



Student Handbook 2024

The Institute of International Studies (TIIS) Pty Ltd trading as
The Institute of International Studies (TIIS)

ABN: 37 605 540 547 CRICOS Provider Code: 03705J, Provider No: PRV14085

Sydney Campus: Level 4, 22 Market St, Sydney, NSW 2000
Melbourne Campus: Level 1, 112 Newquay Promenade, Docklands, VIC 3008
Tel: (+61 2) 8098 0702, email: info@tiis.edu.au

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Welcome Message

Welcome to The Institute of International Studies (TIIS), a registered institution of higher education (Provider No: PRV14085, CRICOS Provider No: 03705J).

The programs offered at TIIS have been developed in response to the growing demand for professionally trained accounting business and IT professionals. They are designed to provide the skills and attributes that are needed to either start or further the career prospects of both international and domestic students.

TIIS takes great care to ensure that the learning will be a productive, fulfilling and a rewarding experience. TIIS will provide students with the assistance and guidance required to maximize the benefits of learning at TIIS.

Our academic staff are professionally qualified, experienced and passionate about their profession – a passion they will share with students.

I trust that students will enjoy their learning journey with TIIS.

Sincerely,

Anand Karuppiah

Chief Executive Officer

PART 1. About The Institute of International Studies (TIIS)

Introduction

The purpose of the Student Handbook is to assist you with your studies and student life while enrolled at TIIS. It is important that you read and understand the content and its implications.

The Handbook outlines the policies and procedures governing the professional operation of TIIS. Students are expected to comply with the rules and policies of TIIS as published in this Handbook and online at the Institute's website: [TIIS – The Institute of International Studies](#)

Each new student will be required to attend an Orientation Program before commencing their studies. During the Orientation session, students will be provided with the opportunity to ask questions and seek clarification on any matters related to their studies at TIIS.

It should be noted that student-related policies change from time to time. Changes will always be reflected in the on-line version of this Handbook and elsewhere on the TIIS website. In the event of a dispute, the on-line version will always be considered the definitive source.

TIIS Vision, Mission and Value

Vision

TIIS is committed to provide quality higher education programs to prepare TIIS graduates For Today and For Tomorrow.

Mission Statement

The Mission of TIIS is to produce high quality, professionally oriented and work-ready graduates. TIIS will foster a culture of quality and excellence in:

- learning and teaching,
- staff development,
- student services, and
- administration.

Our Core Values

TIIS is committed to:

- Quality education focusing on social and cultural inclusion
- Respecting and fostering diversity
- Ethical and sustainable practices
- Rigorous standards of scholarship
- Work-focused outcomes
- Innovation and flexibility in its approach to teaching and learning

TIIS Campuses

The Institute of International Studies (TIIS) Pty Ltd currently has two campuses, both located in the CBD of Sydney and Melbourne:

Sydney

Level 4, 22 Market St, Sydney, NSW 2000

Melbourne

Level 1, 112 Newquay Promenade, Docklands, VIC 3008

Main Contacts

Please note that the student service officer at TIIS has been designated as the official point of contact for overseas students. TIIS ensures that the designated officer must have access to up-to-date details of the TIIS support services. TIIS CEO is available via email and phone in case of emergency. If the phone is not answered, please leave a message and it will be responded to in the next working day.

Phone: +61 2 8098 0702

Email: info@tiis.edu.au

Website: www.tiis.edu.au

Marketing: marketing@tiis.edu.au

IT Support: itsupport@tiis.edu.au

PART 2. STUDYING AT TIIS

Overview

The Institute of International Studies (TIIS) upholds the principle that all applicants to a TIIS course are treated fairly and equitably. Applicants are accepted only if their attributes/history suggest they have a reasonable likelihood of success in completing the program for which they are seeking entry. TIIS will have open, fair, clear, and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Students will be selected on merit based on the published criteria. TIIS will ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Courses Offered

TIIS offers the following accredited and nationally recognized qualifications:

Undergraduate:

- Bachelor of Information Technology
- Bachelor of Business

Postgraduate:

- Graduate Certificate in Business Administration
- Master of Business Administration
- Graduate Certificate in Professional Accounting
- Master of Professional Accounting
- Master of Professional Accounting Advanced
- Master of Cyber Security

The detail information about the TIIS courses can be found: [Discover More – TIIS](#)

Student Selection and Admission Policy

As a Higher Education Provider and in accordance with the Higher Education Support Act 2003 TIIS will have open, fair, and transparent procedures that are based on merit for making decisions about the:

- Selection, from among applicants who seek to enrol with TIIS in a subject; and
- Treatment of students undertaking a subject.

The above undertakings do not prevent TIIS from taking into consideration educational disadvantages of a particular student.

TIIS Entry Requirements

TIIS has the following entry requirements:

- General Entry Requirements
- General Entry Requirements Undergraduate Programs
- Additional Entry Requirements
- Special/Alternative Admission Arrangements

Details about the above entry requirements can be found on the TIIS website at: [Criteria – TIIS](#)

English Proficiency

International students whose first language is not English must demonstrate competency in the English language. English proficiency can be demonstrated by providing evidence of an International English Language Testing System (IELTS) overall test result (or equivalent alternative test result – such as TOEFL (Test of English as a Foreign Language) or PTE (Pearson Tests of English) – as defined by regulation) that meets the specified level of English proficiency required for the course.

Typically, entry to a:

- Master’s degree course requires an IELTS average of 6.5 or above, with no band below 6.0
- Graduate Certificate requires an IELTS average of 6.0 or above, with no band below 6.0
- Undergraduate degree requires an IELTS average of 6.0 or above, with no band below 5.5

More information can be found here [Criteria – TIIS](#)

Application Process

1. Obtain Course Information

Potential students are advised to visit the Institute’s website at [Discover More – TIIS](#) - the site contains the most up-to-date information available. At this site, students will find all the information they need to ensure they enrol in the right course of study.

2. Gather Documentation

Begin your journey by gathering all the necessary documents as per TIIS entry requirements /including: a certified copy of a passport; a certified copy of previous qualifications (including academic transcripts); most recent Resume (within 6 months); original scanned copy of evidence of English proficiency test (must be within 12 months); other documents that might support your application, e.g.: financial sponsor letter, bank letter, pay slips, any previous visa refusal letter (if applicable)/

3. Application Submission

Complete our application forms (Student Application Form, GTE Form) and send them to TIIS via email to info@tiis.edu.au. The most recent version of the forms can be found at [Forms – TIIS](#)

4. Approval Process

If you meet our requirements, TIIS will issue a Letter of Offer.

Upon receipt of the Letter of Offer, applicants will need to carefully read the terms and conditions. Only when the applicant fully understands and agrees with the terms and conditions of the enrolment, should they sign the agreement as attached to the Letter of Offer and pay the tuition fee (as outlined in the Fees and Charges Schedule).

5. Fee Payment

Secure your place by paying your tuition fees. Upon payment, you'll receive a Confirmation of Enrolment (COE).

Please note that acceptance of the offer serves as a binding contract between TIIS and the prospective student.

Consider Applying for Credit Transfer and/or Credit for Prior Learning (CPL):

Credit for Prior Learning (CPL) is an assessment process through which the skills, knowledge and experience that students already have may count towards the achievement of a qualification. If successful, a student will receive credit for that subject. For further information, See Credit for Prior Learning Policy and Procedure.

TIIS Qualifications

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed within 21 days from the course completion.

Competencies to be achieved during training are detailed in the TIIS brochure.

Student Visa Requirements

According to the Department of Immigration and Citizenship, to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on DIAC Internet site on <http://www.immi.gov.au>

Overseas Student Health Cover

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing OSHC at [Overseas Student Health Cover \(OSHC\) fact sheet | Australian Government Department of Health and Aged Care](#)

Full Time Study

International students are required studying at a full-time study load. The only reason why you may undertake a reduced study load is because you need to undertake a part-time enrolment to complete a course of study where you need to repeat one or more failed units for the first time.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once. Students in this situation will be guided by their course coordinator on what alternative subjects may be available or which subjects they can undertake from later years to ensure they have a 100% full time study load. Please be aware that if your attendance drops below 80% over any 2-week period TIIS is required to review your involvement, counsel you and, if poor attendance persists, report you to DIAC. The report may put you in breach of your visa conditions.

Satisfactory Progress

Students who do not have satisfactory academic progress will be reported to DIAC. As a general rule more than one failure in a unit or failure in more than two units in any semester will trigger a review of academic progress by TIIS. If at the end of the review TIIS is not satisfied with academic progress of a student the student will be reported to DIAC, which may result in a breach of visa conditions.

Student Support Services

The following support services are available and accessible to all TIIS students. TIIS will provide students with contact details of professionals to refer matters to that require further follow-up

action. Any referrals made by TIIS are at no cost to the student, but where an external service is used, fees and charges may apply to the student.

Support Information Provided in the Orientation Program

A compulsory orientation program is provided for all new students arriving on campus at the beginning of their course. The following information provides students with guidance for various support services:

- Academic Matters by Dean/Program Coordinator
- Introduction to TIIS Learning Center and Support at Learning Center by Librarian
- Introduction to TIIS Moodle-Learning Platform
- Introduction to Intro to TIIS Resources and IT facilities by IT Manager
- Introduction to TIIS Workplace Safety and Health Policy and Procedure by TIIS WHS representative
- TIIS Student Support Services by TIIS Student Services Team Leader
- Student Life at TIIS
- Compulsory Forms to be completed

Counselling Services

There are many issues that may affect a student's social or personal life. TIIS Student Support Officers can provide general advice and refer to internal sections of TIIS in a range of issues including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be of concern. If the Student Support Officer feels further support may be required, a referral to program coordinators or the Dean or the CEO will be organized.

TIIS has engaged in a counselling service for students in need of professional counselling support. The Student Counselor of TIIS is available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Student Counsellor who may refer them to an appropriate external service. The Student Counselor is responsible for ensuring students have access to the services they need to help them live and study in Sydney and Melbourne. If you are unsure who to approach about your problem, please feel free to see our Student Counselor who can give you guidance and support. The Student Counselor can help you with issues such as the following:

- Accommodation - help with finding a homestay, apartment or shared-house
- Career Support Workshops – help finding work in Sydney
- Confidential, free counselling for personal problems and referrals to outside services such as Alcohol and Drug Information Services, Lifecare, Credit Help Line etc.
- English language difficulties
- Assistance with the Grievance and Appeals process.

Should you need such services, contact the Student Counselor for an appointment or speak to the Student Services at 02 8098 0702.

For further information and services to help international students to stay physically, mentally and emotionally healthy, please refer to <https://www.studyaustralia.gov.au/english/visas-travel-and-covid-19/study-in-australia-student-support/health-and-wellbeing/health>

In the event of an acute personal crisis, 24 hrs a day, 7 days per week assistance can be obtained from community support agencies such as Reachout and Lifeline. For more details you can visit their websites at:

- <https://au.reachout.com> Tel: 02 8029 7777
- <https://lifeline.org.au> Tel: 13 11 14

Academic Support

TIIS monitors students' academic progress closely. Students are encouraged to seek assistance whenever required during their enrolment at TIIS. TIIS offers individual academic support to students in addition to their regular scheduled sessions when it is identified that students are not making academic progress or at the request of students.

To assist students with their studies and assessments, academic workshops or one-on-one support are available in the following format:

- Individual academic counselling
- Regular academic support workshops to improve study and assessment skills
- Additional tutorials upon request
- Peer support groups

The Learning Centre is the Institute's hub for academic assistance. Students can book appointment for one-on-one support with the learning support officer at learningcentre@tiis.edu.au

Contact your lecturer, academic support officer or the academic mentor for further information about the academic support that is available to students at TIIS.

Social Programs

TIIS organises social events throughout the year to provide opportunities for all students to mingle and socialise. These events include the followings:

- Lunch with the CEO/Dean

- Excursion and sightseeing events
- TIIS Sporting events
- Christmas parties
- Cultural festivals.

Personal Safety Services

Safety is the top priority for all members of TIIS community, including our international students. TIIS treats all Work, Health, and Safety (WHS) matters seriously and has a WHS policy to ensure the safety of TIIS staff and students on campus. A designated WHS officer is available at TIIS to deal with personal safety and health issues on campus.

Students are encouraged to exercise common sense at all times. On campus, please refer to TIIS Campus Safety and Security and Emergency Procedures.

While Australia is generally safe and welcoming, it is essential to know what to do in case of emergencies or unforeseen circumstances when off-campus.

The NSW Police Force has produced a safety video specifically for students studying in NSW. We encourage you to watch the video as it covers a range of topics and tips on how to stay safe and get help if needed.

Enjoy living in Australia and stay safe!

Financial Assistance/Support

Students must make tuition fee payment according to payment schedule as listed in the letter of offer signed between the student and TIIS. The tuition fee payment might present some students with extreme hardship due to unforeseeable reasons or exceptional circumstances such as a pandemic. Where genuine hardship exists, a student may seek financial support from TIIS.

A student is required to apply TIIS financial support via the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting the application, for example:

- Financial hardship: bank statements which indicate financial status
- Medical grounds: medical certificates stating nature of condition, duration
- Exceptional circumstances beyond the control of the student etc.

TIIS might be able to provide tuition fee deferral, special scholarship, tuition fee instalments etc. Please note that financial support is very limited as TIIS relies on tuition fees to sustain its

operation. Students are encouraged to access the services provided by charity organizations or government agencies if available.

Employment Assistance

TIIS keeps in close contact with local businesses and industry groups to identify suitable internship and/or employment opportunities for students.

Throughout your course TIIS staff will assist the students to gain employment by providing self-development activities such as writing effective resumes, interview preparation and the like. Notices of such a service are available from TIIS Learning Center Notice Board.

English Language Support

A learning needs analysis survey is collected at the Orientation Day to identify students who might need English language support. TIIS will allocate a qualified ELICOS Trainer to attend 1-hour English support lesson to TIIS Students on demand basis. TIIS will provide a list of students in need of English language support to a ELICOS College who will enroll the students in its relevant English for Academic Purpose Program for at least 2 hours a week for a duration nominated by TIIS. And TIIS will cover the relevant costs.

Students Engagement Activities

TIIS Students will be invited to for a meeting with the CEO/Dean at scheduled meetings to ensure your learning needs are addressed at appropriate levels.

TIIS Students are invited to complete the following surveys to ensure that your feedback is heard and acted upon:

- TIIS Learning Needs Survey
- Unit Feedback at the end of each study period
- Lecturer Feedback at the end of each study period
- Feedback on TIIS Learning Experience
- Feedback on your education agents
- Students Exit Survey

TIIS has a Student Ambassador Program and nominated student ambassadors have a pivotal role in shaping the TIIS community and the student experience. Find out more about [Student Ambassador Program – TIIS](#)

TIIS also invites students to participate in the TIIS Mentoring/Peer Support Programs.

PART 3. LIVING IN AUSTRALIA

Study in Australia

Information about Australian education, living in Australia including estimated cost of living, visa, and travel etc.

For information about studying in Australia, please refer to Study Australia, the Australian Government's official resources for international students [Study Australia | Study Australia](#)

Study Australia provides you with all necessary information about Australian education and living in Australia.

Health and Wellbeing

For information and services to help international students to stay physically, mentally, and emotionally healthy, please refer to Health and wellbeing | Study Australia

TIIS has an up-to-date list of medical professionals who are within easy access of the campus. Any student with medical concerns should inform the Student Support Officer, who will assist them in finding appropriate medical assistance. Alternatively, you can Google search for medical centres close to TIIS or near your accommodation.

Note: It is mandatory/compulsory for international students to have a valid overseas student health cover/insurance for the period of their visa. Medical costs in Sydney can be very expensive and from our experience it is economical for students to have overseas health cover to bear this cost in case of medical emergency. If you need more information regarding overseas health cover, please do not hesitate to contact the Student Services Officer who can refer you to your OSHC provider. Alternatively, you can visit following websites: <https://www.studyaustralia.gov.au/news/oshc-provider-contact-list>

Working in Australia

Getting a job in Australia can be exciting – it's a great way to learn about Australia, meet people and make some money while you study. While every workplace is different, remember, international students have the same workplace rights as all other workers in Australia.

When you start a new job there's a lot to learn. The Fair Work Ombudsman (FWO) has some great information including handy facts to help you understand your rights at work. Watch a few short videos busting some common work myths and read on to find out more at: [FairWorkGovAu - YouTube](#)

For more information on your rights in the workplace please visit the [Welcome to the Fair Work Ombudsman website](#)

Job search websites:

- Seek - [SEEK - Australia's no. 1 jobs, employment, career and recruitment site](#)
- CareerOne - [Job Search - Find Your Next Career Opportunity | CareerOne](#)
- Indeed - [Job Search | Indeed](#)
- Check also dedicated Facebook Pages and Groups

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa. Immigration laws allow students to work for a limited number of hours, currently **48 hours per fortnight**. However, work is not easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study. For more information on working with student visa, please visit the following website www.immi.gov.au

Dependents

Dependents of persons holding a student visa are required to pay full fees in any school, college, or university that they enrol in whilst in Australia.

Useful Phone Numbers

Phone numbers for organizations in Australia that students may find useful are as follows:

TIIS Office Phone	61 2 8098 0702
Emergency after hour contact with – TIIS CEO	0 419 270 566
Department of Immigration and Border Protection (DIBP)	13 1232
Health Services Australia (Medical Examination)	02 8396 0600
Public Transport Information Line (Timetables, routes etc.)	13 15 00
Telstra Telephone Directory Service	12 23
Telstra International Directory Service	12 25
Lifeline Counselling Service (Telephone Counselling)	13 11 14

Translating and Interpreting Service (24 hours)	13 14 50
Domestic Violence Line (24 hours)	1800 656 463
Centre-link Multilingual Contact Centre	13 12 02
Australian Taxation Office (ATO)	13 28 61

PART 4 TIIS POLICIES

Unique Student Identifier (USI) Policy and Procedure

TIIS is required to collect and report your students' Unique Student Identifier (USI) numbers to prepare for the implementation of USI requirements commencing from 01 January 2023.

TIIS will require a USI from all students in order to graduate and receive their award at TIIS. This includes:

1. all students who started before and after 2021
2. all Australian domestic students
3. all onshore international students

TIIS asks that all continuing students at TIIS to get their USI as soon as possible.

- TIIS ensures that it will not include the Student's USI on either the qualification or statement of attainment. This requirement is specified within the Student Identifiers Act 2014.
- TIIS ensures that any USI provided to TIIS by a student must be verified with the USI Registrar.
- Student Identifier details and all related documentation under the control of TIIS will be kept secure.
- TIIS ensures that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption described in Clause 3.6 (b) of the Standards for RTOs 2015 applies, TIIS will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated transcript prepared by TIIS.
- TIIS ensures that it maintains the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

The USI data access guidelines under the Student Identifiers Act 2014 are available from USI website [About us | Unique Student Identifier \(usi.gov.au\)](https://www.usi.gov.au/About-us)

TIIS Policies

All TIIS Policies can be found on the TIIS website.

Fees & Refunds

[TIIS Fees & Charges Policy](#)

[TIIS Refund Policy](#)

Management Policies

[TIIS WHS Policy and Procedure](#)

[TIIS Safety & Security Policy](#)

[TIIS Sexual Assault and Harassment Policy](#)

[TIIS Critical Incident Management Policy](#)

[Privacy & Personal Information Policy](#)

[International Students Transfer Policy](#)

[Student Grievance Handling Policy](#)

[Student Code of Conduct and Disciplinary Procedures](#)

[Completion within the Expected Duration Policy](#)

[Deferment, Suspension or Cancellation of Enrolment \(International\)](#)

[TIIS Education Agent Policy and Procedure](#)

Academic Policies

[Academic Freedom, Integrity, & Free Intellectual Enquiry](#)

[Credit for Prior Learning \(CPL\)](#)

[Graduation and Awards](#)

[Student Academic Integrity and Honesty](#)

[Student Assessment Policy](#)

[Student Consultation Policy](#)

[Student Progression and Exclusion Policy](#)

[Student Selection and Admissions Policy](#)

Legislative Requirements

As an accredited provider of higher education in Australia, TIS operates within the following legislative framework.

Higher Education Standards Framework (Threshold Standards) 2021

As an accredited provider of higher education, TIS must meet and continue to meet the requirements of the new HES Framework. Higher Education Standards Framework (Threshold Standards) 2021. Detailed information is available at [Higher Education Standards Framework \(Threshold Standards\) 2021 | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](https://www.teqsa.gov.au/higher-education-standards-framework-threshold-standards-2021)

National Code of Practice for Providers of Education and Training to Overseas Students 2018

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training, and research.

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students: [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(internationaleducation.gov.au\)](https://www.internationaleducation.gov.au/national-code-of-practice-for-providers-of-education-and-training-to-overseas-students-2018)

Copyright Act 1968 and Copyright Amendment (Digital Agenda) Act 2000

Students must comply with licenses for the use of intellectual property, including software. All software loaded on college computers or provided by the Institute is licensed and this software cannot be copied unless permitted by the license. If you need further information about your copyright obligations please contact Student Services or see the Australian Copyright Council website. This act applies to:

- Hardcopy and web/digital material
- For study and research purposes you are allowed to copy up to 10% or one chapter of a book or one article per issue of a journal
- copyright royalty payments apply for the reproduction above this rule
- no permission to copy software unless permitted by the license
- <http://www.copyright.org.au/>
- <http://www.comlaw.gov.au/Series/C2004A07378>
- <http://www.comlaw.gov.au/Details/C2004C01235>

Access and Equity

TIS integrates and applies equal opportunity and affirmative action principles in all its operations and is committed to providing a learning environment where all students are given equal

opportunity to achieve their learning goals that is free from any form of harassment or discrimination.

It is important that if a student has any disability or impairment, whether it is temporary or permanent, that may inhibit their ability to access or participate in learning programs, that they advise an SIIT staff member. SIIT will then provide learning and assessment strategies that are appropriate for these students so that they have similar opportunities as other students to participate and successfully complete their course of study.

Following legislation applies:

- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination and Other Human Rights Legislation Amendment Bill 2009
- Disability Discrimination Regulations 1996

Equal Employment Opportunity Act 1987

Discrimination occurs if an employee is treated less favorably on the basis of a prohibited ground of discrimination (sex, age, race, etc.). This is direct discrimination.

Indirect discrimination occurs where there is a requirement for all but it impacts on certain groups (such as people of a certain gender) and is not reasonable in the circumstances. [Federal Register of Legislation - Equal Employment Opportunity \(Commonwealth Authorities\) Act 1987](#)

Anti-Discrimination

An essential part of providing equal opportunity to students is to have a learning environment that is free from any form of discrimination or harassment.

Australia has legislation which makes it unlawful to discriminate against a person based on race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer's responsibility, pregnancy, religion, political opinion, or social origin.

Racial Discrimination Act 1975

Racial discrimination occurs when someone is treated less fairly than someone else because of their race, colour, descent or national or ethnic origin.

Racial discrimination can also occur when a policy or rule appears to treat everyone in the same way but actually has an unfair effect on more people of a particular race, colour, descent or national or ethnic origin.

Age Discrimination Act 2004

Aims to eliminate, as far as possible, discrimination against persons on the grounds of age in the areas of work, education, access to premises etc.

Aims to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older. [Federal Register of Legislation - Age Discrimination Act 2004](#)

Harassment

Australia has legislation which makes it unlawful to harass another person and this law applies to behaviour within TIS premises. Harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated, and usually (but not always) repeated. It covers a wide range of behaviours ranging from subtle intimidation to more obvious aggressive tactics.

Consistent with the principles of access and equity, students have rights to be:

- Treated with respect, fairness and without discrimination.
- Free from all forms of intimidation or harassment.
- Learn in a supportive environment without interference from others.

Students also have a responsibility to ensure their behaviour allows the rights of other students and staff to be respected.

Sexual Harassment

It is the responsibility of all students and staff to contribute to a learning environment that is free from sexual harassment.

Examples of sexual harassment may include but is not restricted to the following:

- Distribution or display of offensive pictures or written material.
- Repeated unwelcome requests for social outings or dates.
- Offensive comments about a person's appearance, dress or private life.
- Unsolicited comments, messages, or telephone calls of a sexual nature.
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

The Commonwealth Sex Discrimination Act 1984 makes it unlawful to engage in any form of sexual harassment. Disciplinary action will be taken against anyone found to have committed sexual harassment.

Sex Discrimination Act 1984

- prohibits discrimination on the basis of sex, marital status, pregnancy, or potential pregnancy in a range of areas of public life and this includes work and education.
- eliminate sexual harassment.

- create recognition and acceptance of the principle of the equality of men and women.

[Federal Register of Legislation - Sex Discrimination Act 1984](#)

Privacy Act 1988 / Privacy Amendment Act 2004

The Privacy Act 1988 (Privacy Act) was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies and organisations with an annual turnover of more than \$3 million, and some other organisations, handle personal information. [The Privacy Act | OAIC](#)

The Privacy Act includes 13 Australian Privacy Principles (APPs), which apply to some private sector organisations, as well as most Australian Government agencies. These are collectively referred to as 'APP entities'.

Victimisation

TIIS is committed to protecting students and staff from any threatening behavior that arises as a result of a person exercising their right to complain about possible behavior that is discriminatory or harassing. Victimisation is threatening or harassing a person because they:

- Have made a complaint or intend to make a complaint.
- Are acting as a witness or intend to act as a witness.
- Are supporting a victim or intend to support a victim.

Note: Any incident that may involve victimisation must be reported to the CEO as soon as possible.

Work Health and Safety Act 2011

WHS is designed to protect the health, safety and welfare of all at work, including all staff, students and visitors.

All staff and students have a duty to take care for their own health and safety and that of others.

[Federal Register of Legislation - Work Health and Safety Act 2011](#)

Reporting Incidents of Discrimination, Harassment, Sexual Harassment, and Victimisation

Discrimination, harassment sexual harassment or victimisation will not be tolerated at TIIS. If you wish to make a complaint about any of these behaviors, please contact TIIS CEO as soon as possible. Any complaint of discrimination, harassment, sexual harassment or victimisation will be treated seriously and investigated promptly, discreetly, confidentially and impartially. It is not essential for the complaint to be in writing.

If an investigation verifies the allegation, TIIS will view the matter seriously and will take appropriate action. This may include counseling or disciplinary action.

If the complainant is dissatisfied with the action taken, he/she is entitled to use TIIS's Grievance Handling Policy and Procedure processes.

Fair Work Act 2009 (Fair Work Act)

The Fair Work Commission is Australia's national workplace relations tribunal. It was established by the Fair Work Act 2009 (Fair Work Act) and is responsible for administering the provisions of the Fair Work Act.

The Commission's powers and functions include:

- dealing with unfair dismissal claims
- dealing with anti-bullying claims
- dealing with general protections and unlawful termination claims
- setting the national minimum wage and minimum wages in modern awards
- making, reviewing, and varying modern awards
- assisting the bargaining process for enterprise agreements
- approving, varying, and terminating enterprise agreements
- making orders to stop or suspend industrial action
- dealing with disputes brought to the Commission under the dispute resolution procedures of modern awards and enterprise agreements
- determining applications for right of entry permits
- promoting cooperative and productive workplace relations and preventing disputes.

Fair Work Ombudsman has prepared a Fact Sheet for International Students. And This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au

Informing students and staff of any changes to legislative and regulatory requirements that affect the services delivered.

TIIS will try to keep students and staff informed about any changes to legislative and regulatory requirements via the following means:

- publishing updates on legislation on students learning platform
- sending regular newsletters to staff and students
- publishing online information about relevant changes via news updates on its website.

Emergency Procedures

FACTS YOU SHOULD KNOW:

***Exit stairs within the building *Fire alarm locations *Your Floor Wardens' name.**

EMERGENCY: DIAL 000 FOR FIRE BRIGADE, AMBULANCE, POLICE

EMERGENCY PROCEDURES	
Level 4, 22 Market St, Sydney, NSW 2000 Level 1, 112 Newquay Promenade, Docklands, VIC 3008	
FIRE	MEDICAL
IF YOU DISCOVER A FIRE ON YOUR FLOOR <ol style="list-style-type: none">1. Warn anyone in immediate danger2. Advise the Floor warden or other Wardens3. If trained and if safe attempt to extinguish the fire4. If not safe, or if directed evacuate via the closest safe exit. Closing doors behind you5. If safe secure important documents, etc6. Obey the instructions of your wardens	IF A MEDICAL EMERGENCY ARISES IN YOUR PREMISES <ol style="list-style-type: none">1. Check for danger to yourself, casualty and by standers2. Advise your first aiders3. Call ambulance if required, dial 0004. Advise ambulance of access5. Notify your floor warden6. Assist as best you can
BOMB THREAT	
IF YOU RECEIVE A BOMB THREAT <ol style="list-style-type: none">1. Notify the Police2. Tell your Floor Warden – but do not create panic by telling other personnel3. Your Floor Warden will take any further action that is required	IF A SUSPICIOUS OBJECT IS FOUND <ol style="list-style-type: none">1. Do not touch it – clear the area2. Advise your Floor Warden immediately3. Prevent other personnel from going into the area near the object4. Your Floor Warden will advise you of any further action you should take
EVACUATION PROCEDURES	

1. In the event of an evacuation please follow the instructions of the Floor Wardens
 - Leave the building via the nearest fire exit;
 - **Do not use lifts/elevators;**
 - Provide assistance where required;
 - Proceed to the assembly area;
 - Follow instruction from emergency authorities and building security personnel; and
 - **Do not return** to the build until the all clear is given.
2. If you are facilitating a learning and assessment program, evacuate after all participants have left the room. Take the participant attendance sheet with you.

Let the Fire Warden know:

- The nature of the problem (e.g. fire, medical, emergency, assault)
- The location of the emergency, and your name & telephone ext. you are calling from.

Student Handbook (Acknowledgement Form)

This form must be signed and returned to TIIS following Orientation Session and before course commencement.

Declaration:

I have read and understand the materials contained within the TIIS Student Handbook (October 2021). I acknowledge that this, and the most up to date information, is available to me through the TIIS website and related course documents.

Name (print) _____

Signature: _____

Date ___ / ___ / ___

Disclaimer

As an accredited higher Education Provider, TIIS does not:

- Claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider.
- Guarantee a successful education assessment outcome for the student or intending student.

This Student Handbook is the property of The Institute of International Studies (TIIS) Pty Ltd. This handbook is provided for guidance ONLY, while every effort is made to provide accurate, legal, and complete information to students.

The Student Handbook is accurate and correct at time of publication. TIIS endeavours to ensure that this brochure is updated in time of change. For accurate and updated information, please contact +61 2 8098 0702 or email at info@tiis.edu.au