



# STUDENT HANDBOOK

# 2026



**Shape your  
tomorrow  
with  
higher education  
today**



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# Welcome

## Message from the General Manager



On behalf of the entire team, I am thrilled to welcome you to the International Graduate Institute. Whether you are a prospective or a current student, we are excited to have you explore the many opportunities and resources we offer.

At IGI, we are committed to providing an enriching and transformative educational experience that empowers individuals to realise their fullest potential. Our mission is to foster a dynamic and inclusive learning environment, where innovation, collaboration, and personal growth are at the heart of everything we do.

As you navigate through this handbook, we hope you'll find everything you need to support your academic journey, from detailed program information to campus life insights, and beyond.

Our community thrives because of the passion and dedication of each member, and we are honoured to have you be a part of it. If you have any questions or need further assistance, don't hesitate to reach out to us. We are here to help!

*Vimal Visaradia*

**General Manager, IGI**

# About IGI

PBL Education Pty Ltd. trading as International Graduate Institute (IGI) is a registered institute of higher education (PRV14347) and a registered provider of higher education to overseas students (CRICOS Provider Code 04116M).

All courses delivered by IGI are accredited by the Tertiary Education Quality and Standards Agency (TEQSA), Australia's independent national quality assurance and regulatory agency for higher education [www.teqsa.gov.au](http://www.teqsa.gov.au), and are recognised in the Australian Qualifications Framework (AQF) [www.aqf.edu.au](http://www.aqf.edu.au). Details about the courses are available on the website.

## Our Vision

To inspire and fulfil the curiosity of our students through enriching educational experience and their attainment of Graduate Attributes.



## Our Mission

Our mission is to create the next wave of global citizens by developing students' confidence through the IGI learning experience that:

- Develops skills, knowledge and mindset.

- Grows their network.

- Gives students the courage they need to chase their ideas.



## Our Purpose

We exist because we believe there are better ways to learn.



## Graduate Capabilities

1. Global citizenship
2. Professional Practice
3. Independent self-management
4. Skilled communicator
5. Innovative problem solving and critical thinker
6. Information and digital literacies
7. Authentic leadership



**Career Pathways**



**Academic Excellence**



**Networking Opportunities**



**Student Support**



**Recognition of prior learning (RPL)**

# Our Campus

Our campus is centrally located in Sydney CBD, adjacent to Town Hall and neighbouring the famous Queen Victoria Building (QVB). Trains, buses and light rail stops are directly in front of the campus.

**Address:** Level 4, 540 George Street, Sydney NSW 2000

**Phone:** (+61) 2 7201 7300

**Email:** [support@igi.edu.au](mailto:support@igi.edu.au)

**Campus Operating Hours:** 8:00am to 5:30pm

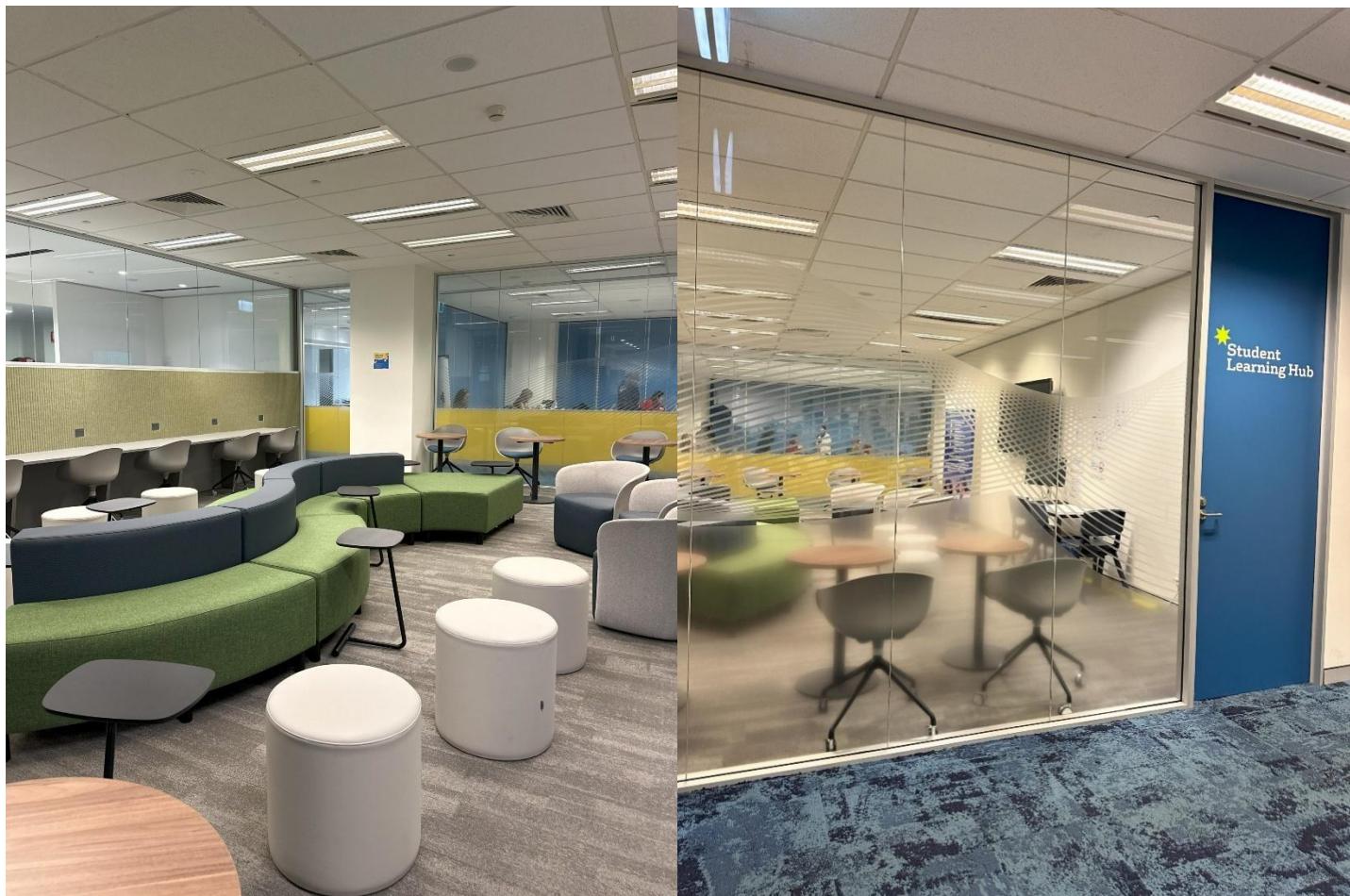




The campus offers modern and spacious classrooms, the latest technology and student free Wi-fi access. Dedicated student common areas include kitchen facilities, lunchroom for meals and break times, ping pong table and more. The location and excellent facilities make George Street campus an ideal place to study.

The teaching spaces are equipped with large whiteboards and data projection capability. The physical classroom capacity has been designed at thirty-five students per classroom to enable space and delivery flexibility (i.e., group discussions, theatre style for presentations).

All students have free access to the full suite of resources provided by Microsoft Office 365. These resources include office apps for online use or desktop (Word, Excel, PowerPoint, Outlook, OneNote, etc.).



# Studying and living in Sydney

Sydney is a multicultural city where people from diverse backgrounds live, work and study. In your spare time there are many things you can take part in and experience, such as festivals, cultural events, or outdoor activities. You can discover Sydney's most iconic landmarks, like the Opera House, the Harbour Bridge, the Art Gallery of NSW or the Tower Eye, to name only a few, or take day trips out of the city to explore beautiful nearby destinations, like Blue Mountains, South Coast, Central Coast or Hunter Valley. You have the opportunity to experience different cuisines, cultures, arts that will help you create beautiful memories and have an enjoyable stay in Sydney.

## Around the campus



**Food:** There are numerous places near George Street campus and underground where you can buy food and drinks, from food courts to cafes and restaurants. Some of the main ones are located in the Queen Victoria Building (QVB), 580 George Street Food Hall, or Pitt Street Mall. Most eateries also offer vegetarian or vegan options.



**Shopping Centres:** Queen Victoria Building (QVB), The Galeries, Pitt Street Mall, Town Hall Square



**Grocery stores:** Woolworths Town Hall (corner Park Street & George Street)



**Chemists:** Pharmacy 4 Less, Glover Chemist, Chemist Warehouse, Priceline Pharmacy



**Medical Centres:** MediCentral (501 George St), Sydney Premier Medical Centre (309 Pitt Street), My Health Sydney CBD (151 Castlereagh Street)



**Banks:** A Commonwealth Bank of Australia (CBA) branch is located next door to the campus, at 546 George Street, featuring ATMs, NetBank access, international services and coin count machines.

Find out more about Sydney here: <https://www.cityofsydney.nsw.gov.au/tourist-transport-information>

# Student life

## General enquiries



The Student Services team is available at the reception desk of your campus (level 4) during business hours (9am - 5pm), by email at [support@igi.edu.au](mailto:support@igi.edu.au) or by phone at 0470 209 290.

## Student Support Services



Our friendly Student Services team can provide you with help and advice during your studies at IGI. This includes information about topics including but not limited to the admissions process, orientation program details, enrolment documentation, recognition of prior learning, academic progression, wellbeing support, and accessing and understanding policies and procedures.

We want to know what motivates you and we want to support you in any way we can to ensure you are successful. We acknowledge study can be daunting or difficult and sometimes you might need a bit of extra help along the way. IGI is committed to ensuring that you receive sufficient support to help you achieve your educational goals.

Our Student Support Policy and associated Procedure outline available service and how, when and where to access them. If we are unable to help directly, we will arrange appropriate support as required, including in the form of referrals to external services or other third parties. All reasonable support to enable students to achieve expected learning outcomes will be provided at no additional cost. Requests for additional support will be dealt with in confidence.

## Student documents



Upon commencement of your studies the Student Services team will take your photo for your Student ID card; they will then contact you via email once the card is available to be collected. If you misplace your card, replacement of lost cards may incur a \$5 fee.



Please ensure you have your card with you when on campus, for safety reasons and to ensure we can provide you with the support you need. The student card can be used as a concession card at museums, theatres, cinemas but not for public transport.

Please contact the Student Services team when you wish to request documents such as a Student Enrolment Letter, Report of Results, Statement of Fees, or a copy of your Confirmation of Enrolment (CoE).



## Your contact details



All IGI students are provided with a student email account and log in details. Please ensure you check your IGI student email account regularly, as all communication will be sent to you to this email address and not to your personal email address. Please use your **student email account** (not your personal email) to communicate with IGI staff.



Please ensure that your **mobile number** is up to date in our records, so you don't miss out on important information.



As a requirement of your student visa, it is compulsory that you notify IGI of any **changes to your contact details** (phone number, address, emergency contact) within **7 days**.

## Unique Student Identifier (USI) Number



A USI is your individual education number for life, it is a requirement from the Australian government. All higher education students must have a USI in order to graduate and receive their award. To create your USI please go to: <https://www.usi.gov.au/students/get-a-usi> and follow the instructions. You will need a form of identification, such as your passport.

## Student Fees



Details regarding tuition and non-tuition fees are published on the IGI website, together with the IGI Student Fee Policy.

It is important that you pay your fees on time. Non-payment of fees by the due date may result in one or more of the following consequences: exclusion from class; suspended access to online resources; enrolment into further units may not be permitted; withholding of academic results or any other official documentation; withholding the eligibility to graduate; termination of enrolment. If you experience difficulties paying your fees due to financial hardship, please speak to a Student Services representative as soon as possible, to avoid incurring any penalty.

## Policies and Procedures



IGI Policies and Procedures are documents that set the rules that govern our operations, as well as your rights and responsibilities as an IGI student. It is important that you familiarise yourself with these policies, which are published on our website at <https://www.igi.edu.au/students/policies-and-procedures>



## Equity and Diversity



We are committed to the fair treatment of all of our students and anyone seeking to enrol with us. We apply access and equity principles through all of our policies and procedures, to promote full and equal participation of all students in our courses, to foster an environment free of discrimination and harassment, and to assist students with identifying and achieving their desired outcomes. Students who experience harassment or discrimination should report it immediately. Refer to our Equity, Diversity and Inclusion Policy for more information.

## Disability and reasonable adjustments



IGI welcomes all students and aims to create equivalent opportunities for access and success regardless of a student's disability.

Reasonable adjustment is the term applied to modifying the learning environment or making changes to the assessment delivered to assist a student with a disability. Wherever possible, IGI will make reasonable adjustments to ensure that all students are treated equally in the learning and assessment process.

Reasonable adjustment may include:

- customising learning and/or resources and activities
- modifying the presentation medium
- modifying or providing special equipment such as special computer software and keyboard and large screen monitors
- the provision of special assistance, such as an interpreter for hearing impaired students
- the adaptation of the assessment methodologies, without weakening the integrity of the assessment system.

For example, IGI may allow of extra time to complete assessments, or may vary question and responses, e.g. using oral questioning instead of written questions. The purpose of reasonable adjustment is to make it possible for students to participate fully. It's not to give students with a disability an advantage over others, to change course standards or outcomes, or to guarantee success. In certain cases, students that request reasonable adjustment will be required to provide third-party evidence of their stated condition to be eligible for reasonable adjustment. Refer to the Disability Policy, Student Support Procedure and the Reasonable Adjustment Procedure for more information.



# Enrolment and Course Progression



## Moodle

IGI uses Moodle as a Learning Management System (LMS). While you study at IGI you will be able to access Moodle for each of your units and other useful resources. You can use Moodle to access your course materials, documents related to your enrolled units, to complete and submit assessments, to check your grades, to participate in discussions, and to access other available resources.

### How to access IGI units on Moodle

**Step 1:** Open your internet browser and copy the following address or just click the link below:

<https://learn.igi.edu.au/login/index.php>

**Step 2:** Enter your login information.



**Step 3:** After you log in, you will now have full access to the units as below.

A screenshot of the LEARN IGI Moodle dashboard. At the top, there is a banner with the text 'Before you begin: Let's complete the Academic Integrity Module'. Below this, the 'Course overview' section shows several course cards. The cards include: 'Academic Integrity Module' (0% complete), 'BUS101 Introduction to Management' (0% complete), 'FIN101 Fundamentals of Financial Literacy' (0% complete), 'MKT101 Introduction to Marketing' (0% complete), and 'MARKETING' (0% complete). At the bottom of the dashboard, there are links for 'Contact Us', 'You are logged in as Test Student (Log out)', 'Reset user tour on this page', and the 'International Graduate Institute' logo.

**Step 4:** Click on the unit required.

## Enrolment in units



Students must enrol in units at the beginning of each trimester. Students with outstanding payments will not be enrolled until the issue has been resolved. The deadline for unit enrolments is on **Friday of the second week** of each trimester. There will be no enrolments after this period unless it is approved by the Dean under exceptional circumstances.

## Timetable



To begin lectures and tutorials you will need the timetable for each of your units. Upon commencement of your studies, you will be provided with your **timetable** during Orientation. For subsequent trimesters, the timetable will be provided at the time of your enrolment.

## Language, Literacy and Numeracy Skills



The delivery of courses at IGI will be at a language, literacy and numeracy skill level appropriate for tertiary education, as outlined in the admissions entry requirements. Students experiencing language, literacy and numeracy difficulties are first identified by the lecturer, who will inform the Dean (or delegate) to assess the situation and make recommendations as required.

## Recognition of Prior Learning/Credit transfer



Recognition of Prior Learning acknowledges skills gained from previous studies or from work and life experience. You may apply for credit transfer if you have recently completed formal studies at another institution and are competent in units that can be mapped towards the IGI qualification you are studying. The application must be submitted during the initial application for admission process. If your Confirmation of Enrolment (CoE) has already been issued, it is still possible to apply before the enrolment deadline, however, it will involve an application fee. Please refer to the Credit for Prior Learning policy and procedure available at IGI's website for more information [Credit for Prior Learning Policy and Procedure](#).

## Leave of absence



Some students may wish to take a temporary study break from time to time, however, this may be permitted only in exceptional circumstances. If you're an international student, your student visa does not permit you from taking unauthorised breaks in your study, unless during official study breaks. You need to provide written evidence to demonstrate that you have compassionate or compelling reasons to request leave of absence, and you must seek approval from IGI first, otherwise you may be reported to the Department of Home Affairs and your student visa be affected. Requests to take a leave of absence should be made to Student Services, in accordance with the process outlined in the [Leave of Absence Procedure](#).

## Withdrawal



Some students cannot or do not wish to continue with their studies for different reasons. Before you make that decision, please talk to our Student Services team who will be able to guide you in this process or, if appropriate, provide support options. If you decide to withdraw from your studies, you will need to follow the process outlined in the [Withdrawal Procedure](#). If you're an international student, withdrawing from a course may affect your student visa; ensure you are fully informed of the implications before you choose to withdraw.

## Course Extension



If you are unable to complete the course within the duration of your enrolment, you may request an extension. For international students, this process must be done within 3 months of the visa expiry date and be accompanied by supporting documentation. A new Confirmation of Enrolment (CoE) will be issued to cover the duration of the remainder of the course.

## Academic Support

### Transition to higher education

Higher education can be transformative, leading to better opportunities and quality of life. However, it requires a period of adjustment and transition. Starting your bachelor studies is a significant life transition that can be both exciting and challenging, and it is normal to experience emotional ups and downs during this time.

IGI has developed the **Transition and Student Support Module** for commencing students, available on Moodle under the Student Resources tab. This module will help you understand some of the most common challenges faced by student transitioning to higher education and give you some tips and advice on how to deal with these challenges.

### Consultations

Students are encouraged to ask questions and seek clarification during classes wherever possible. This enables a unit lecturer to address points that are pertinent to the whole student body. Where a student's question related to a unit content is expected to be relevant to other students, that question and the lecturer's response may be included on Moodle, so you may want to check the discussion board on your unit Moodle site.

If at any time throughout your studies you require extra guidance and assistance outside class times regarding the content of a unit or assessment task, IGI academic staff are available for consultation, in accordance with the [Student Consultation Policy](#). Lecturers have consultation hours every week and will let you know what times they are available. Please prepare specific considered questions before seeking consultation. You are expected to have completed readings and attempted to solve problems by yourself before consulting with staff.

### Learning resources

#### Studiosity

For free after-hours academic support, all IGI students have the ability to seek assistance from Studiosity, a 24/7 on-demand study help service. There are unit specialists and student mentors that can help you with academic literacy skills and core unit support.

Studiosity is designed to allow students to get feedback, in minutes, at any time of the day. Here, students upload a file to get formative 'help not answers' feedback on their draft in just minutes. It also allows students to send their Mentor a message - whether study or study-life. This is designed so that students feel better about study, and more connected to our institution.

Studiosity also allows students the opportunity to chat with a subject specialist - the moment they need it - to work through their study question quickly and to ensure they stay on track with their studies.



In addition to Studiosity our students can sign up for free accounts with Grammarly.

Grammarly acts as your collaboration partner in every stage of the writing process—helping you brainstorm initial ideas, format citations accurately, and everything in between, so you submit your best work with integrity.

### English language support

Students are responsible for the ongoing development of their own English language proficiency and discipline-specific language requirements; and for seeking support services at any time in the student lifecycle.

Here are some additional resources to help to improve your English:

- 10 Easy Ways to Improve Your English Reading Skills: [https://insiderguides.com.au/improve-english-reading/?mc\\_cid=2b119b24a5&mc\\_eid=ae70a8bbe3](https://insiderguides.com.au/improve-english-reading/?mc_cid=2b119b24a5&mc_eid=ae70a8bbe3)
- Cambridge English Free Learners Resources: <https://www.cambridgeenglish.org/learning-english/activities-for-learners/>

Please contact Student Services who will provide advice and support if you require additional English language support.

## Academic progression

- ❖ Academic progression (or course progress) is defined as the consistent pattern of successful completion of units in a course in which you are enrolled. Satisfactory academic progression is defined as a student academically succeeding, so they are **able to complete their course within the set course duration**, including completion of all assessments up to the point in time the course progress is reviewed.
- ❖ Students must maintain satisfactory academic progression and achieve the course learning outcomes required to complete the qualification. To maintain satisfactory academic progress, you must **maintain a progress rate that will allow you to complete your course within the maximum course duration** as indicated in your Letter of Offer and Written agreement. A student will be deemed as not making satisfactory progress if they fail a certain number of units in their course in any sequence or study period. Please refer to the Academic Progression Policy published on IGI website for details.
- ❖ The Student Services Team is available to offer you information about course progression and degree requirements, to assist you with questions about IGI academic policies and procedures, or about academic resources and how to access them.
- ❖ Planning your time is especially important. Your class hours are not the only time you need to spend on your studies. You also need to undertake private study in your own time. Talk to your lecturer about the recommended amount of private study hours they believe is necessary for you to do well. Sit down and make a plan for your week. Allocate time for classes, private study, chores (errands), paid work, social life, recreation (leisure/ sport), and community commitments. Make sure the plan takes into account when your assignments and essays are due. If you follow the plan every week, you will not have to rush to get essays finished. One of the worst ways to study is to leave everything to the last minute. It means you will be constantly stressed and never be able to relax and enjoy time away from studying

As an international student, it is a **requirement of your student visa** that you maintain satisfactory academic progression during your studies. Lecturers monitor and report on your academic progress. Failure to maintain satisfactory course progress during your studies can have serious implications on your student visa.

 If IGI identifies that you are not achieving satisfactory course progress in a study period **for the first time** you will be advised to attend a meeting to identify the reasons for the unsatisfactory course progress. The academic support team will decide on an appropriate intervention strategy to be implemented. A support person may accompany you to this meeting if required.

 If IGI identifies that you are not achieving satisfactory course progress in a study period **for the second consecutive time**, the Student Services team will inform you of the consequences, which may include the requirement that IGI issue a notice of intention to report you to the Department of Home Affairs for unsatisfactory course progress.

You are entitled to access IGI's complaints and appeals process within 20 working days should you believe that IGI has failed to record or assess your academic progress accurately, if there are compassionate or compelling reasons for the unsatisfactory course progress, or if IGI has not implemented an intervention strategy. IGI will not report you to the Department of Home Affairs before the internal complaint or appeal process has been completed.



## Assessments

### Submission

**All assessment tasks must be submitted by their due date and time.** Failure to do so may mean your work cannot be assessed, which in turn can lead to you not successfully completing a unit. In the event your lecturer allows you to submit an assessment task after a due date, it may not be possible to provide you with feedback on the assessment task, rather you will simply receive an assessment result. Refer to the Assessment Policy for more information.

### Extensions

You may request an extension of an assessment due date on the grounds of medical, personal, family, work related or any other adverse and/or unforeseen circumstances before, or on the assessment due date. You must request assessment extensions prior to the assessment due date, using the Special Consideration form and supporting documentation must be supplied. Submitting a request for an extension of an assessment due date does not guarantee that you will receive the extension. Refer to the Assessment Policy for more information.

### Review of assessment results

If you received an assessment result you are unhappy with, and there are academic and/or procedural reasons that may have impacted your ability to perform in an assessment, or you feel that you have been disadvantaged, then you may apply to have your results reviewed. You must have an acceptable reason and evidence to support your request for a review of results – please refer to the Assessment Policy for more information.

The following examples cannot be used as grounds for review:

- insufficient language and numeracy proficiency
- lack of preparation
- penalty imposed due to misconduct
- additional marks needed to achieve a higher grade
- a study overload
- challenges during the learning process
- a personal or medical issue other than those permitted on the basis of exceptional circumstances
- financial reasons
- peers received a higher mark/grade.



## Academic integrity

- ❖ As an Australian higher education student, you are expected to uphold academic integrity at all times during your studies. Academic integrity is the expectation that teachers, students, researchers and all members of the academic community **act with honesty, trust, fairness, respect and responsibility**.
- ❖ IGI uses **Turnitin**, a plagiarism prevention software, to calculate the percentage of similarity between an assignment submitted by a student and multiple sources. Turnitin allows lecturers to check for improper citation by comparing it against databases that are constantly being updated using advanced search technology.
- ❖ To help you understand academic integrity and avoid breaches, as a new student you are required to complete the IGI **Academic Integrity Module** (AIM) available on Moodle. The Academic Integrity Module is compulsory for all commencing students and must be completed before classes commence. The module takes about 60-90 minutes to complete. You can choose to complete it in one sitting, or you may prefer to complete one module at a time. You are required to complete all of the modules and cases and associated quiz questions to successfully complete the AIM. You will receive a badge for completing all AIM modules and quizzes successfully.

You can support academic integrity by:

- ✓ acknowledging where the information you use comes from, clearly citing or referencing the source
- ✓ sitting your own exams and submitting your own work
- ✓ accurately reporting research findings and abiding by research policies
- ✓ using information appropriately, according to copyright and privacy laws
- ✓ acting ethically or doing the 'right thing', even when you are facing difficulties.

Breaches of academic integrity\* include:

- ✗ Plagiarism
- ✗ Recycling or resubmitting work
- ✗ Fabricating information
- ✗ Collusion
- ✗ Exam cheating
- ✗ Contract cheating and impersonation

\*For details, please see the Academic Integrity Policy and Procedure published on IGI website.

Breaches of academic integrity are also known as '**academic misconduct**' or '**academic dishonesty**' and attract consequences as outlined in the policy. It is important that you read and understand the Academic Integrity Policy and Procedure, as substantial penalties can apply if you are found in breach of academic integrity. If you have any queries please contact us.

Australian Government  
Tertiary Education Quality and Standards Agency

## Do your own work.

Providing academic cheating services to students at Australian institutions is against the law.

Do not write essays, complete assignments or sit exams for other students.

You risk criminal prosecution including 2 years in prison and up to \$110,000 in fines.



Remember: If you are having trouble with your assignments, contact your lecturer or tutor for help.

CHEATING is NEVER  
the RIGHT ANSWER

TEQSA  
[teqsa.gov.au/cheating](http://teqsa.gov.au/cheating)

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Below are some **additional resources\*** that will help you better understand academic integrity.



Frequently Asked Questions about academic integrity

<https://www.teqsa.gov.au/students/understanding-academic-integrity/understanding-academic-integrity-frequently-asked-questions-faqs>



YouTube

Cheating is never the right answer: Ben's story

<https://www.youtube.com/watch?v=WpFWZ3U-yj0&list=PLSCV2cpLC993uwPzuDNzDM0C1SNfa4zHK&index=3>

Cheating is never the right answer: Kevin's story

<https://www.youtube.com/watch?v=1ryxB4YJT1g&list=PLSCV2cpLC993uwPzuDNzDM0C1SNfa4zHK&index=5>

Cheating is never the right answer: Lucy's story

[https://www.youtube.com/watch?v=3wi\\_Ui4aJrc&list=PLSCV2cpLC993uwPzuDNzDM0C1SNfa4zHK&index=2](https://www.youtube.com/watch?v=3wi_Ui4aJrc&list=PLSCV2cpLC993uwPzuDNzDM0C1SNfa4zHK&index=2)

Cheating is never the right answer: Sue's story

<https://www.youtube.com/watch?v=FIMS0UgA-tE&list=PLSCV2cpLC993uwPzuDNzDM0C1SNfa4zHK&index=4>



Artificial intelligence - advice for students

<https://www.teqsa.gov.au/students/artificial-intelligence-advice-students>



Translated resources (Understanding Academic Integrity)

<https://www.teqsa.gov.au/students/understanding-academic-integrity/translated-resources>

\*Source: Tertiary Education Quality Standards Agency (TEQSA) website

<https://www.teqsa.gov.au/students/understanding-academic-integrity>

**CHEATING  
is NEVER  
the RIGHT  
ANSWER**

Visit **teqsa.gov.au/cheating**  
for more information

# Student Conduct

## Students' Rights and Responsibilities

As a student at IGI, you have certain rights and responsibilities that are designed to help your time with us to be safe, successful and enjoyable.

### You have the right to:

- ❖ Be treated fairly and with respect by all students and staff.
- ❖ Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- ❖ Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- ❖ Expect that information on policies, procedures and courses will be accurate, timely and consistently applied.
- ❖ Have your personal details and records kept private and secure.
- ❖ Have access to the information we hold about you.
- ❖ Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- ❖ Make appeals about procedural and assessment decisions.
- ❖ Receive assessment and support services that meet your individual needs.
- ❖ Be given clear and accurate information about your course, training and assessment arrangements and your progress
- ❖ Provide feedback on any matter relating to IGI's activities, including the delivery of our courses and student support services.

### You are responsible for:

- Treating everyone with fairness and respect and not doing anything that could offend, embarrass or threaten anyone or their property.
- Making sure you don't harass, victimise, discriminate against or disrupt others.
- Respecting the opinions and backgrounds of others.
- Following all safety policies and procedures as directed by IGI.
- Reporting any perceived safety risks as they become known.
- Notifying IGI if any of your personal or contact details change.
- Conducting your studies with due personal commitment and integrity.
- Completing all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Making sure you meet your payment schedules for your studies as per your contract with us.
- Not using social media to harass, victimise, abuse or bully other students, trainers, assessors or other staff members.

Failure to act responsibly may lead to disciplinary action. Refer to the **Student Code of Conduct** for more information.

## Misconduct

We are committed to ensuring our online learning environments and campuses remain free of all forms of misconduct, harassment and discrimination. Misconduct is identified as student behaviour that intentionally disrupts or interferes with the educational, administrative or operational activities of IGI, our students or our staff.

Examples of misconduct include:

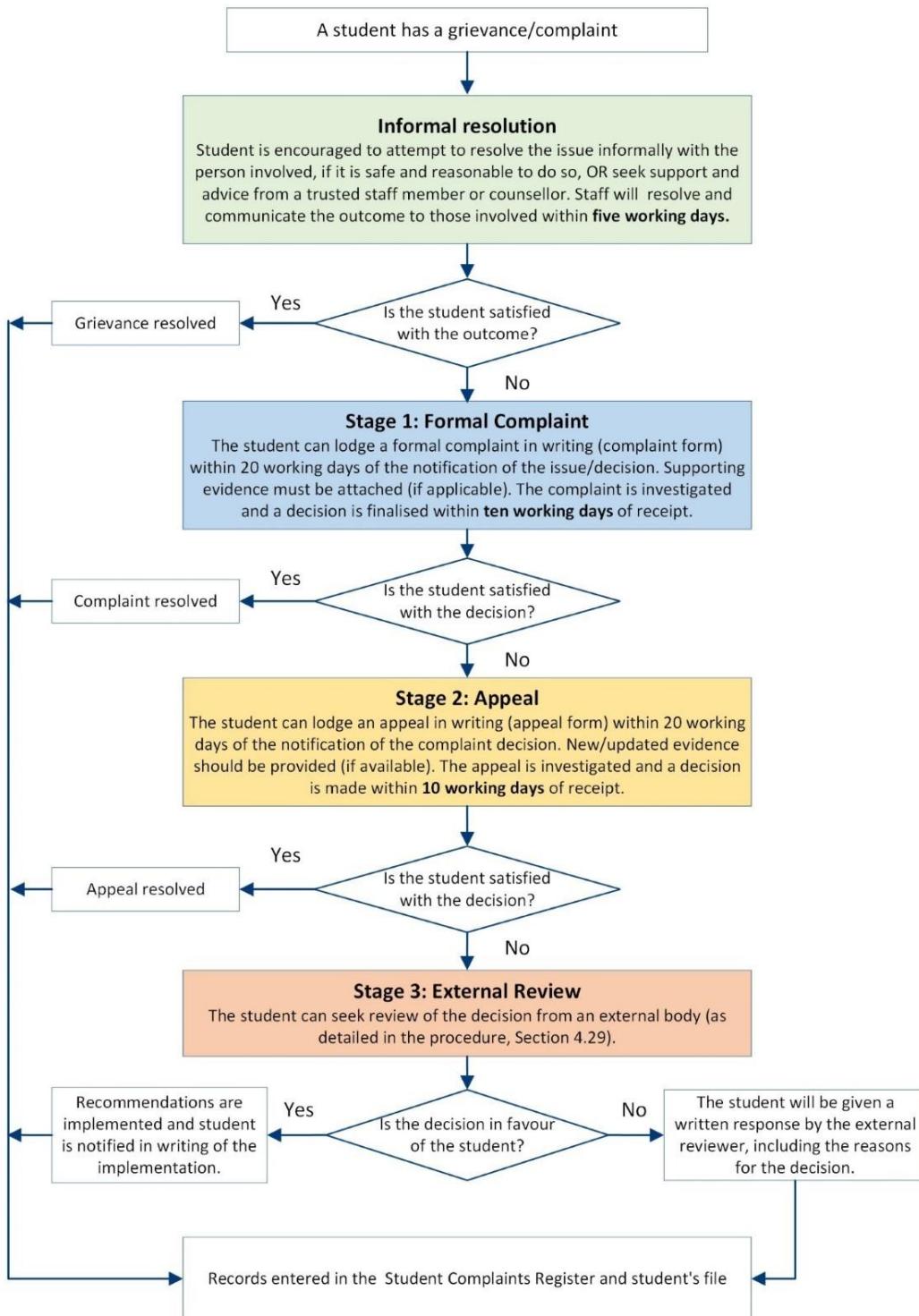
- inappropriate behaviour
- disrupting a class
- acting in a way that causes others to be fearful of their safety
- using IGI's facilities in any way that might cause harm or be illegal
- the theft of any items belonging to other students or IGI's staff
- wilful damage to other people's or IGI's property or premises
- breaking any other rule or standard of behaviour that might generally apply to student conduct.

Any issues or complaints about a person's behaviour should be reported in accordance with our Complaints and Appeals Policy (and associated procedure). Students suspected of misconduct are dealt with in accordance with the IGI Student Code of Conduct.

# Complaints and appeals

IGI has a process in place for students who wish to lodge a complaint related to academic and non-academic issues.

If an issue cannot be resolved informally, students can make an official complaint which will be handled in accordance with IGI's Complaints and Appeals Policy and Procedure. If the issue is not resolved through IGI's internal processes, an external appeal can be made to an external agency. For details please refer to the Complaints and Appeals Policy and Procedure available on the IGI website [Policies and Procedures - International Graduate Institute \(igi.edu.au\)](http://Policies and Procedures - International Graduate Institute (igi.edu.au))



# Student Wellbeing and Safety

## Counselling services



Ensuring the development and success of our students is a cornerstone of our commitment at IGI, as we recognise that academic excellence goes hand in hand with emotional and personal wellbeing.

At the International Graduate Institute, students have access to internal counselling services to improve their wellbeing and help them reach their potential during their studies. Students have the opportunity to engage with a dedicated student counsellor who can equip them with tools to navigate the various challenges they may encounter. Where required, the students may be referred to external services. Whether it be cultural adjustments, language learning hurdles, emotional wellbeing, conflict resolution, or stress management, our student wellbeing counselling service covers an array of areas to address the diverse needs of our student body. Please contact the Student Services team in person or via email, if you wish to access this service.

## Medical



If you are on campus and sustain a minor injury requiring first aid, a first aid kit is available from Reception staff. The Red Cross First Aid app is a free, comprehensive pocket guide to First Aid, giving you access to the most up to date First Aid information anytime, anywhere.

If you are unwell you may see a doctor (general practitioner) at any medical centre near the campus or near your home. For a list of local doctors, visit [healthdirect.gov.au](http://healthdirect.gov.au) or search online using Google search. Medical practices have different billing systems, so before you make an appointment, check with the medical practice what payment will be required.

You may request a medical certificate from your doctor if you've missed class due to your illness. You will need to show your OSCHC card at the appointment and when you pay for your medical visit. You will need to keep the receipt and present it to claim any eligible rebate back from Medicare (domestic students) or Overseas Student Health Cover (OSHC) provider (international students).

Medication prescribed by your doctor is not free and is payable at the pharmacy (chemist). Some amounts may be claimed back from your OSHC provider.

If you are very unwell and you require immediate assistance, you can attend an emergency room at a hospital. If you need an ambulance call 000. If you attend an emergency room to see a doctor, you do not need an appointment but be prepared to wait as all emergencies are prioritised and care given to those most in need first.

## Emergencies



For Emergency Services dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service, you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. Consider downloading the Emergency+ app. It is a free app developed by Australia's emergency services and government partners and it uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

## General safety on campus

To ensure you **stay safe** online and on campus we recommend you take the following precautions:



- Remember the best number for emergencies is 000
- Wear your student ID card at all times
- Never leave your belongings unattended
- Do not bring unnecessary valuables to campus
- Report to a staff member any suspicious behaviour or anything you feel may be unsafe
- Report all injuries and incidents to Student Services and complete an incident report
- If you need assistance or to report any medical conditions, please see or contact Student Services (e.g. insulin, asthma inhaler, medication)
- Make sure to familiarise yourself with the different emergency exits across the campus.

### Students are responsible for:

- Their own personal safety and practice of situational awareness
- Promptly reporting critical incidents that directly or indirectly involve them
- Follow reasonable instruction related to safety and security
- Looking out for others, and be part of our safe community
- Seeking support services when required

### IGI is responsible for:

- Promoting good personal safety and security practices
- Ensuring the security and safety of persons acting lawfully
- Protection of campus property and facilities
- Responding to incidents and emergencies
- Managing building access and building security
- Ensuring the policies and procedures are easily accessible and publicly available
- Ensuring procedures are transparent, equitable and free of cost
- Providing timely responses and support to students.

## Critical incidents



A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury and could affect staff and/or student's ability to undertake or complete a program, such as but not limited to, incidents that may cause physical or psychological harm. IGI has a Critical Incident Management Policy and Procedure to assist when a critical incident occurs.

In case of an accident or critical incident, please contact an IGI staff member who can be located at Reception or a Staff Office. Further details and instructions are provided to you at Orientation.

## Personal safety and security tips

Australia is known as one of the safest countries in the world. However, it is important to exercise caution as with any country and major city. Avoid poorly lit areas at night, refrain from loud behaviour or any activity that brings undue attention to yourself and always keep a close eye on your valuables.

To ensure you stay safe on and off campus we recommend you take the following precautions:

- Avoid being on campus or travelling alone at night.
- Always be aware of your surroundings. Do not spend too much time only looking at your phone or listening to music at the expense of what is happening around you.
- Plan your journey before you start to minimise the amount of time you wait at stations or stops. Make sure family and friends know your route and where you are.
- Avoid dark, vacant and deserted areas.
- At train stations, stay in well-lit areas in view of security cameras and in carriages where there are other people.
- On buses, it is usually better to sit at the front, closer to the driver. At night, ask the driver if you can be dropped closer to your destination. Some transport services offer this assistance in evening hours. Never hesitate to ask your driver for help or assistance if you need it.

If an incident does occur, please let a member of staff know so we can support you.

## Tips for travelling on Sydney's public transport:



<https://transportnsw.info/travel-info/safety-security/safety-when-travelling-by-metro-train>



[www.transportnsw.info/travel-info/safety-security/safety-when-travelling-by-ferry](https://transportnsw.info/travel-info/safety-security/safety-when-travelling-by-ferry)



<https://transportnsw.info/travel-info/safety-security/safety-when-travelling-by-bus>



<https://transportnsw.info/travel-info/safety-security/safe-travel-in-taxis-hire-vehicles>

## Sexual assault and sexual harassment (SASH)



IGI has a zero-tolerance approach to any form of sexual harassment by any student or staff member. Students are encouraged to disclose any incident of this nature to Student Services or to another trusted staff member they are comfortable with. If a formal report of an allegation of sexual assault or sexual harassment is made, it will be investigated in accordance with the Complaints and Appeals Policy. Individuals are also encouraged to report incidents of sexual assault and sexual harassment to the police as the internal investigation is not a substitute for a criminal investigation.

Please refer to the **Sexual Assault and Sexual Harassment policy and procedure** published on the website for more information about these matters.

### External Support Services:

#### **State and Territory Based Sexual Assault Counselling Hotlines:**

- NSW NSW Rape Crisis Centre 1800 424 017
- Australia wide 1800RESPECT (1800 737 732)

These hotlines are free to call and can refer you on to any other services you may need. They can also provide support to family and friends of survivors.

#### **S.A.R.A Sexual Assault Report Anonymously**

S.A.R.A is a website that allows reporting of a sexual assault anonymously to the Southeastern Centre Against Sexual Assault. Information can include when and where the incident took place and a description of the offender. The data provided to S.A.R.A will be passed on to police all over Australia, to assist police with identifying trends to improve safety in our communities. [sara.org.au](http://sara.org.au)

#### **Full Stop Foundation**

Full Stop Foundation is supporting the recovery of those who have experienced sexual violence and changing the attitudes and behaviours that allow violence against women and children to occur. [fullstopfoundation.org.au](http://fullstopfoundation.org.au)

#### **Rape and Domestic Violence Services Australia (R&DVSA)**

Support for people affected by sexual, domestic or family violence. Everybody deserves to be listened to and supported in their recovery. The R&DVSA offers telephone, online and face to face counselling to people of all genders who have experienced sexual, domestic or family violence, and their supporters. [rape-dvservices.org.au](http://rape-dvservices.org.au) The R&DVSA also offers a one-on-one **Behaviour Change Counselling Program** for potential, alleged and convicted perpetrators. Referrals are accepted from workplaces, study institutions, sporting or other organisations. Individuals may also self-refer. Referral can be made via email or phone: 02 8585 0349 or [services@rape-dvservices.org.au](mailto:services@rape-dvservices.org.au)

## Student Health and Wellbeing - Additional resources

### ❖ International Student Health Hub

<https://internationalstudents.health.nsw.gov.au/>

### ❖ How to access mental wellbeing support

Discover the many free support services that you can use in Australia:

<https://www.studyaustralia.gov.au/en/tools-and-resources/tips-and-advice-for-students/how-to-access-mental-wellbeing-support>

### ❖ Effective ways to improve your mental wellbeing

Four ways to look after your mental wellbeing as an international student:

<https://www.studyaustralia.gov.au/en/tools-and-resources/tips-and-advice-for-students/effective-ways-to-improve-your-mental-wellbeing>

### ❖ Safety in Australia

Practical tips to help you stay safe while you are living and studying in Australia.

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

### ❖ Disability Support

<https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services/welfare-support>

## External services and resources

Service	Phone	Website
<b>Emergency Police, Ambulance and Fire</b>	000	
<b>Department of Home Affairs</b>	131 881	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>
<b>Redfern Legal Centre</b> Free legal advice for international students		<a href="https://rlc.org.au/our-services/international-students">https://rlc.org.au/our-services/international-students</a>
<b>Translating and Interpreting Service (24 hours)</b>	131450	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>
<b>Directory of Foreign Embassies in Australia</b>		<a href="https://protocol.dfat.gov.au/Public/MissionsInAustralia">https://protocol.dfat.gov.au/Public/MissionsInAustralia</a>
<b>NSW Domestic Violence Line (24 hours)</b>	1800 656 463	
<b>Beyond Blue</b> - One of Australia's most trusted mental health support services. Talk or chat online with a counsellor.	1300 22 4636	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
<b>Lifeline</b>		<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
<b>Headspace</b> - A number of services available which include support for work and study.	1800 650 890	<a href="https://headspace.org.au/">https://headspace.org.au/</a>
<b>Suicide Call Back Service</b> - 24/7 telephone and online counselling to people affected by suicide.	1300 659 467	<a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>
<b>Embrace Multicultural Mental Health</b> Information about mental health in a number of languages	02 6285 3100	<a href="https://embracementalhealth.org.au/community/multilingual-information">https://embracementalhealth.org.au/community/multilingual-information</a>
<b>Sexual Assault Services</b>	1800Respect	<a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>
<b>NSW Health Sexual Assault Services</b>		<a href="https://www.health.nsw.gov.au/parva_n/sexualassault/Pages/health-sas-services.aspx">https://www.health.nsw.gov.au/parva_n/sexualassault/Pages/health-sas-services.aspx</a>

# Terms and Conditions of Enrolment

**All students must comply with the requirements set out in these enrolment Terms and Conditions for the entire duration of their studies.**

## General Requirements

All students must:

- Provide accurate and unaltered information and documentation for the purpose of any aspect of their admission, enrolment or graduation.
- Comply with all policies, procedures, guidelines and rules of IGI, noting that these instruments are reviewed regularly and are subject to change.
- Abide by the [Student Code of Conduct](#) at all times.
- Complete all requirements associated with admission, enrolment, assessment and academic progression in accordance with IGI's policies and procedures.
- Acknowledge that electronic communication (i.e. email) is the main method for delivering information to a student. Students must regularly check their IGI email account. Notices sent to an IGI email account or by SMS to a student's mobile phone will be deemed to have been received by the student at the time sent by IGI.
- Must own or have frequent access to a fast, reliable computer that is no more than two years old. Additional minimum IT requirements are available on the IGI website [IT Requirements - International Graduate Institute \(igi.edu.au\)](#)
- Comply with any applicable Australian federal or state legislation.
- Read and understand IGI's [Student Privacy Policy](#) and acknowledge that your personal information may be disclosed by IGI, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.

## Fees and Charges

All students must:

- Pay any applicable fees and charges as required by IGI on or before the specified due dates.
- Acknowledge that failure to pay any fees and charges may result in IGI refusing, restricting or terminating enrolment.
- Understand that IGI reserves the right to amend fees and charges.
- Understand that students are financially liable for any course they are enrolled after the census date.
- Understand IGI's [refund policies](#) as detailed in the acceptance of the offer and written agreement.

## Study Requirements

All students must:

- Read and understand the relevant course information and comply with all course requirements.
- Enrol by the end of week 2 of each study period (trimester).
- Engage in units throughout their enrolment (as described in the Unit Outline, for example, through attendance, submission of assessments, accessing unit content, use of systems, etc.).
- Understand that IGI is not obliged to offer a particular course or unit in a given study period and may alter staffing, location or content arrangements.
- Enrol in the maximum allowable credit points per study period for normal full-time enrolment. To amend the number of units (or load) taken per study period students must apply in accordance with the [Change of Study Load Procedure](#).

## Changes to Enrolment

- IGI reserves the right to **cancel or suspend** a student's enrolment for:
  - gaining admission in a course by providing incomplete, inaccurate, fraudulent or misleading information;
  - breach of the [Enrolment Terms and Conditions](#);
  - failing to complete, to IGI's satisfaction, all requirements for enrolment in a course, including payment of fees.
  - misconduct (academic or non-academic).

- Students may apply to **defer the commencement** of their course for a maximum of 12 months. In limited circumstances, approval may be granted for international students in accordance with the [Deferral Procedure](#).
- After enrolment, students may apply to take **leave of absence** for a maximum of 12 months. Approval may be granted in accordance with the [Leave of Absence Procedure](#).
- Students may apply to **withdraw** from their course of study prior to the commencement of a study period or during a study period in accordance with the [Withdrawal Procedure](#) and the applicable [Refund Policy](#).
- Students may apply to **transfer to another IGI course** subject to satisfying the entry requirements of the new Course in accordance with the [Change of Course Procedure](#) and [Admissions Policy](#).

## Additional Requirements for International Students

International students must:

- Be aware of and comply with their student visa conditions, the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) including:
  - notify IGI within seven days of any [change in contact](#) details;
  - maintain enrolment and make satisfactory academic progression;
  - enrol in a full-time load in each study period unless otherwise approved by IGI in accordance with the [Change of Study Load Procedure](#);
  - complete course requirements within the time specified on their Confirmation of Enrolment (CoE), unless an extension has been granted in accordance with the [Extension of Course Duration Procedure](#);
  - maintain adequate Overseas Student Health Cover (OSHC) for the duration of their visa (see details below).
- Understand the circumstances in which IGI will:
  - enrol an international student transferring to IGI; and
  - release an international student from IGI to another registered provider, prior to the completion of six months of study in their principal course; as detailed within the [Transfer Between Providers Procedure](#).
- Acknowledge that IGI will inform the relevant government agency when an international student changes their enrolment, including those who do not commence their course on the expected commencement date in accordance with the [Non-Commencement Procedure](#).
- Understand that where a student does not commence a Course or withdraws from a course the relevant refund rules apply in accordance with the [Refund Policy](#).

## Overseas Student Health Cover (OSHC)

It is a condition of your student visa to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. Your dependents (for example, spouses, children under 18 years old) must also have OSHC.

OSHC includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

For more information please visit the Home Affairs website <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance> or Study Australia website <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

# Useful contacts

## Student Services

For all enquiries, you can contact the Student Services team:

- in person, at the reception desk (level 4, 540 George Street, Sydney) during business hours (9am – 5pm)
- by email at [support@igi.edu.au](mailto:support@igi.edu.au)
- by phone: 0470 209 290

## Accounts team

For enquiries regarding your fees, payments, refunds, invoices, please contact the Accounts team at [accounts-igi@igi.edu.au](mailto:accounts-igi@igi.edu.au)



Find us on social media:



<https://www.instagram.com/internationalgraduateinstitute/>



<https://www.facebook.com/profile.php?id=61553754491966>



<https://www.linkedin.com/company/international-graduate-institute/>