



CORNELL
INSTITUTE OF BUSINESS & TECHNOLOGY

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International Student Handbook

2010

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Welcome

The Management and staff of Cornell Institute of Business & Technology (CIBT) extend a warm welcome to you.

Cornell Institute of Business & Technology is committed to high standards in the provision of vocational education and training and other Student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

Cornell Institute of Business & Technology ensures that you receive the opportunity to fulfill your personal potential during your training, and every endeavor is made by staff to accommodate your individual needs.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about Cornell Institute of Business & Technology policies and procedures you may have to refer to during the course of your study.

We sincerely hope your time at Cornell Institute of Business & Technology is a memorable and productive learning experience.

Victor Congerton
Principal

Cornell Institute of Business & Technology Contact Details

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Ground Floor, Level 1 & 2,
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Sydney NSW 2010

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Code of Ethics

1. Cornell Institute of Business & Technology shall at all time act with integrity in dealings with all students and members of the community.
2. Cornell Institute of Business & Technology shall adopt policies and practices to ensure that the vocational education and training programs offered are in accordance with:
 - (a) NSW Vocational Education and Training Accreditation Board (VETAB), Australian Quality Training Framework (AQTF) and Education Services for Overseas Students (ESOS) Act 2000
Students can use this link to know more about ESOS legislation:
<http://aei.gov.au/AEI/ESOS/ESOSLegislation/Default.htm>
 - (b) Commonwealth/State legislative and regulatory requirements.
3. Cornell Institute of Business & Technology will ensure:
 - (a) the provision of adequate facilities in which to conduct training programs
 - (b) the employment of qualified staff and maintenance of staff training are sufficient to deliver programs on an ongoing basis
 - (c) the accuracy of any marketing and promotional advertising material
 - (d) compliance with an acceptable refund policy
 - (e) compliance with current Occupational Health & Safety and Duty of Care requirements
 - (f) the maintenance of adequate records and security of all current and archival records
 - (g) Student access to their records upon request
 - (h) the maintenance and continual improvement of a Quality Assurance System
5. Cornell Institute of Business & Technology undertakes to maintain quality training and uphold the highest ethical standards.

6. Cornell Institute of Business & Technology undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with these codes of ethics.
7. Cornell Institute of Business & Technology shall refrain from associating with any enterprise which could be regarded as acting in breach of these codes of ethics.

Student Policies and Procedures

Educational Standards

Cornell Institute of Business & Technology's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. Cornell Institute of Business & Technology is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials. CIBT recognises accredited qualifications obtained from other Registered Training Organizations (RTO) in Australia.

Change of Enrolment

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and Student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment and according to the Refund Policy.

Cancellation and Refund Policy

All Student requests for refunds must be submitted in writing. The Cornell Institute of Business & Technology refund policy is identified and described in the enrolment and registration form and can be sighted on the college website, as well.

Protection of Fees in Advance

The College is a member of the ESOS Assurance Fund that is administered by Pricewaterhouse Coopers. This Fund was established under the ESOS Act 2000 to protect the interests of overseas students. More information can be obtained from [ESOS framework](#) available electronically by DEEWR.

The College is also a member of a Tuition Assurance Scheme (TAS) in which associated colleges support the students should any member of the TAS fail.

Student Induction and Orientation

A Student Induction and Orientation Day and class registration is conducted for all new students prior to course commencement. The Induction and Orientation is conducted on the Tuesday before the start of each term from 9.00 am to about 11.30 am at Cornell Institute of Business & Technology Campus.

It is essential for the students to attend this session to understand Cornell Institute of Business & Technology's academic system and familiarise themselves with the facilities. Students must bring with them a passport size photo in order to produce their Student ID card.

At Induction and Orientation, all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required.

At the end of the Induction, students will be asked to sign a declaration that acknowledges that they understand and agree the policies and procedures of Cornell Institute of Business & Technology explained in the International Student Handbook 2009.

Flexible Delivery

Cornell Institute of Business & Technology recognises the principles of flexible delivery within the regulations and conditions governing your student visa that are imposed by the Department of Immigration and Citizenship (DIAC). Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives include self-paced learning, computer-assisted learning, flexible timetabling, face-to-face lectures/tutorials and individualised learning.

Student Privacy

Cornell Institute of Business & Technology recognises Students' right to privacy. Cornell Institute of Business & Technology's Privacy Policy identifies how we handle information about you as a learner in this Institute. We collect and store your enrolment details and your progress reports. When State or Commonwealth Government agencies require general data on student enrolments, we are obliged to submit your enrolment details for statistical purposes.

We do not identify personal information you have provided us with. The information we collect from you is protected and all personal Student files will only contain information pertinent to the Student's training program. The confidentiality of all personal information in our records will be protected under the National Privacy Principles outlined in Privacy Act 1988 (Cth)

Drugs and Alcohol

Cornell Institute of Business & Technology is a drug and alcohol free environment. To ensure the integrity of the Cornell Institute of Business & Technology, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any Student on the Cornell Institute of Business & Technology premises is strictly forbidden at all times. Any Student who becomes affected by the use of substances whilst attending training is breaching a major violation of Cornell Institute of Business & Technology policy and guidelines and is subject to severe disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances.

Student Health

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness (e.g. colds, flu and viral infections), which could affect others, should not come to the Cornell Institute of Business & Technology until fully recovered.

Students unable to attend the Cornell Institute of Business & Technology due to illness must advise the Administration Officer immediately. A medical certificate will be required if students are absent for medical reason.

Overseas Student Health Cover (OSHC)

If you hold student visa you are required to have health insurance that will cover you and your family during your stay in Australia. Health care costs in Australia are expensive. Hospital charges and doctor fees for just a few days can reach thousands of dollars. As an overseas student, you may not be entitled to Medicare, Australian Government Health Care Scheme which provides benefits for the cost of medical treatment for Australian permanent residence and citizens. If you are new in Australia as an overseas student, you may have already paid for your insurance. If not, it is strongly advisable that you join an insurance provider as soon as possible.

Occupational Health and Safety

Cornell Institute of Business & Technology is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Cornell Institute of Business & Technology is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the NSW Occupational Health and Safety Act and Regulations.

It is important that students report ANY injury immediately. A Workplace Injury Report Form is available at Reception. If students have any concerns or notice a condition or practice that seems unsafe, they should bring it to the attention of their trainers.

Access and Equity

Cornell Institute of Business & Technology is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act 1977 and Disability Discrimination Act 1992.

In the event of a situation that is considered by either staff or students to be in violation of Cornell Institute of Business & Technology's Access and Equity Policy, staff and students are required to report the situation to Management. Complaint and Appeal Forms are available at Reception. Please fill the form in and the Receptionist will ensure that it is given to the correct person.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

Student Harassment Policy

Cornell Institute of Business & Technology will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying on the ground of sex, race, nationality, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a Student's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of Student work

Examples of bullying may include:

- ◆ A person using strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of students' work performance
- ◆ Student violence, both physical and threatened, against teachers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of the student filing a report and the individual under investigation shall be respected at all times, consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Cornell Institute of Business & Technology expects all students to uphold the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion for students or dismissal for staff.

Access to Student Records

The purpose of this policy is to detail the requirements to be used by Cornell Institute of Business and Technology for the collection, storage and protection all individual students documents to meet training and assessment activity requirements.

Definitions:

Training Records covers all types’ documentation and information relating to training and assessment activities of Cornell Institute of Business and Technology. It includes but is not limited to:

- student enrolment data;
- commencement and completion dates for individuals of all competency units;
- individual student assessment information for each unit of competency;
- information on awards issued (award, date, certificate number);
- individual student participation data (assignments / assessments where practicable, attendance);
- documentation / records of grievances, complaints, appeals; and
- recognition (RPL) process documents (application and results).

Cornell Institute of Business and Technology are committed to maintaining and safeguarding the confidentiality and privacy of all of its individual student’s information. Cornell Institute of Business and

Technology will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Individual student records will be stored (including the daily backup of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.

Student results will be archived for a period of not less than 30 years. Training records will be collected and stored to meet the requirements of external reporting requirements. Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records;
- individuals authorising releases of specific information to third parties in writing;
- our staff that require the information as part of their job role;
- officers from the relevant State Training Authority or their representatives for activities required under the Standards for Registered Training Organisations; and
- legal requirements (e.g. subpoena / search warrants / social service benefits / evidence act).

Student Complaint/Grievance Procedure

The Institute will deal with all complaints and appeals fairly, promptly and confidentially, at no cost to the student. Students have the right to be supported by a person nominated by them at any meetings in the internal complaint or appeal process. Students may make complaints about the quality of training/teaching, student services and amenities, discrimination and harassment, or any other issues that may arise.

A student's enrolment will be maintained whilst an internal complaint or appeal is in progress.

This procedure does not limit students' rights to pursue other legal remedies.

Informal Complaint Process

Any student with a complaint may raise the matter with any staff member of the Institute and try to resolve the issue informally.

Formal Complaint Process

Students who are not satisfied with the outcome of the informal process, or who wish to make a formal complaint, may do so by completing the Complaint/Grievance/Appeal Form (available from Reception) and lodging it at Reception.

Students must lodge formal appeals within 20 working days of receipt of notification of an intention to report them to DEEWR for:

- Deferral of commencement, suspension or cancellation a student enrolment;
- Non-achievement of satisfactory attendance;

- Non-achievement of satisfactory course progress.

The Principal will then try to resolve the complaint with the student and any other parties involved. This process will commence within 10 working days of the lodgement of the complaint, and may take the form of either:

- mediation with the student and any other parties involved, or
- an investigation to determine whether the Institute's policies and procedures have been followed correctly.

The Institute aims to resolve all complaints within 20 working days of the lodgement of the complaint. The Principal will forward a written statement of the Institute's decision and the reasons for it to the student, and place a copy in the student's file. The Institute will implement the decision as quickly as possible.

External Appeal Process

If a student is not satisfied with the outcome of the internal complaints and appeals process, they may access an external appeals process. The external appeals process will consider the Institute has correctly followed its own policies and procedures, not make a decision in place of the Institute.

External appeals will be referred to the Australian Council for Private Education and Training (ACPET). The Institute will pay for any costs. ACPET can be contacted at:

Box Q1076, QVB PO Sydney NSW 1230

Ph: 02 92994555 Fax; 02 92994221

Email: acpet@acpet.edu.au

Web site: www.acpet.edu.au

Following the receipt of the outcome of the external appeal, the Institute will immediately implement the decision and give a written statement of the outcome to the student.

If an appeal is made against the Institute's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, the Institute will maintain the student's enrolment and not report the student until the external appeals process is complete and supports the Institute's decision to report the student.

If an appeal is against the Institute's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, the Institute will notify DEEWR through PRISMS of the change to the student's enrolment once the internal appeals process is complete and supports the Institute's decision.

Student Counselling Services and Support

Cornell Institute of Business & Technology caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage. All students should make an appointment at reception with the Student Services Officer if they wish to ask about any academic or personal counselling services available at Cornell Institute of Business & Technology.

Cornell Institute of Business & Technology provides suitable resources to help students to identify their learning needs and provides staff with the required Student based information for use in designing Student training and assessment strategies. In designing and adapting training and assessment products Cornell Institute of Business & Technology will do its best to ensure they are relevant to industry needs.

Cornell Institute of Business & Technology is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Cornell Institute of Business & Technology provides:

Student vocational counselling to improve and extend training outcomes: Students are advised to make an appointment at reception to see the Student Services Officer in the first instance. They can then make a time to see the Director of Studies. The Director of Studies and trainers, assessors and course coordinators are required to monitor Student progress. Please make an appointment at the Main Reception.

Additional support and services include:

- a. Education and Career Counselling
- b. Assistance when applying for RPL and RCC

Personal Counselling services are available to all students and staff from the Student Services Officer who can then refer you to the Director of Studies or the Principal. This may take the form of advice or referral to external professional services. Personal counselling services must meet the Cornell Institute of Business & Technology's code of practice and confidentiality procedures. Please make an appointment at the Main Reception to see one of the counsellors who can speak your own language. Counselling services include but are not restricted to:

- a. Grievance /conflict resolution
- b. Stress management
- c. Access and equity issues
- d. Student welfare and support
- e. Attendance
- f. Academic performance
- g. Personal health

Language, Literacy and Numeracy (LLN) Support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing Language, Literacy and Numeracy (LLN) Support are identified on enrolment. Many Trainers have a background in language learning and teaching and are able to offer students case by case support in this area. [Unidentifiable or predetermined literacy issues may be evaluated by the application of a Placement Test on induction day and resultant action as advised from the ELICOS School.](#)

Literacy and Numeracy skills are generally included and identified in all course programs. In identifying literacy and numeracy requirements, students need to:

- a. Count, check and record accurately
- b. Read and interpret
- c. Estimate, Calculate and Measure

Where formalised LLN support is required by the Student, extracurricular assistance is available and can be accessed by contacting Reception.

Post Program and Exit Counseling Services include assistance with job seeking, resume and interview skills vocational advice and mentoring. Students are advised of this service towards the completion of their qualification or course.

Recognition of Prior Learning (RPL)

Cornell Institute of Business & Technology recognises the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation in Australia. If you know you are competent in the learning outcomes detailed in the outline of the course you are enrolled in, you can apply for RPL or RCC. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against performance standards, which have been determined by industry, from a unit or element of competency listed in a training package or accredited course.

***All international students are required to be enrolled in full time study and attend 20 hours per week. A decision regarding RPL or RCC may affect student visa requirements and the length of the course following the grant of RPL. Students are required to complete all other subjects (or competencies) of their course to fulfill student visa conditions and to be able to successfully complete their course. All students completing their course on time or prematurely after RPL or RCC are required to be reported to the Department of Immigration and Citizenship (DIAC) as having completed their course, which may lead to a shortening of the student visa's period of validity.**

Following completion of a course, a student is entitled to apply for a second course for which all tuition fees must be paid. If a student wishes to change from a course to a second course, a Statement of Attainment for subjects or competencies completed will be issued.

To apply for Recognition of Prior Learning (RPL) you should indicate your decision to apply for RPL as soon as possible after the induction and orientation program.

If you have decided to apply for RPL you should proceed to do the following, in consultation with your trainer:

- Obtain an application form available from the Main Reception.
- Indicate which unit/s of competencies are to be recognised
- Provide an Evidence Portfolio in line with the Assessment Criteria in the course information.
- All **RPL Form** applications must be supported by previously gained **original certificates and/or qualifications and the transcripts of previous study or training.**

- Supporting documentation, such as qualifications gained overseas and recognised and validated in Australia, is also advised to be included in the application for RPL. **Qualifications and transcripts and other supporting documents issued in Language other than English (LOTE) must be translated by a translator accredited by National Accreditation Authority for Translators and Interpreters (NAATI). To find out an accredited translator in your language please visit www.naati.com.au.**
- All application forms are to be lodged at Reception.
- All applications and the attached documentation are copied and it is verified by a senior member of Staff that original documentation has been sighted.
- Your application form will be processed and you will be interviewed and your RPL application will be discussed. If sufficient evidence to support your recognition claim has not been documented, you will be advised of further requirements.
- If your application is not supported by sufficient documentary evidence and you wish to be assessed by Cornell Institute of Business & Technology, an assessment date and a mutually acceptable time and date will be arranged for you.

Evidence for RPL and/or RCC may include:

- Evidence of current competence
- Previous qualifications gained elsewhere
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

Students seeking RPL are provided with:

- Application forms requiring the listing of unit names and numbers
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of previous achievements
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff

- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL/RCC is available for all units of competencies. The learning outcomes of each unit provide the RPL benchmarks. Students may receive full recognition or high standing for the competencies required for a course or relevant units. High standing recognises attainment of some but not all competencies for the course. Students are initially self-assessed against learning outcomes and assessment criteria of relevant units.

Students must document their claim for competency in sufficient detail to enable the assessor to decide on assessment needed.

A results notification will be provided for the outcome.

If you require further information please ask your trainer or make an appointment at Reception to see the Director of Studies.

Course Study Credit

If the Institute provider grants a student course credit which leads to a shortening of the student's course, the registered provider will:

- if the course credit is granted before the student visa grant, indicate in writing the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 9 of the ESOS Act.

Change of Provider

Cornell Institute of Business & Technology will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- a) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- b) the original registered provider has provided a written letter of release;
- c) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or

- d) any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Cornell Institute of Business & Technology will assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.

Cornell Institute of Business & Technology has a documented student transfer request form, which is available to staff and students. This form specifies:

- a) the circumstances in which a transfer will be granted;
- b) the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student; and
- c) a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

Cornell Institute of Business & Technology will grant a letter of release only where the student has:

- a) provided a letter from another registered provider confirming that a valid enrolment offer has been made, and

A letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

Where Cornell Institute of Business & Technology does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).

Cornell Institute of Business & Technology will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Training Delivery

Training is delivered 'face to face' by qualified trainers and students are required to attend each scheduled class. At the commencement of the delivery of each unit of competency the trainer is required to discuss with the students the learning outcomes for the unit of competency, including assessment methods which should reflect the specific learning needs of individuals within the student group. CIBT offers competency-based nationally accredited training in the Vocational Education and Training sector. The training delivered by CIBT complies with the Vocational Education and Training Act 2005. Additional information can be obtained from the VETAB website (www.vetab.nsw.gov.au).

Classroom Attendance

You will attend regular classes and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs. Learning methods will vary and can include case study scenarios, field trips or excursions, 'hands on' practical classes, role play techniques, discussions, presentations and assignments. The requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours. You will receive a letter of Attendance at Risk once your attendance falls below 85% or you are absent for five (5) consecutive days; next you will receive a warning letter once your attendance falls below 80% and finally you will receive a reporting notification when you cannot achieve an 80% attendance for your course contact hours.

Attendance Progress in the form of a percentage will be published every two (2) weeks on respective notice boards throughout the Institute with student numbers only for individual identification. The Institute may elect not to report a student who is attending at least 70 per cent of the scheduled course contact hours in which he or she is enrolled if they are making satisfactory progress.

Your learning is supported by the Cornell Institute of Business & Technology Library and computer laboratories located at the Surry Hills campus.

Students have unlimited access to computer and internet facilities with some restrictions on printing. Please note that classroom teaching has priority over individual computer use. Students may not use the computers in a lab when a class is in progress. Please check the timetable about the occupancy of the computer rooms for classes.

New students must enter a password the first time they log on to the Cornell Institute of Business & Technology system. Information on log on procedures is available in all computer labs.

Software support is available on most computers for foreign language reading of internet sites. For technical reasons students may experience some difficulty using web-based email such as Hotmail® or Yahoo, particularly during busy periods.

Assessment

Cornell Institute of Business & Technology acknowledges the National Assessment Principles issued under the Australian Recognition Framework and is committed to validity, reliability, flexibility and fairness in assessment processes in its training programs.

Cornell Institute of Business & Technology adopts a variety of assessment methods to ensure students are competent in all elements of the units of competency. Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choices, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies and discussions.

You will be provided with task assessment instructions. Assessment tasks must be submitted by due date as stated in the assessment instructions paper. However, your trainer may grant you extra time if you cannot meet a deadline because of illness or exceptional circumstances. A Medical Certificate must be

supplied as evidence of illness. Students who submit assessment tasks after the deadline without obtaining the trainer's permission must pay a late fee of \$50 per assessment task.

Students who are absent on the date of major assessments must notify their trainer of their inability to attend prior to the assessment time. **A medical certificate must be supplied.** Students who miss an assessment without obtaining the trainer's permission must pay a reassessment fee of \$50 per assessment task. Students must reschedule and complete the assessment within two (2) weeks of the original assessment date

Upon completion of assessments, your trainer will give you feedback on the outcome of the assessment and will recommend future action if required. Feedback may be given orally or in written format.

All assessments in any unit of competency may be repeated only once in order to enable satisfactory academic progress to be made. Students who are NYC for any unit after reassessment must repeat the unit of competency at a cost of \$100 per unit.

Students can access an unofficial transcript informing them of their academic progress and fee payment status by completing an **Office Request Form** available at the Main Reception.

Attendance and grades for each term are provided to the Student during the first week of the next term. Attendance and grades are also posted on the Notice Board in the Surry Hills campus as soon as practicable after the completion of the term.

Academic Progress

Cornell Institute of Business & Technology considers students who are passing less than 50% of the required Units of competencies in each term to be making unsatisfactory academic progress. If a student was to be NYC in 50% or more units in any given term, they will be warned and counseled accordingly. If they maintain the poor academic result on a second occasion, they will be given final warning letter and counseled accordingly. A third time failure, within the study period of one (1) semester or 26 weeks, to improve an academic result will result in the Institute reporting you to DIAC. Please note that students who have been reported to DIAC are generally not permitted to re-enroll at Cornell Institute of Business & Technology.

Academic Progress in the form of C or NYC will be published every two (2) weeks on respective notice boards throughout the Institute with student numbers only for individual identification.

Note: You are required at all times to keep Cornell Institute of Business & Technology informed of your current address details and telephone number, to complete your subjects with a grade of "Competent" and to pay your course fees **before the due date**. The 'Notification of Change of Address' Form is available from Reception.

If you have any difficulties with course completion and or with payments, please inform the Student Services Department.

Student Academic Progress

Student Academic progress will be provided on Institute Notice boards advising all students of assessment outcomes, listed by student numbers, and will be updated after the completion of marking of any assessment.

Activation of Intervention Strategies & Identification Intervals

Every student's academic progress will be reviewed every five (5) weeks or at the end of each term whichever comes first. Student assessed as being at risk of academic progress or achieving less than 50% competency will be referred for Intervention assessment. Students identified as requiring intervention will be contacted by their respective trainers and an interview organized to determine an action plan at the earliest convenience.

Plagiarism

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it is considered plagiarism.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another person's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Trainers will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure of the subject and repeated plagiarism may lead to expulsion from the Institute.

Reassessment Procedure

If a student has previously attempted an assessment and has been deemed **NOT YET COMPETENT**, he/she may apply for reassessment. It is your responsibility to keep track of your progress, i.e. whether you are Not Yet Competent in any given unit. If you find out that you are **NOT YET COMPETENT** in any given unit, contact your trainer immediately to receive feedback on the outcome of assessment and to arrange a reassessment.

Please note that trainers/assessors at CIBT take at least two weeks to assess your assessment papers and record your assessment results for any given unit of competency. Leaving the failed units unresolved for the future will only increase your workload, especially when it is time to extend your visa. Issuing of certificate and transcript may also be delayed.

Assessment Appeals Process

Students may appeal against assessment results if they believe that the assessment tools (e.g. tests, assignments) were unsuitable or that the assessment process was unfair. Internal appeals incur no cost to the student. Students have the right to be supported by a person nominated by them at any meetings in the assessment appeal process.

Informal Appeal Process

Any student with a question or appeal about assessment may raise the matter with the assessor concerned and try to resolve the issue informally.

Formal Appeal Process

Students who are not satisfied with the outcome of the informal process may make a formal appeal by completing the Assessment Appeal Form (available from reception) and lodging it at Reception. Students must lodge formal appeals against assessment decisions within 10 working days of receipt of notification of assessment results; otherwise the appeal will not be considered. The Institute aims to resolve all appeals within 20 working days of the lodgement of the appeal.

The Director of Studies will then try to resolve the appeal with the student and the assessor. This attempt will commence within 10 working days of the lodgement of the appeal. The possibility of reassessment by different methods may be discussed.

If the student is not satisfied with the outcome, they will be given the opportunity for reassessment by a different assessor selected by the Institute. The Institute will pay for the costs of reassessment. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.

Following the resolution, the Director of Studies will immediately forward a written report of the Institute's decision and the reasons for it to the student, place a copy in the student's file, and implement the decision.

External Appeal Process

If a student is not satisfied with the outcome of the internal appeals process, they may access an external appeals process. The external appeals process will consider the Institute has correctly followed its own policies and procedures, not make a decision in place of the Institute. For example, if a student appealed against his or her assessment results and went through the Institute's internal appeals process, the external appeals process would look at the way the internal appeal was conducted, not reassess the student.

External appeals will be referred to the Australian Council for Private Education and Training (ACPET). The Institute will pay for any costs. ACPET can be contacted at:

Box Q1076, QVB PO Sydney NSW 1230

Ph: 02 92994555 Fax; 02 92994221

Email: acpet@acpet.edu.au

Web site: www.acpet.edu.au

Following the receipt of the outcome of the external appeal, the Institute will immediately implement the decision and give the student a written statement of the outcome.

If an assessment appeal has any bearing on the Institute's decision to report the student for unsatisfactory course progress, the Institute will maintain the student's enrolment and not report the student until the external appeals process is complete and supports the Institute's decision to report the student.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, CIBT will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Issuing of Certification

Vocational education and training undertaken at Cornell Institute of Business & Technology is competency-based. Assessments determine whether a Student is competent/or not yet competent.

A student is issued with a Certificate only if he/she completes all the required units for that course and achieves satisfactory results, i.e. COMPETENT, in all units.

A Statement of attainment may be provided if a student fulfills partial requirements of a course i.e. not completing all the required units but some of them.

Certificates and Statements of Attainment show only the units undertaken, i.e. no percentage scores are shown on AQF Qualifications or on Statement of Attainment. However, results showing percentage and grades (shown below) may be provided on a separate statement if requested.

Grade	Percentage	Competency	Grade
Distinction	75 - 100%	C	A
Credit	65 - 74%	C	B
Pass	50 - 64%	C	C
Fail	< 49%	NYC	F
Incomplete	not assessed	NYC	I
Withdrawn	not assessed	NYC	W
Exemption	not assessed	C	E
Not assessed	not assessed	NYC	NA

Reissuing Of Documents

Cornell Institute of Business & Technology charges \$50 for reissuing an attendance certificate and \$100 for reissuing a Certificate IV, Diploma or Advanced Diploma.

The charge for reissuing a lost student card is \$5.

CIBT charges \$50.00 for urgent requests for issuing such documents.

What Are Competencies?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

Your Responsibilities as a Learner

All students will be provided with a description for each Unit of Competency, including the elements which make up the Unit, together with a proposed assessment task list and the dates when the assessment tasks are due.

Competency Assessment Processes

There are three types of assessment that occur at different stages of each Unit:

- a. Initial assessments to identify what competencies you already have (Overall self-assessment). From this a learning plan can be designed to develop the remaining or outstanding competencies.
- b. On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- c. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies. Final assessment may also cover all of the performance criteria in a given unit of competency.

You may be considered NOT YET COMPETENT (NYC) for the whole unit if you are considered NYC in any one assessment.

How are competencies assessed?

Cornell Institute of Business & Technology undertakes a continuous and progressive assessment approach for all courses. The assessment of your competencies may attract both direct (Show and Tell) and indirect (Show, Tell and Apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions or provide written assignments for you to complete related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “C” - Competent or “NYC” - Not Yet Competent. Broadly speaking, it’s simply a matter of whether you can (‘C’) or cannot (‘NYC’) demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any Unit or Performance criteria appropriate to the qualification, the assessor can design a flexible training plan /pathway.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some of the Units, a certificate for the qualification cannot be issued. You can however, receive recognition for the units you have successfully completed. This recognition is a Statement of Attainment and will identify the Qualification Name, Unit Codes and Names, and Provider Code.

If you elect to continue and complete the full qualification or any outstanding units, your assessor will work with you and together develop a training pathway and plan to complete the outstanding units.

Your Trainer’s Responsibilities

1. Your Trainer will provide clear instructions about what is expected from you during your training, including what types of assessment will be used in each unit.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit is clearly outlined, indicating what is expected of you during the learning phase.

Attendance

Attendance is an essential element of your academic life. It is important that students come to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority during term time.

Daily Attendance

All students are to be in class according to the timetable mentioned in Timetable Sheet designed for specific courses. Failure to attend classes regularly means violating your student visa rule (only if you are holding).

As an overseas student, you are required to maintain minimum 80% attendance during the term of your course. Cornell Institute of Business & Technology is proactive in notifying and counseling students who are at risk of failing to meet attendance requirements (i.e. before students' attendance falls below 80%). CIBT may not report you to DIAC for poor attendance if you are maintaining satisfactory course progress and are attending at least 70% of the scheduled contact hours for the course in which you are enrolled in. CIBT may also decide not to report you to DIAC if it is found that your unsatisfactory attendance resulted from any compassionate or compelling circumstances such as illness or injury where a medical certificate states that you were unable to attend classes, bereavement of close family members such as parents or grandparents (a death certificate is required), major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on your studies, a traumatic experience which could include but is not limited to involvement in or witnessing of an accident, or a crime committed against you, or you have been a witness to a crime and this has impacted on your studies (these cases should be supported by police or psychologists' reports).

Student Attendance Reporting

An Attendance reporting period is two (2) weeks. A student attendance report will be provided on the Institute Noticeboard advising all students of an attendance percentage listed by student numbers and will be updated every two (2) weeks.

Deferral, suspension or cancellation of enrolment

Students who wish to defer or suspend their enrolment at the Institute must apply to do so in writing using the Office Request Form.

The Institute may decide to grant an application for deferral or suspension of enrolment on the following grounds:

- Medical (a medical practitioner's certificate indicating the student is unable to attend class);
- Compassionate (e.g. serious illness or death of a close family member, natural disaster in the student's home country, involvement in or witnessing a serious accident, being a victim of or witnessing a serious crime; evidence is required).

The Institute may decide to suspend or cancel a student's enrolment as a response to serious misbehaviour or non-payment of fees by a student. If the Institute intends to suspend or cancel the student's enrolment where the student has not requested it, we will inform the student that they have 20 working days to appeal against the decision. If the appeal is unsuccessful or the student withdraws from the Appeals Process, then the Institute will proceed with the suspension or cancellation of the enrolment on PRISMS. The suspension or cancellation of the student's enrolment cannot take effect until the Appeals Process is

completed, unless there are extenuating circumstances relating to the student's welfare (i.e. involving risk to the safety of the student, other students or staff).

Deferral or suspension of enrolment cannot be granted retrospectively (after the event). Students who take unauthorised leave will be marked absent. If their attendance falls below the Institute's requirements, they will be reported to DIAC via PRISMS. The Institute must notify the Secretary of DEST via PRISMS as required under section 9 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled. As a student a deferment, suspension or cancelation may affect your enrolment and student visa.

General Information

Photocopy and Printing

Please note that CIBT doesn't offer photocopy facilities to students. Printing facilities are available in the computer lab with a limited access. A certain amount of print credit is allocated to each student, which is connected with downloading of contents. Hence it is imperative that you download documents only if they are necessary for your study. Downloading unnecessary documents from the Internet will simply destroy your credit. Please note that print credits do not roll over.

Student Equipment List

All students will require:

- ◆ dictionary
- ◆ calculator
- ◆ typing/computer paper (A4 white)
- ◆ red, black, blue pens
- ◆ pencil
- ◆ eraser
- ◆ ruler
- ◆ highlighter
- ◆ writing paper

A laptop or personal computer is recommended to reduce your dependence on college computer lab and to ensure the timely submission of your assessments. It is also recommended that you have an Internet connection at home to avoid delay in submitting your assignment.

Student Travel Concession Forms

International Students in Australia are not entitled to travel concessions.

Student ID Card

To promote a safe learning environment all students are issued with a Cornell Institute of Business & Technology Identification Card, containing their photograph, name, Student ID number, commencement and completion date and signature. Students are required to have their Identification Card with them at all times while on Cornell Institute of Business & Technology premises.

Student Feedback and Quality Improvement

Cornell Institute of Business & Technology collects statistical information regularly to monitor, maintain and achieve continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements. To provide management with this feedback for evaluation you will be asked to complete a Student Survey, which will be distributed after induction and orientation and each term with the opportunity to review your learning outcome and goals. Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report at Reception.

We hope you have an enjoyable and successful time at Cornell Institute of Business & Technology!!!

Living in Sydney

Transport

Overseas students have to pay the full fare. *Weekly* tickets and *Travelten* tickets for buses or ferries are cheaper (per ride) than single tickets. More information is available from www.131500.info

Trains

There are frequent suburban train services leaving from Central Station (which is a few minutes' walk from the High School) and all other city stations. Return (two-way) train tickets are cheaper after 9:00 am. Weekly and fortnightly tickets are cheaper (per ride) than buying a ticket every day.

Buses and Ferries

Sydney also has many bus services between the suburbs and the centre of the city. Many bus services travel very close to the High School. Fares depend on the distance you travel. Ask the bus driver how much it will cost. There are many ferry services from Circular Quay to suburbs around Sydney. Fares for ferries start at \$5.20.

Taxis

It is usually easy to find a taxi in Sydney. Taxis charge a flag fall of \$3.10 for the service and from \$1.85 per kilometre travelled (add 20% between 10 pm and 6 am). This price also increases depending on the amount of time taken to travel. If you take a taxi on a toll-way you will have to pay the toll for the forward and return journey. You can take a taxi from a taxi rank, book one over the telephone (booking fee \$2.00), or 'hail' one from a street corner.

Weather

Sydney has a mild climate but the weather can change quickly. Be prepared! Levels of UV (Ultra-violet) radiation are also very high, especially in the summer months, so use sunscreen (SPF at least 30) and wear a hat between 10am and 3pm to avoid sunburn.

Trading Hours

Shops: 9:00am to 5:30pm during the week and 9:00pm on Thursdays.

Post Offices: 9:00am to 5:00pm, Mondays to Fridays. The nearest Post Office is in the sub-post office in Foveaux Street newsagents or Chinatown off George Street, about 5 minutes' walk from our High School.

Banks: 9:30am to 4:00pm, Monday to Thursday and 9:30am to 5:00pm on Friday.

DIAC (Immigration): 26 Lee Street Sydney, 9:00am to 4:30pm

Additional Information

Additional information is also available on individual course brochures and by accessing the CIBT website.

List of External Counselling Services and Assistance

Problem	Website	Phone no
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522/13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drugs and mental health	www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance) Landline telephone		000
Emergency services (police, fire, ambulance) Mobile telephone		112
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpahealth.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahs.health.nsw.gov.au/	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Schizophrenia	www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

Student Service Officers

VET	- Andri	Telephone: (02) 9212 0888	Mobile: Provided at induction
High School	- Annie Jin/ Eddie	Telephone: (02) 9212 0888	Mobile: Provided at induction
Elicos	- Ben	Telephone: (02) 9212 0888	Mobile: Provided at induction

Institute Contact Details

Cornell Institute of Business and Technology

Address

Level 1 & 2, 28 Foveaux Street
Surry Hills, NSW 2010

Locked Bag 2000 / 7
Surry Hills, NSW 2010

Phone - (02) 9212 0888

Fax - (02) 9212 0222

Email - info@cornell.edu.au

Student Handbook Acknowledgement Declaration

I, Student ID No:.....
acknowledge that all of Cornell Institute of Business & Technology and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my Cornell Institute of Business & Technology Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions Cornell Institute of Business & Technology will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from Cornell Institute of Business & Technology will be cancelled and if I am on a visa my details will be forwarded to the Department of Immigration Multicultural and Indigenous Affairs with a recommendation for the cancellation of student (Temporary) visa;
- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend Cornell Institute of Business & Technology for 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time;
- That I am required to maintain, as Cornell Institute of Business & Technology defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify Cornell Institute of Business & Technology of any change of contact details;
- That I must remain 'financial' at all times and will pay all my Fees including Tuition Fees on time;
- That I will maintain my Health Insurance at all times;
- That I have read and understood all Cornell Institute of Business & Technology rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled and details recommended to DIAC for cancellation of student visa.

.....
Student Signature

.....
Date