensing/regulatory body
- a change to their residency visa status

INTRODUCTION: WELCOME TO ANIBT

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Transfer of International Students between Registered Providers Standards for Registered Training Organisations 2015

Standard 3.5, 4.1, 5.1, 5.2, 5.3, 5.4, 6.1, 6.3

National Code 2018

Standard 7

1.0 Purpose

Standard 7 of the National Code of Practice 2018 sets out the legislative terms where an International Student is required to complete six [6] months of their Principal Course of study before seeking transfer to another Registered Provider. The National Code does recognise International Students as consumers who may wish to exercise choice before the six [6] months have been completed through a Registered Providers policy for transfer.

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedure

2.0 Responsibility

The Admissions Officer, The Manager of Compliance and Academic Support, the Student Services Coordinator and the Chief Executive Officer (CEO) are responsible for the implementation of this policy and to ensure that marketing, and other staff who interact directly with students, agents and students are aware of its application and that the relevant staff implement its requirements and procedures.

3.0 Requirements

The International Student – Transfer between Registered Providers Policy supports the legislation and details the circumstances where Australian National Institute of Business and Technology (ANIBT) will permit an International Student seeking to transfer from another provider. The circumstances are also detailed where ANIBT may or may not permit an International Student to transfer to another provider.

4.0 International Students seeking to transfer into ANIBT

The policy of ANIBT is to ensure that it does not enrol any transferring International Student prior to six [6] months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

A Letter of Release is not required from your provider:

- If you are under a Government sponsorship and the sponsor believes your transfer to ANIBT is in your best interests, then no Letter of Release is necessary. A letter of support from the Government sponsor must be provided in this case.
- In the rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on that institution by the Australian Government which do not allow the student to continue with the course.

Steps to transfer in:

Apply to The Admissions Office as outlined in the process located at

www.anibt.edu.au or, in the ANIBT prospectus

- a) ANIBT will determine if you have completed six [6] months of your Principal course.
- b) If ANIBT finds you have not completed six [6] months your Principal Course, a Conditional Letter of Offer may be issued stating that a Letter of Release must be provided from the other Provider agreeing to the transfer into ANIBT; or
- c) If no satisfactory letter of release is obtained from you seeking to transfer in, the application process will be halted and you will be advised that you are unable to transfer. You are welcome to re-apply after the six [6] month period has passed.

5.0 International Students seeking to transfer from ANIBT

International Students wishing to transfer from ANIBT will have their request assessed as per this policy. Students may have their request approved or refused in line with this policy. The decision-making process will be conducted in consultation/negotiation with the Student by interview.

Steps to transfer out:

- a) Complete the Transfer Request Form, along with supplying a Letter of Offer from the new provider. (The form is available from Reception or www.anibt.edu.au)
- b) The following documents (where applicable) must be attached to the Application for Transfer:
 - i. a letter detailing the reasons for the request to transfer to another Institution and how the Student will benefit from the transfer; and
 - ii. a copy of the Letter of Offer from the other Institution confirming that a valid enrolment offer

- has been made; and
 - iii. a copy of the documentary evidence referred to in the letter of application (such as medical certificates); and
 - iv. written approval for the change from the scholarship body if a sponsor is paying the tuition fees.
 - v. Evidence that the student has no outstanding fees.
- c) Provide a **valid Letter of Offer** from the new provider.
- d) The Student Services Coordinator will make an appointment with the student to discuss your request to transfer in accordance with points 1 to 7 below.
- e) The Student Services Coordinator will then take the input from the student and their request for transfer to the Manager of Compliance and Academic Support for review. The Manager of Compliance and Academic Support will then grant the transfer based on evidence provided, seek further evidence or reject the transfer request. In the instance of transfer rejection the student has the option to Appeal this decision see below.

Reasons for granting a transfer request

If it is determined that any of the points 1 to 7 applying during consultation/negotiation with ANIBT's Student Services Coordinator, the Manager of Compliance and Academic Support or CEO your transfer request will be granted because the transfer is in the students best interest. Supporting documentation/evidence must be provided to support your request for transfer.

1. In ANIBT's opinion the Student is not likely to academically succeed, despite Academic International's intervention or support strategies being engaged with the Student participating in those Services; or
2. In ANIBT's opinion the Student is in need of general support services beyond those currently available (commercial or non-profit services, family or cultural support); or
3. Illness or injury that prevents the Student from being able to participate in the course requirements. This must be supported by a Doctor specialising in the specific illness or injury the Student claims to suffer from, which will then be validated through the Student visiting an independent doctor/specialist nominated and paid for by ANIBT; or
4. The Student can reasonably prove that the new course better meets their long term goals; or
5. The Student was substantially misled by ANIBT or an education or migration agent regarding the provider or the course, which constitutes a breach of the ESOS Act; or
6. An appeal (international or external) on a matter that may reasonably result in the Student wishing to seek a transfer supports the Student; or
7. Any other exceptional circumstances ANIBT sees fit.

The approval allowing a student to transfer does not indicate that a refund will be provided.

Refunds are determined by the written agreement between ANIBT and the Student as per the terms of the Refund Agreement.

The transfer request will be provided to the Student at no cost.

Reasons for release requests may be refused

During consultation/negotiation with the Student if it is determined that points 9-12 apply, the request for transfer may be refused by ANIBT. In the case of your release being refused you will be advised in writing, detailing the reasons for the refusal. You will also be informed in this letter of your right to engage ANIBT's appeals process to seek a review of the decision.

8. If a student has not followed the Institutes internal Intervention Strategy and the Student is trying to avoid being reported by the Department of Home Affairs for failing to meet course progress or attendance requirements; or
9. If a Student has recently commenced their course and ANIBT's support services have not yet been offered to the Student; or
10. ANIBT determines that the transfer would be detrimental to the Student's study or career goals;
 - 10.1) the transfer may put at risk the Student's progression through a package of course
 - 10.2) the transfer may result in the Student being unqualified for their chosen career
11. If the Student does not have a valid Letter of Offer from the receiving provider; or
12. If the documents provided by the Student do not, in ANIBT's reasonable view, provide adequate grounds to

justify the transfer.

ANIBT will assess and respond to your request for a letter of release within ten [10] working days from receipt of the application.

6.0 Appeals

If you are not satisfied with the decision, and believe that it was not made following the procedures set out in this policy, you can seek an international review using the standard appeal process. **Note** the ultimate decision on whether the appeal is granted is passed on to the Appeals Committee. The Appeals committee comprises of the Manager of Compliance and Academic Support, the Training and Academic Development Manager, the Student Services Coordinator with the CEO attending as ex officio.

If you are unhappy with this outcome, you can seek an external review through the Overseas Student Ombudsman.

Information relating to complaints and appeals process may be accessed from www.anibt.edu.au and Student Handbook.

Version Number	Actions	Date	Responsible
1.0	To bring Policy and Procedure in line with new RTO standards	March 2015	DCS
1.1	Cosmetic tweaking to correct errors	December 2015	DCS
1.2	Minor tweaks to meet the requirements of National Code 2018	December 2017	DCS
1.3	Corrected process to fall in line with International Students Ombudsman recommendation	April 2018	DCS
1.4	Reviewed as part of internal audit No changes made	January 2019	DCS
1.5	Changes to accommodate issues faced with covid 19 lockdowns	April 2020	DCS
1.6	Changes made to reflect new organisation chart staff roles	August 2021	DCS
2	Changes made to reflect COVID policy	August 2022	DCS
3	Changes made to reflect Staff roles	May 2023	Compliance Manager
4	Minor changes and Staff details	January 2024	Compliance Manager

Monitoring Student Progress, Attendance and Intervention Standards for Registered Training Organisations 2015

Standard 1.3, 1.7

National Code 2018

Standard 8

Monitoring Student Progress, Attendance and Intervention

1.0 Purpose

1.1 ANIBT believes that in accordance with the above mentioned standards, student course progress is important in achieving academic goals within the specified COE course duration. This policy and procedure also reflects the monitoring process and intervention of any student enrolled at ANIBT, who are at risk of not meeting the requirements of satisfactory course progress.

1.2 ANIBT's intention is to reflect the following:

allowing for the early identification of students whose academic progress is less than satisfactory and who may need appropriate learning support, resources and assistance; and
identifying and reporting students who continue to make unsatisfactory progress.

Accommodate student needs in extraordinary circumstances:

Lockdown - refer to Covid-19 Policy and Procedure

2.0 Scope

Applies to all VET coursework programs

3.0 Objectives

3.1 This policy provides a framework for the management of student progress. It facilitates the early identification of students whose academic performance is less than satisfactory. It also establishes guidelines for intervention to ensure such students are provided with knowledge of and access to appropriate learning support, resources and assistance.

4.0 Policy

4.1 Definition of *'Unsatisfactory' Course Progress* - At minimum a student will be deemed as having unsatisfactory course progress if they have failed or been deemed 'NYC' in 50% or more of course qualification units attempted in any study period. A study period is defined as a scheduled 10 week teaching term (four terms per academic year as per ANIBT's academic calendar).

4.2 All students need to be committed to their learning, including taking responsibility for their own academic progress. Students who have been identified as making unsatisfactory progress, or 'at risk' of making unsatisfactory progress, will take all possible steps to improve their performance including seeking feedback, using available support services and participating fully in the development and implementation of an Academic Performance Improvement Plan.

4.3 It is expected that training and teaching staff will provide a supportive learning and teaching environment that will enable students to improve their performance where it has been deemed unsatisfactory. In addition, services to support students in developing specific skills are made accessible to assist them to improve their performance. Reporting shall only occur if a student has failed to meet all the stages of intervention.

5.0 Course Progress

5.1 ANIBT will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

5.2 The course progress of all students will be assessed at the end of each term of enrolment.

5.3 Students who have begun part way through a term will be assessed after one full period of attendance.

5.4 To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period.

5.5 If a student does not achieve competency in at least 50% of units studied in an assessment period, the Student Services Coordinator will meet with the student to develop an intervention strategy for academic improvement, as detailed in section 4 below.

5.6 A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to the student.

5.7 The student's individual strategy for academic improvement will be monitored over the following term by the Training and Academic Delivery Manager and the Student Services Coordinator and records of student response to the strategy will be kept.

5.8 If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, ANIBT will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that they have 20 working days to access ANIBT's internal complaints and appeals process.

5.9 The ANIBT will notify Department of Home Affairs via PRISMS of the student not achieving satisfactory course progress as soon as practicable where

the student does not access the complaints and appeals process within 20 days, or
withdraws from the complaints and appeals process, or

the complaints and appeals process results in favour of the ANIBT

6 0 Completion within expected duration of study (course progression)

6.1 As noted in 1.a. ANIBT will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

6.2 Part of the assessment of course progress at the end of each term will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.

6.3 ANIBT will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

- compassionate or compelling circumstances
- student participation in an intervention strategy as outlined in 1.e.
- an approved deferment or suspension of study has been granted in accordance with ANIBT's Deferment, Suspension and Cancellation Policy.

6.4 Where ANIBT decides to extend the duration of the student's study, ANIBT will report via PRISMS and/or issue a new COE if required.

7.0 Course attendance

7.1 Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

7.2 Student attendance is:

- checked and recorded hourly
- assessed regularly
- recorded and calculated over each term.

7.3 Late arrival at ANIBT will be recorded and will be included in attendance calculations.

7.4 All absences from ANIBT should be accompanied by a medical certificate, or alternative documented explanation.

7.5 Any absences longer than 5 consecutive days without approval will be investigated.

7.6 Student attendance will be monitored by the Student Services Coordinator every week over a term to assess student attendance using the following method.

7.7 Calculating the minimum number of hours the student would have to attend to keep their attendance at 80%. e.g. number of study days x contact hours x 80%. For example, a ten week term with 20 contact hours a week would equal 200 contact hours. 80% of this is 160 hours.

7.8 Any period of deferral from class will not be included in student attendance calculations.

7.9 Any other absence from class will be counted in the student attendance calculation.

7.10 Students at risk of breaching ANIBT's attendance requirements will be counselled and offered any necessary support as per the following:

- <80% First Warning Letter and interview with Student Services Coordinator
- <70% Second Warning Letter and interview with Student Services Coordinator and Training and Academic Development Manager

7.11 If the calculation at 7.7, indicates that the student has passed the attendance threshold for the study period, ANIBT will advise the student of its intention to report the student for breach of visa condition 8202 by means of a Notification of Intention to Report letter, and that they have 20 working days in which to access the ANIBT's internal complaints and appeals process. Students are also invited to a counselling session with the Chief Executive Officer

7.12 The ANIBT will notify DHA via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- the student does not access the complaints and appeals process within 20 days
- withdraws from the complaints and appeals process
- the complaints and appeals process results in a decision favourable for the ANIBT.

7.13 Students will not be reported for failing to meet the 80% threshold where:

- the student engages the complaints and appeals process within 20 days of receiving a Notification of Intention to Report letter
- the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate,
- the student has satisfactory course progress
- and, has not fallen below 70% attendance.

7.14 The method for calculating 70% attendance is the same as that outlined in 7.7 with the following change; number of study days x contact hours x 70%.

7.15 If the student falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 7.11 and 7.12

Academic Intervention Policy

8.1 Students who are in the following circumstances will have a meeting with the Student Services Coordinator:

- the subject of a Notification of Trainer Concern form from trainer
- students advised they are having issues or responding to Student Services email in Week Three of study or less

receiving Not Yet Competent for more than 50% of units in a term
 attending less than 80% of units in a term
 students who have deferred and returned to studies

8.2 If the Student Services Coordinator deems it necessary an Academic Intervention Strategy may be completed. Students will be given a copy of the Academic Intervention Strategy Form. The strategy may include some of the following:

additional supervised study periods
 tutorial assistance
 English assistance
 academic skills support
 transfer to a more appropriate class group
 increased monitoring
 personal counselling
 other intervention strategies as deemed necessary

9.0 Definitions

9.1 *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:

serious illness, where a medical certificate states that the student was unable to attend classes
 bereavement of close family members such as parents or grandparents
 major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 where the ANIBT was unable to offer a pre-requisite unit
 inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

9.2 *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

ANIBT day – any day for which the ANIBT has scheduled course contact hours

10.0 Procedures

STAGES OF 'UNSATISFACTORY' PERFORMANCE

First Stage: 'At Risk' of Unsatisfactory Course Progress

'First Counseling' - Trainer level

A student is deemed 'at risk' of *unsatisfactory* course progress in a scheduled term if they fall under any one of the following categories:

Attendance is less than 80% for the teaching term

Attendance is less than 50% for the unit of competency

A student does not complete the required assessments in fulfillment of critical aspects of evidence for the unit of competency

A student does not fulfill a catch up assessment in the last week of the scheduled term

A student ignores trainer level counseling advice

A student is 'at risk' of being deemed 'NYC' for a unit of competency at the 50% unit completion period

Student is inadequately resourced for class

Second Stage: 'At Risk' of Term Failure

'Second Counseling' – coordinator/Student services level

A student will be deemed as 'at risk' of term failure if their academic performance in a scheduled term falls under one of or more of the following categories:

A student has not completed the required assessments for satisfactory completion of at least 50% of the units for a study period, and deemed NYC

A student has not satisfactorily completed a pre-requisite unit of competency for course progress as per the qualification structures, and is deemed NYC

A student has plagiarised assessments and as such has been deemed as NYC

A student has been absent for 50% or more of the delivery of a teaching period

Suspension or deferment for 50% or more of the delivery of a teaching period

A student has not adhered to their Academic Performance Improvement Plan

Final Stage: Established Unacceptable Course Progress

'Intention to Report' – Student Services Coordinator

A student will be deemed as having unacceptable course progress in a scheduled term if they fall under one or more of the following categories:

A student has been deemed NYC for 50% or more of the scheduled units attempted for a second teaching period

A student has achieved less than 50% attendance for the second teaching period

A student has plagiarised any assessment on more than one occasion in any teaching period

Procedures for the Management of Unsatisfactory Course Progress

First stage: 'At risk' of Unsatisfactory Course Progress

A student who has demonstrated unsatisfactory academic performance in a term teaching period, or whose progress suggests that they may be in need of learning support to maintain good academic progress, as defined above, will be deemed 'at risk'.

The primary response to students 'at risk' will be the development of an individual Academic Performance Improvement Plan to identify actions required to assist the student to make satisfactory progress in future teaching periods. It is expected that the student will participate actively in the development, implementation and monitoring of the Academic Performance Improvement Plan.

Week 1 - Week 9

- Delivery and Assessment of units of competency
- **'Stage 1'** Intervention
- **Assessments below performance standard**
- Academic Performance Improvement Plan (APIP) is instigated

Week 10 – Rectification week

- Re-assessment 'Catch ups' for current term
- Getting a student to 'Competent' within the term teaching period, APIP is suspended and given to co-ordinator
- Sign off sheet – one copy to student, one copy to MASS for result record entry
- Sign off sheet to MASS for signature
- Sheet to Student administration file

If student is deemed 'NYC' in week 10 rectification period, the APIP is referred to Stage 2 and will fall outside the current teaching period.

Outside the Teaching Period

- **Stage 2**
- 'NYC' student makes appointment for counselling with Student Services Coordinator
- Academic Improvement Performance Plan is reviewed and re-enforced
- Consultation of Student Services Coordinator of APIP
- Student has opportunity to re-sit, perform program catch-ups and repeat units as recommended
- If no Response from student – Student services will send correspondence to locate student both informally and if required formally.

**Second Teaching Period
Stage 3**

- Repeat Steps 1 and 2 (Week 1- 9, Week 10 –Rectification Week, and Outside the Teaching Period).
- If student has established unsatisfactory course progress in a second teaching period (does not need to be consecutive), student will be referred to CEO.
- CEO to inform Student Services if a Notification of Intention to Report letter is to be issued to the student.
- Student invited to participate in the Appeals process.
- Student is required to show cause as to why they should not be reported. CEO will exercise judgement based on the particular circumstances to make a decision as to whether the student is to be reported to DHA for unsatisfactory course progress.
- Reporting of students is referred to the MASS

The trainer will counsel each student identified as 'at risk' to perform the following:

- a) Arrange an interview normally via face-to-face meeting, or alternative individual contact in situations where personal attendance is not possible
- b) Outline the reasons they have been identified as 'at risk'; and
- c) Implement an Academic Performance Improvement Plan

This invitation must be made at the classroom level.

The goal is to provide advice and offer support to a student identified as 'at risk' in time for them to be able to improve their performance in the following teaching period. The interview with the trainer will take place within the teaching delivery period, and before the start of the next teaching period.

The aim of the interview will be to communicate clearly the academic performance deficits, identify barriers to satisfactory performance and to develop an Academic Performance Improvement Plan that lists actions and strategies to be used by the student during subsequent teaching periods. It will also identify services available to support the particular needs of the student.

The appropriate strategies will vary according to:

- the needs of individual students,
- the nature of the program delivery format or location, and
- the range of services available

Strategies may include:

- referral to specific and appropriate learning skills development or other academic support
- referral to student support services (subject to availability)
- specification of minimum performance targets for the unit of competency
- recommendation to transfer to another program (if available)
- advice about repeating a failed unit
- referral to language support courses/services
- a period of suspension may be recommended (where permitted and appropriate)

The Academic Performance Improvement Plan will be an unambiguous written document that can act as an action plan for the student and a clarification of expectations of ANIBT.

Where a student chooses not to participate in the interview with the trainer or does not participate at the arranged time, the trainer will refer the student to the Student Services Coordinator or for practical units, to the relevant co-ordinator. If the student still does not respond – Student services will seek communication with student

A copy of the plan will be forwarded to the Training and Academic Development Manager to assist in managing student progress, and once satisfactorily completed, will be forwarded to Student Services for filing in the 'cream files'.

Second Stage: 'At Risk' of Term Failure – 'Second Counseling'

A student who has been found to have unsatisfactory compliance for academic performance as documented in the Academic Performance Improvement Plan or falls under any of the categories as outlined above will be deemed as at 'risk' of term failure.

The student is required to have a formal interview with the unit co-ordinator and show cause as to non-compliance. Interviews will be conducted in consultation with the Student Services Coordinator and Training and Academic Development Manager via the trainer.

Students who have been identified as 'at risk' of term failure, shall be advised in the interview by the Student Services Coordinator to take all possible steps to improve their performance including seeking feedback, using available support services and participating fully in the development and implementation of an Academic Performance Improvement Plan. A second Academic Performance Improvement Plan will be completed to document the reason the student has been identified 'at risk' of term failure and the revised strategy to improve academic performance.

INTRODUCTION: WELCOME TO ANIBT

It is expected that training and teaching staff will provide a supportive learning and teaching environment that will enable students to improve their performance where it has been deemed unsatisfactory. In addition, services to support students in developing specific skills are made accessible, to assist them to improve their performance. A monitoring process will be required by both trainer and co-coordinator to keep students on track with the Improvement Plan and encourage competency for the unit. If absenteeism is identified as being an issue for performance then the co-coordinator needs to use judgment to encourage the student to improve attendance for underpinning knowledge.

Reporting will not occur at this stage of intervention.

Final stage: Established Unacceptable Course Progress

A student who has been found to have unsatisfactory academic performance for a second teaching period in the same program as defined above will be deemed to have established unacceptable course progress. Such periods of unsatisfactory academic performance do not need to be consecutive.

Where a student has been found to have unsatisfactory academic performance for a second teaching period in the same program, the CEO will exercise academic judgment, taking account of the student's overall performance in the program and any other relevant issues or exceptional circumstances as to whether a recommendation will be made for reporting. Where the MADC makes a recommendation for reporting, the Student Services Coordinator (or nominee) will advise the student via student email of the RTO's intention to report them, known as a Notification of Intention to Report letter, and inform them that they have 20 working days to appeal the decision to the Student Services Coordinator. At this point, international students studying on-shore in Australia will be notified of the RTO's obligation to report them to the relevant Australian Government agencies for unsatisfactory course progress and that if they fail to lodge an internal appeal, the right to an external appeal will be waived.

Appeals against Reporting

A student who is deemed to have established unacceptable course progress will be required to show cause as to why they should not be reported to the Department of Home Affairs (DHA) via the internal appeals process as outlined in ANIBT's Appeals Process Policy below.

A student may appeal against a decision to report on one or more of the following grounds:

- there is evidence that the decision was made on the basis of personal bias or ill will; and/or
- there was a breach of this policy or another relevant ESOS, National Code or AQTF Regulation; and/or
- there is evidence that the penalty of reporting is unreasonable, excessive or inappropriate.

For further information regarding students rights please refer to the Complaints and Appeals Policy and Procedure documents.

Version Number	Actions	Date	Responsible
1.0	To bring Policy and Procedure in line with new RTO standards	March 2015	DCS
1.1	Cosmetic tweaking to correct errors	December 2015	DCS
1.2	Minor tweaks to meet the requirements of National Code 2018	December 2017	DCS
1.3	Corrected process to fall in line with International Students Ombudsman recommendation	April 2018	DCS
1.4	Reviewed as part of internal audit No changes made	January 2019	DCS
1.5	Changes to accommodate issues faced with covid 19 lockdowns	April 2020	DCS
1.6	Changes made to reflect new organisation chart staff roles	August 2021	DCS
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3	Changes made to reflect Staff roles	May 2023	Compliance Manager
4	Minor changes and Staff details	January 2024	Compliance Manager

Deferment, Suspension or Cancellation of a Student's Enrolment

National Code 2018

Standard 9

ESOS Act (2000)

Para. 19

Deferment, Suspension or Cancellation of a Student's Enrolment Policy and Procedure

POLICY

PURPOSE

The policy outlines the principles that underpin Australian National Institute of Business and Technology (ANIBT)'s approach to cancellation, deferment and suspension of students' enrolment.

It also defines the circumstances for the application of deferment, suspension, leave from studies or cancellation of enrolment when instigated by either student or ANIBT.

The policy also ensures that the reporting obligations under Paragraph 19 of the ESOS Act (2000) are timely met.

Accommodate student needs in extraordinary circumstances:
Lockdown - refer to Covid-19 Policy and Procedure

POLICY STATEMENT

ANIBT is committed to complying with the National Code and the ESOS Act in resolving cancellation, deferment and suspension matters expediently.

SCOPE

This policy applies to all International Students studying onshore holding a Student Visa due to their enrolment into ANIBT programs.

DEFINITIONS

Deferment - A request by the student prior to the commencement of the study period to temporarily postpone study.

Leave from Studies - A request by the student to temporarily postpone study after the commencement of the study period.

Suspension - When the enrolment of a student in their course of study is suspended by ANIBT for a period, after which the student may recommence study.

Cancellation - Confirmation of Enrolment (CoE) is cancelled. Student must re-apply (as a new student or to be re-instated) if they wish to continue study.

Accepted Student, (ESOS Act) of a registered provider means a student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and?
- (b) who is, or will be, required to hold a student visa to undertake or continue the course?

POLICY

1. Standard 9 of the National Code allows students, where compassionate or compelling circumstances exist, to defer commencement of studies, take a leave from studies or temporarily suspend their studies during their program. This must be completed through a formal agreement with their registered provider.
2. Students must be advised that deferring, taking leave from studies or suspending their studies during their program may affect their student visa.
3. ANIBT, as a Registered Provider, may also seek to cancel or suspend the student's enrolment for disciplinary reasons.
4. **Extenuating Circumstances exist if a student:**
 - is missing – cannot be contacted via known contact details.
 - has medical concerns, severe depression or psychological issues which lead ANIBT to fear for the student's wellbeing.
 - has engaged or threatened to engage in behavior that is reasonably believed to endanger the student or others.
 - is at risk of committing a criminal offence.
5. **Compassionate or Compelling circumstances:**

Professional judgment is required to assess each case on its merits:

- Where a student does not receive their visa in time to arrive at ANIBT to commence study.
- Serious illness or injury – for which a medical certificate states the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents – in which death certificates or comparable evidence, translated into English (if in a different language) by an accredited translator, should be provided.
- Major political upheaval or natural disaster in home country requiring emergency travel which has impacted on the student's studies - evidence of overseas travel to be provided.
- A traumatic experience i.e., involvement in or witnessed a serious crime or accident which has impact on the student (police or psychologist's report to be provided).
- Where ANIBT was unable to offer a pre-requisite or mandatory unit.
- Other reasons which may be considered but must have documentary evidence to support the claim.

Misbehavior or undesired behavior

Behavior that is unacceptable for an educational setting. This could include:

- Physical violence (or risk of physical violence) towards other students or staff.
- Criminal activity
- Unsolicited attention towards another student or member of staff.

6. ANIBT meets its reporting obligations under Paragraph 19 of the ESOS Act (2000) within prescribed timeframes.

PROCEDURE

PURPOSE

This procedure explains the sequence in processing a student's application for deferment, suspension, a leave from studies or cancellation of enrolment when instigated by either student or ANIBT. The procedure also covers the reporting obligations under Paragraph 19 of the ESOS Act.

POLICY STATEMENT

ANIBT is committed to complying with the National Code and the ESOS Act in resolving cancellation,

deferment and suspension matters expediently.

SCOPE

This policy applies to all International Students studying onshore holding a Student Visa due to their enrolment into ANIBT programs.

PROCEDURE

1. Deferrals

The reasons for a deferral could include:

- Visa not yet granted.
- Failure to complete a preceding qualification in a package.
The student or their registered representative should notify the Student Services Department, in writing, as soon as possible that he/she is not intending to commence his/her studies at the date indicated on the CoE. The student must indicate when he/she would be most likely to commence.
The Student Services Department will check any study package arrangements and issue a revised Letter of Offer and CoEs as appropriate. The new documentation will be sent to the student and/or the registered representative.

2. Leave from Studies.

Students are advised to discuss this request with their Student Services prior to submitting the application.

Students apply for Leave from Studies in writing to the Student Services Department by completing the Request for Application for Deferment, Suspension and Cancellation from Studies form. Additional documentation to support the application must be submitted with the form.

The application will be assessed by Student Services. Approval will be considered in accordance with defined compassionate or compelling circumstances. Any outstanding fees must be cleared for the suspension request to be approved.

Where a student needs to take a break from his/her studies but does not have compassionate or compelling circumstances, the student will need to withdraw from the course and re-apply when he/she is ready to return to study.

The student is notified of the decision in writing.

The communication to students should include the following, where applicable:

- Advice about how the deferment or leave from studies may affect their student visa.
- The Department of Home Affairs website and information line phone number.
- Notification of how to complete the process with the Student Services Department, or
- Notification of the appeals process and how to access that if necessary.

The form and a copy of the outcome will be recorded by the Student Services Department who will update the Student Management System and PRISMS as required.

A record of all correspondence relating to this application will be kept in the Student Management System.

3. **Withdrawal**

Students are advised to discuss this request with Student Services prior to submitting the application.

Students notify ANIBT of their intention to withdraw by using a Withdrawal of Enrolment form, available from the reception area at the Flinders Street Campus.

Student submits the form to the Student Services Department. Student Services Department members may refer the student to meet with the Manager of Compliance and Special Projects, after assessing the student's reasons for withdrawal.

The Student Services member notes if the student has met with the Manager of Compliance and Special Projects, noting the student's reasons for withdrawal in the SMS.

Student Services members check for any outstanding fees. Student Services members also check for any special arrangements or issues recorded in the SMS.

The student cannot withdraw from the course if the student is on suspension. They can apply to withdraw in 5 working days after returning from suspension.

For ANIBT's courses, Student Services will cancel the student's enrolment according to the date on the withdrawal form, in the SMS and via PRISMS. The withdrawal form will be kept in the student file.

Important Note:

Failure to re-enrol within the appropriate time period (according to published deadlines) will be considered as a notification of withdrawal from the student.

Students should check with the Department of Home Affairs before applying for leave or withdrawing from all studies.

4. **ANIBT Initiated Suspension**

Students may be suspended from studies on the grounds listed below:





- misbehaviour
 - poor academic performance (covered under the Academic Course monitoring policies).
 - failure to pay fees within the relevant periods - outstanding fees will be referred to the debt collection agency and they will collect the payment on our behalf.
- a. Decision is made by Manager of Compliance and Academic Support to suspend the student. If the student has a Higher Education pathway, they will be informed.
 - b. Student is notified in writing of the decision.
 - c. The advice must include information for the student that:
 - ✓ suspension may have an impact on their student visa.
 - ✓ student has 20 working days in which to access the Appeals process.
 - ✓ useful information is available on Department of Home Affairs website and through the Department of Home Affairs helpline.
 - d. If the student accesses the Appeals process, the suspension cannot take effect until the internal appeal process is completed unless extenuating circumstances relating to student welfare apply.
 - e. Copies of all correspondence are forwarded to Student Services for filing in the SMS.
 - f. Student Services will action the suspension after seven (7) days of appeal period passing or if any appeal findings are in favor of the original decision to suspend.
 - g. Students who access external appeals have 10 working days to provide Student Services with evidence of having accessed the external appeals process after being advised that their internal appeal was not successful. Students do not need to be enrolled during the

external appeals process and their suspension may be reported to the Department of Home Affairs

- h. Student Services will report student's suspension of enrolment via PRISMS.

5. ANIBT Initiated Cancellation

Students' enrolment may be cancelled on the grounds listed below:

-  severe and/or repeated misbehavior
 -  poor academic performance (covered under the Academic Standing, Progression and Exclusion policy)
 -  failure to pay fees within the relevant periods.
 -  failure to re-enrol within stipulated deadlines.
- a. The decision to cancel a student's enrolment is to be made collectively by the CEO, Manager of Compliance and Academic Support and Student Services.
 - b. Student is notified in writing.
 - c. The advice must include information for the student that:
 - cancellation may have an impact on their student visa.
 - the student has 20 working days in which to access the appeals process.
 - useful information is available on the Department of Home Affairs website and through the helpline.
 - d. The Cancellation cannot take effect until the internal Appeals process is completed unless extenuating circumstances relating to student welfare apply.
 - e. Copies of all correspondence are forwarded to Student Services for filing in the SMS for record keeping.
 - f. Student Services to finalise the Cancellation after seven (7) days of appeal period passing or if any appeal findings are in favor of the original decision to cancel.
 - g. Students have 20 working days to access the external appeals process after being advised that their internal appeal was unsuccessful. Depending on the reason for the cancellation students are continued to be enrolled and must follow normal student procedure. At the end of the period if ANIBT has not heard from the Overseas Student Ombudsman the students CoE's will be cancelled and the student may be reported to the Department of Home Affairs.
 - h. Student Services will report student's enrolment cancellation via PRISMS.
 - i. A copy of all correspondence will be kept in the SMS.

6. Reporting via PRISMS

In compliance with the ESOS Act (2000) Paragraph 19, ANIBT reports the following information via PRISMS within 31 days after the event specified below occurs:

- (a) the name and any other prescribed details of each person who becomes an accepted student of ANIBT.
- (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which, the student is accepted.
- (c) the prescribed information about an accepted student who does not begin his or her course when expected (non-commencement of studies).
- (d) any termination of an accepted student's studies (whether as a result of action by the student or ANIBT or otherwise) before the student's course is completed (early termination of studies).
- (e) any change in the identity or duration of an accepted student's course (change to identity or duration of course).
- (f) any other prescribed matter relating to accepted students (e.g., deferment or suspension of studies).

RESPONSIBILITIES

- Manager of Compliance and Academic Support is responsible for:
 - the development, implementation and review of this procedure and the associated policy
 - the dissemination of the policy and procedure to the heads of departments and the students
- Student Services team is responsible for understanding the details of and the implementation of the policy and procedure.
- Marketing team is responsible for understanding this policy and the associated procedure in order to ensure accurate information is provided to prospective students before their enrolment is confirmed.

VERSION CONTROL

Version Number	Actions	Date	Responsible
1.0	To bring Policy and Procedure in line with new RTO standards	March 2015	DCS
1.1	Cosmetic tweaking to correct errors	December 2015	DCS
1.2	Minor tweaks to meet the requirements of National Code 2018	December 2017	DCS
1.3	Corrected process to fall in line with International Students Ombudsman recommendation	April 2018	DCS
1.4	Reviewed as part of internal audit No changes made	January 2019	DCS
1.5	Changes to accommodate issues faced with covid 19 lockdowns	April 2020	DCS
1.6	Changes made to reflect new organisation chart staff roles	August 2021	DCS
2	Changes made to reflect COVID policy	August 2022	DCS
3	Changes made to reflect Staff roles	May 2023	Compliance Manager
4	Minor changes and Staff details	January 2024	Compliance Manager

COVID-19 Amendment to Training and Assessment Strategy

RTOs are required to have documented training and assessment strategies that align to actual practice. Where delivery modes change from face-to-face to distance delivery, the strategies must also be updated.

ASQA recommends that all adaptive measures in response to COVID-19 are documented in the relevant students' records. This includes adaptive measures relating to the National Code, the Standards for RTOs or the ELICOS Standards, and applies to:

- variations to documented delivery strategies
- student 'attendance'
- limitations of online course delivery (particularly for overseas students)
- other areas where action is required to assist students.

The RTO must document reasons why an international student may be unable to meet their 20 hours of attendance requirements.

Qualification

This document pertains to all qualifications registered on ANIBT's scope

Delivery mode

During a period of lockdown and where permitted by our governing body ANIBT with continue delivery of theory components of units online.

Online requirements for student

Please refer to the information documents pertaining to the requirements for a student to continue to study online. Schedule 1 and 2 at end of this document.

If a student does not have access to or able to attend an online class ANIBT will provide on loan the necessary technical support needed.

Students will be timetabled for 3 zoom sessions each weeks over a period of 2 and one half days.

Attendance at these sessions will be compulsory and students are required to show face on camera during the sessions.

Students will be expected to complete all assessment activities and submit by the due by dates listed on their timetables, informed by trainers and listed on the front pages of the assessments on CANVAS.

Resources available to students

Students will have access to all resources required to complete each unit via the SLS CANVAS

Trainers will be available for students via emails and private face to face zoom sessions if required during the 2 10 hours day sessions that the students are timetabled each week.

Student support available

Students will be required to sign a document that they are able to and available to be trained online. If a student does not wish to following this line of learning they may suspend until face to face delivery resumes.

Students are emailed weekly to ask if they have any concerns and the trainer will request the feedback each ZOOM sessions with regards to any concerns.

Students are encouraged to talk with trainer and student services if they are have difficulties academic or personally.

Monitoring student progress/ attendance

Students are informed during the registration process of the requirements for attendance and then it is further reinforced by the trainers in ZOOM sessions.

Attendance is monitored and recorded by trainees at the beginning and end of each ZOOM sessions and a screen short is taken during the session as proof of attendance

All ZOOM sessions are recorded - this further supports the recording of attendance and learner activities and engagement..

Technology available for online delivery and assessment

Refer to Schedule 1 and 2 at end of document

Due to the nature of online learning a trainer is able to support a higher number of students in a classroom situation. The trainer will always be available for one to one sessions if a student has concerns.

Delivery strategy

ANIBT will only be delivering the theory components of units - all practical components will be put on hold until the resumption of face to face learning - it is only then all practical components of all units will be finalized. Students may continue with future further units for their current qualification or future qualifications in order to maintain their 20 hours of attendance.

ANIBT envisage that there will be little difference in the trainers delivery of theory components be it online or face to face - but do expect more use may be made of videos and websites that have information to reinforce training.

Methods of assessment

All written assessments will remain the same - any assessment that requires a student to demonstrate or give a presentation will be supported by video and an observation checklist.

Theory – assessment will be conducted via ANIBT's SLS CANVAS

Practical components – if an assessment can be recorded and effectively meets the requires then it will be.

All practical components of the Certificate III and IV in Commercial Cookery and Patisserie will be suspended and put on hold until they can be concluded face to face.

Students in the Hotel Operations stream will have their Work Based Training term suspended and so the assessment of the practical components of their units will be put on hold until back to face to face.

Reasonable adjustment - ANIBT do not envisage that this will be required - however if the need arises it will be addressed and implemented.

Work Placement

All placements to suspended - and students may undertake units that are expected to be delivered later in the qualification. They may even undertake units in a future qualification

Version Number	Actions	Date	Responsible
1.1	Changes to accommodate issues faced with Covoid-19 lockdowns	April 2020	DCS

Schedule 1

Zoom Technical Requirements

This is a list of basic computer system requirements to use ZOOM. It is always recommended to use the most up-to-date versions and better internet connections.

System Requirements

- Internet connection - broadband wired or wireless (3G or 4G/LTE)
- Speaker and microphone - built-in, USB or wireless Bluetooth
- Webcam or HD webcam - built-in or USB

Operating Systems

- MacOS X with macOS 10.7 or later
- Windows 10, 8.1, 8, 7
- Red Hat Enterprise Linux 6.4 or higher
- iOS 7.0 or later
- iPadOS 13 or later
- Android 4.0x or later

Browsers

- **Windows:** Edge 12+, IE 11+, Firefox 27+, Chrome 30+
- **Mac:** Safari 7+, Firefox 27+, Chrome 30+
- **Linux:** Firefox 27+, Chrome 30+

RAM Requirements

- Processor: Dual Core 2Ghz or higher (i3/i5/i7 or AMD equivalent)
- RAM: 4GB

Schedule 2

Canvas Technical Requirements

This is a list of basic computer system requirements to use Canvas. It is always recommended to use the most up-to-date versions and better internet connections. Canvas will still run with the minimum specifications, but you may experience slower loading times.

Computer Specifications

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements.

Screen Size

- A minimum of 1024x600. That is the average size of a notebook. You probably won't want to view Canvas on a smaller screen than that.

Operating Systems

- Windows XP SP3 and newer
- Mac OSX 10.6 and newer
- Linux - chromeOS

Mobile OS Native App Support

- iOS 5 and newer
- Android 2.3 and newer (coming soon!)

Computer Speed and Processor

- Use a computer 5 years old or newer when possible
- 1GB of RAM
- 2GHz processor

Internet Speed

- Along with compatibility and web standards, Canvas has been carefully crafted to accommodate low bandwidth environments.
- Minimum of 512k

Screen Readers

- The latest versions of JAWS and VoiceOver
- Notice*** Canvas recommends a minimum bandwidth of 512K which is basic DSL. Dial up internet access is longer a viable option for online learners.

Which browsers does Canvas support?

Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, & Android or any other device with a modern web browser.

If you are interested in **minimums** here they are:

- **Internet Explorer 8**
- **Chrome 19**
- **Safari 5**
- **Firefox 12**
- **Flash 9** (if you want to use the audio/video recording or viewing feature, the Chat feature or upload files)

But rather than focusing on minimums, we highly recommend updating to the **newest version** of whatever browser you are using as well as the most up to date Flash plug-in.

Other Notes:

Flash is required in several places in Canvas: media recording/streaming and viewing, chat, and uploading files to a course or an assignment. Other than these features, Flash is not required to use most areas of Canvas.

The Java plug-in is required for screen sharing in Conferences. Otherwise, there are no other browser plug-ins used by Canvas.

The Canvas UI was optimized for desktop displays, small form factors such as phones may not be as pleasant to use Canvas with. We recommend trying out our Mobile App (instructure.com/mobileLinks to an external site.) if you are on an iPhone or have an iPad.

There are only 2 hard requirements:

You have to have JavaScript enabled in your browser.

No IE 6 or 7, they're just too old to be able to do the interactive things Canvas does