



Institute of International Studies

RTO CODE 45883

STUDENT HANDBOOK · 2026–2027

Student Handbook

Your guide to studying online with IOIS

COURSES

BSB50420 · BSB60420 · ICT50220 · ICT60220

DELIVERY

Online, through Moodle and live Microsoft Teams sessions, for students in Australia and overseas

OFFICE

Suite 703, Level 7, 79 George Street, Parramatta NSW 2150

CONTACT

info@iois.edu.au · 0450 298 884 · www.iois.edu.au

Welcome from the CEO

Dear Student,

On behalf of everyone at the Institute of International Studies, it is my great pleasure to welcome you to IOIS. Whether you are joining us from across Australia or from overseas, you are now part of a learning community built on integrity, excellence and genuine care for every student's success.

Choosing to undertake nationally recognised training is a significant decision, and a meaningful investment in your future. It reflects ambition, commitment and a desire to grow, whether you are seeking to advance in your current role, move into a new field, or build the foundation for further study. We are honoured that you have placed your trust in IOIS, and we take seriously our responsibility to deliver an education worthy of that trust.

Our qualifications in Leadership and Management and Information Technology are designed to be practical, current and closely connected to the needs of modern workplaces. Delivered online, they bring together live sessions with experienced, qualified trainers, a rich digital learning environment, and the flexibility to study around your work and personal commitments, without compromising on quality or rigour.

This handbook is your guide to studying with IOIS. It explains how your course is delivered and assessed, the support available to you, your fees and refund rights, how to raise a concern, and your rights and responsibilities as a student. I encourage you to read it carefully before you begin, and to return to it whenever you need guidance along the way.

Every student brings a unique blend of experience, strengths and aspirations, and we recognise that the path through study is rarely without its challenges. Our trainers, assessors and support staff are here to help you succeed. Please speak with us early if anything is affecting your studies; asking for support is a sign of strength, and the sooner we know, the more we can do.

Your success will be shaped by the effort you bring. Engage fully in your live sessions, keep pace with your learning on Moodle, hold yourself to the highest standards of academic integrity, and make the most of every opportunity to learn from your trainers and fellow students.

Thank you for choosing IOIS. I wish you every success in your studies, and I look forward to celebrating your achievements with you as you complete your qualification and take the next step in your career.



Anisur Rahman

Chief Executive Officer, Institute of International Studies



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QUICK HELP

Emergency in Australia (Police, Fire, Ambulance): 000 · Overseas: call your local emergency number

Lifeline (24/7 crisis support): 13 11 14

IOIS Student Support: studentsupport@iois.edu.au · 0450 298 884

01 About IOIS

1.1 Why Study with IOIS

The Institute of International Studies (IOIS) is a Registered Training Organisation (**RTO 45883**) based in Parramatta, NSW. We deliver nationally recognised Diploma and Advanced Diploma qualifications in **Leadership and Management** and **Information Technology**, fully **online**, to students across Australia and to international students studying from their home country.

01

STUDY ONLINE, FROM ANYWHERE

Live, trainer-led sessions on Microsoft Teams, with your learning materials, activities and assessments on Moodle, wherever you live.

02

QUALIFIED TRAINERS

Every trainer and assessor holds the required training credential and current industry skills in what they teach.

03

SUPPORT WHEN YOU NEED IT

Academic, LLND, digital and wellbeing support at no extra cost, plus referral to specialist services.

04

CLEAR, FAIR PROCESSES

Published policies on fees, refunds, assessment, complaints and appeals, applied consistently to every student.

1.2 Mission, Vision and Values



Our mission is to deliver high-quality, nationally recognised vocational education and training that equips students with the practical skills, industry knowledge and professional capabilities they need for employment, career development and further study.

Our vision is to be a respected Australian vocational education provider, recognised for practical, industry-relevant and student-centred training that produces competent and confident graduates.



01

INTEGRITY

We act honestly, ethically and transparently, and earn trust through fair decisions and accurate information.

02

EXCELLENCE

We hold high standards in training, assessment and support, and keep improving what we do.

03

RESPECT

We provide a safe, inclusive learning environment where everyone is treated with dignity and diversity is valued.

04

ACCOUNTABILITY

We take responsibility for the quality of our services, the fairness of our processes and the outcomes we deliver.

05

STUDENT-CENTRED

We put students at the centre, understand their needs, and support them to reach their learning and career goals.

1.3 Our Office

All training and assessment are delivered online. Our administration and student support team is based at our office in Parramatta:

Institute of International Studies

Suite 703, Level 7, 79 George Street, Parramatta NSW 2150

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02 Our Team and Contacts

Our team supports you from your first enquiry to the day you receive your qualification. Contact the person or team below that best matches your question. If you are not sure, email info@iois.edu.au and we will pass your enquiry to the right person.

ROLE	NAME	CONTACT AND RESPONSIBILITIES
Chief Executive Officer	Anisur Rahman	ceo@iois.edu.au Overall leadership and governance of IOIS.
RTO Manager	Shahriar Kabir	academics@iois.edu.au Training and assessment, course progress, academic decisions and appeals.
Compliance Manager	Shahriar Kabir	compliance@iois.edu.au Quality, compliance and continuous improvement.
Student Support Officer	Razia Sultana	studentsupport@iois.edu.au Academic, LLND, digital and wellbeing support, and support plans.
Admissions Officer	Mussrrat Tasnim	admission@iois.edu.au Applications, enrolment, records and general administration.
Marketing Manager	Imteaz Nanette	marketing@iois.edu.au Course information and communications.

General enquiries

PHONE 0450 298 884

EMAIL info@iois.edu.au

Student support

PHONE 0450 298 884

EMAIL studentsupport@iois.edu.au

Admissions and records

PHONE 0450 298 884

EMAIL admission@iois.edu.au

Fees and accounts

PHONE 0450 298 884

EMAIL accounts@iois.edu.au

03 Our Courses

IOIS delivers the following nationally recognised qualifications. They are developed under national training packages, aligned with the **Australian Qualifications Framework (AQF)**, and listed on IOIS's scope of registration at training.gov.au.

FIELD	CODE	QUALIFICATION	LEVEL
Leadership and Management	BSB50420	Diploma of Leadership and Management	AQF Level 5
Leadership and Management	BSB60420	Advanced Diploma of Leadership and Management	AQF Level 6
Information Technology	ICT50220	Diploma of Information Technology	AQF Level 5
Information Technology	ICT60220	Advanced Diploma of Information Technology	AQF Level 6

- Each course's **Course Brochure** sets out its units of competency, duration, entry requirements, fees and assessment methods. Please read it before you enrol.
- Training and assessment are **competency-based**: you must show you can perform the required skills and apply the required knowledge to the standard expected in the workplace.
- When you complete every unit and have a verified USI (unless you are exempt), you receive a **testamur and record of results**. If you complete only some units, you receive a **Statement of Attainment** for those units.

04 Before You Enrol

4.1 Entry Requirements

You must meet the entry requirements for your chosen course before your enrolment is confirmed. The requirements for each course are listed in its Course Brochure and on our website. In general, you will need to:

- meet any educational, experience or prerequisite requirements set out for the course;
- complete the **Course Entry Interview** and **LLND screening** (see 4.2);
- have the digital skills to study online: use a computer, email, Microsoft Office (Word, Excel, PowerPoint, Outlook), Moodle and Microsoft Teams;
- have your own computer with a webcam, microphone and reliable internet connection;
- have or create a **Unique Student Identifier (USI)**, unless you are an offshore student who is exempt (see 4.3); and
- give accurate, complete and genuine information and documents. False or misleading information may lead to your application being refused or your enrolment being cancelled.

STUDYING FROM OVERSEAS

IOIS welcomes international students who study **wholly online from outside Australia**. Our courses do not include a student visa, and IOIS is **not CRICOS-registered**, so they cannot be used to obtain an Australian student visa.

Live sessions are scheduled in **Sydney time (AEST/AEDT)**. Check the time difference where you live before you enrol, and make sure you can join your sessions.

You still need a computer, webcam and reliable internet, and you must be able to meet the course entry requirements, including any English language evidence requested at your Course Entry Interview.

Fees are charged in Australian dollars. Any international transfer or currency conversion fees charged by your bank are your responsibility.

APPLICANTS UNDER 18

IOIS considers applications from people under 18 only under its **Under-18 (Minor Learner) Policy and Associated Procedures**. A parent or legal guardian must take part in the Course Entry Interview, give written consent and co-sign the student agreement, and the RTO Manager must approve the enrolment.

4.2 Course Entry Interview and LLND Screening

- After you apply, we contact you **within four (4) working days** to book a **Course Entry Interview**, held by phone or on Microsoft Teams. We discuss your goals, background, study time, technology and any support needs, and make sure the course is right for you.
- You will complete an online **language, literacy, numeracy and digital (LLND) screening** using our automated tool, the LLN Robot. The results are only an indicator. **No enrolment decision is made by the tool alone.** IOIS staff review every result in context.
- If your result is below the course benchmark, or you disagree with it, you can ask for a **free manual reassessment** by a qualified staff member. The human result takes precedence.
- You will be told the outcome in writing. If extra support would help you succeed, we will agree a support plan with you. If we decide the course is not suitable for you at this time, we give you written reasons, advice on other pathways, and information on how to request a review.

4.3 Unique Student Identifier (USI)

- Every student undertaking nationally recognised training in Australia must have a USI. It links all your training records for life.
- Create or find your USI at **www.usi.gov.au**, or give IOIS written permission to create one for you. Make sure your name and date of birth match the details you give us.
- IOIS verifies your USI at enrolment. **We cannot issue your qualification or Statement of Attainment without a verified USI**, unless you have an exemption.
- **International students who complete all of their study outside Australia do not need a USI.** If you are studying offshore, tell us at enrolment and we will record your exemption. If you later come to Australia to study, you will need a USI.

4.4 Information Before You Enrol

- Before you enrol you receive the Course Brochure, this handbook, and an **Offer Letter and Student Agreement (OLSA)**. The OLSA sets out your course, fees, payment schedule, refund conditions, and your rights and obligations.
- IOIS does not request or accept any fees until you have accepted the OLSA, and never asks you to prepay more than **\$1,500** for training not yet delivered.
- If you were referred by an education agent, the agent acts on IOIS's behalf. IOIS remains responsible for your enrolment, training and certification, and you can raise any concern about an agent directly with us. IOIS is not CRICOS-registered, and its courses cannot be used to obtain an Australian student visa.

05 Getting Started

5.1 Your Enrolment Steps

1 Apply Form, ID and documents	2 Interview Entry interview and LLND	3 Offer OLSA by email	4 Accept Sign the OLSA, then invoice	5 Confirm Confirmation of Enrolment	6 Start Orientation and Moodle access
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- We acknowledge your completed application **within three (3) working days**.
- Once you sign the OLSA we send your first invoice. When your initial payment is received, we email your **Confirmation of Enrolment** with your start date and next steps.
- Before you start you receive an **Orientation Pack**, including this handbook, your timetable, login instructions, and contact details for your trainer and Student Support.

5.2 Orientation

All students take part in an online orientation on Microsoft Teams before or on their first day. If you cannot attend, you will be given the recording or a catch-up session. Orientation covers:

- your course structure, training plan, timetable and assessment requirements;
- how to use Moodle, the student portal, IOIS email and Microsoft Teams;
- academic integrity and the responsible use of AI;
- the Student Code of Conduct and online etiquette;
- student support, reasonable adjustment, and how to ask for help;
- fees, refunds, and your enrolment obligations; and
- how to make a complaint or appeal, and how to stay safe online.

5.3 Your Online Learning Tools



Moodle (learning management system). Your learning materials, activities, assessment tasks, submission links, announcements and trainer feedback are all on Moodle. Log in at least several times a week.

Microsoft 365. You receive an IOIS account with Outlook, Word, Excel, PowerPoint and Teams. Your **IOIS email is our official way of contacting you**, so check it regularly. Live sessions and one-to-one support take place on Teams.

aXcelerate student portal. View your enrolment and unit details, results, invoices, payment history and notices, and update your contact details where available.

Keep your passwords private and never share your account. Tell us straight away if you have trouble logging in or think your account has been accessed by someone else.



5.4 Starting on Time

- Join your first session on time, allowing for any time difference if you live overseas.
- You must start on the date in your Confirmation of Enrolment, unless IOIS has approved a deferral in writing.
- If you cannot start on time, tell us as soon as possible and apply for a deferral (see section 10). If you do not start and have not withdrawn or been granted a deferral, your fees for the first study period remain payable and your enrolment may be cancelled.

06 Learning and Assessment

6.1 How Your Course Is Delivered



All IOIS courses are delivered **online**. Each week combines **live, trainer-led sessions on Microsoft Teams** with structured activities on Moodle and your own self-paced study, such as reading, research and assessment preparation.

Live session times are shown in **Sydney time (AEST/AEDT)**. Your **training plan** shows the units you will study, the order, assessment due dates and key milestones. Your trainer is available in sessions and through Moodle, Teams and IOIS email.

6.2 Participation and Course Progress

- You are expected to join your scheduled live sessions, keep up with Moodle activities, and submit assessments by their due dates. Tell your trainer before a session if you cannot attend.
- IOIS monitors your participation in live sessions, Moodle activity and assessment progress so we can offer help early.
- If you fall behind, we will contact you and may agree an **intervention or support plan** with you, such as extra trainer guidance, a revised study schedule or regular check-ins.
- If you do not take part in agreed support, keep missing assessments or stop participating, IOIS may take further action under its Deferral, Suspension and Cancellation Policy, always after giving you notice and a chance to respond.

6.3 How Assessment Works

Assessment is **competency-based**. You are not graded with marks. Instead, you must provide evidence that meets every requirement of each unit.

Satisfactory (S)

An individual assessment task meets all requirements.

Not Yet Satisfactory (NYS)

A task needs more work. Your assessor explains what is missing.

Competent (C)

You have completed all tasks in a unit satisfactorily.

Not Yet Competent (NYC)

You have not yet shown all requirements of the unit.

- Assessment methods may include knowledge questions, projects, case studies, reports, presentations, online role plays, simulated workplace tasks, observation over Teams, and evidence from your own workplace, depending on the unit.

- Every assessment meets the **principles of assessment** (fair, flexible, valid and reliable) and the **rules of evidence** (valid, sufficient, authentic and current).
- Only a credentialed assessor makes assessment decisions.

6.4 Submitting Your Work

- Submit assessments through Moodle by the due date, following the instructions on file names and formats. Keep a copy of everything you submit.
- For live or observed assessments on Teams, keep your camera on and be ready to show photo ID so your assessor can confirm your identity.
- Each submission includes an **authenticity declaration** confirming the work is your own and that any sources or permitted AI use are acknowledged.
- If you cannot meet a due date, ask your trainer for an extension **before** the due date and explain why. Supporting evidence may be requested.
- You receive written feedback on Moodle for every task.

6.5 Reassessment

- If a task is marked Not Yet Satisfactory, your assessor tells you what you need to do and sets a resubmission date. Talk to your trainer or Student Support before you resubmit.
- Each assessment task includes your **first submission and up to two reassessment attempts at no extra cost**.
- Further reassessment attempts cost **\$100 per attempt**. There is no charge if reassessment is needed because of an IOIS error.

6.6 Reasonable Adjustment

- If you have a disability, medical condition, injury, learning difficulty, LLND need or other circumstance that affects how you learn or are assessed, IOIS will make **reasonable adjustments**, in line with the Disability Discrimination Act 1992 and the Disability Standards for Education 2005.
- Adjustments may include extra time, oral instead of written answers, accessible materials, assistive technology, breaks, or flexible scheduling of online sessions. They never lower the standard you must reach.
- Tell us as early as possible using the **Reasonable Adjustment Request Form**. We may ask for supporting information, which is kept confidential. If we cannot agree to an adjustment, we explain why in writing, offer alternatives, and tell you how to seek a review.

6.7 Academic Integrity and AI

- All work you submit must be your own. **Plagiarism, collusion, cheating, contract cheating** (getting someone else to do your work), **falsifying evidence**, and **using AI in ways not permitted** by the task are academic misconduct.

- You may use AI tools only where the assessment instructions allow it, and you must acknowledge how you used them. Your submission must show your own understanding.
- Plagiarism and AI-detection reports are treated as **indicators only**. You will always be told about a concern and given a chance to explain, for example by talking through your work with your assessor.
- Minor first-time issues, such as poor referencing, are treated as a chance to learn. Serious or repeated misconduct may lead to a Not Yet Satisfactory result, reassessment under supervised conditions, a formal warning, or, for serious cases, cancellation of enrolment. You can appeal any decision.

6.8 Credit Transfer and RPL

- **Credit Transfer (CT)** recognises units you have already completed with any RTO. IOIS recognises AQF qualifications and statements of attainment issued by other RTOs once they are verified, for example through your USI transcript. **There is no charge for Credit Transfer**, and you are not charged tuition for credited units.
- **Recognition of Prior Learning (RPL)** assesses skills and knowledge you have gained through work, life or other training against unit requirements, using the IOIS RPL Kit. RPL costs a **\$250 application fee plus \$300 per unit assessed**.
- Apply as early as possible, ideally at enrolment. The outcome is confirmed in writing, including any reduction in your course duration or tuition fees, and you can appeal a decision you disagree with.

07 Student Support

Support is available throughout your course and is **included in your course fees**. Please reach out early. The sooner we know, the more we can help.

01

ACADEMIC SUPPORT

Help understanding content and assessment tasks, study skills, time management, research, academic writing and referencing, and one-to-one sessions on Teams.

02

LLND SUPPORT

Targeted help with reading, writing, numeracy, oral communication and digital skills, identified through screening, your trainer or your own request.

03

DIGITAL SUPPORT

Help logging in and using Moodle, Teams, the student portal and Microsoft 365, and advice on the device and internet connection you need.

04

ADMINISTRATIVE SUPPORT

Help with enrolment, timetables, records, invoices, forms, certificates and updating your details.

05

WELLBEING SUPPORT

Confidential conversations with the Student Support Officer, and referral to counselling, health, financial, legal or community services.

06

CONNECTION AND BELONGING

Online orientation, discussion forums, peer activities and group tasks that help you connect with other students.

7.1 Support Plans

- If you need extra help, the Student Support Officer will meet with you **within five (5) working days** of the need being identified.
- Together you agree a **Student Support Plan** setting out your needs, the support you will receive, who is responsible, and when it will be reviewed. You receive a copy within five working days.
- Plans are reviewed regularly with you and closed once your needs have been met.

7.2 Inclusion and Equity

- IOIS treats every student fairly and without discrimination on the basis of gender, gender identity, intersex status, age, race, religion, disability, sexual orientation, cultural or linguistic background, marital or relationship status, pregnancy, breastfeeding, carer responsibilities or any other attribute protected by law.

- Information about your circumstances is kept confidential and shared only with staff who need it to support you, with your consent.

7.3 Mental Health and Support Services

These independent Australian services are free or low cost. If you live overseas, contact the Student Support Officer and we will help you find support services in your country.

SERVICE	PHONE	WEBSITE	WHAT IT OFFERS
Lifeline	13 11 14	lifeline.org.au	24/7 crisis support and suicide prevention
Beyond Blue	1300 22 4636	beyondblue.org.au	Anxiety, depression and mental health support
headspace	1800 650 890	headspace.org.au	Mental health support for people aged 12–25
Suicide Call Back Service	1300 659 467	suicidecallbackservice.org.au	24/7 counselling for people affected by suicide
1800RESPECT	1800 737 732	1800respect.org.au	Family, domestic and sexual violence support
13YARN	13 92 76	13yarn.org.au	24/7 crisis support for Aboriginal and Torres Strait Islander people
healthdirect	1800 022 222	healthdirect.gov.au	24/7 health advice from a registered nurse

08 Safety and Wellbeing

IN AN EMERGENCY

In Australia, call **000** for Police, Fire or Ambulance if anyone's life or safety is at risk. The call is free from any phone.

Outside Australia, call your local emergency number.

Then let IOIS know as soon as it is safe to do so: studentsupport@iois.edu.au or **0450 298 884**.

8.1 Emergency and Urgent Contacts in Australia

Triple Zero

Police, Fire and Ambulance emergencies

PHONE 000

NSW Police Assistance Line

Non-urgent police matters

PHONE 131 444

State Emergency Service

Flood and storm assistance

PHONE 132 500

Poisons Information Centre

Suspected poisoning, 24/7

PHONE 13 11 26

NSW RFS Bush Fire Information Line

Bush fire information

PHONE 1800 679 737

NSW Child Protection Helpline

If a child or young person is at risk of significant harm

PHONE 132 111

8.2 Studying Safely at Home

- Set up a study space with a supportive chair, your screen at eye level, good lighting and cables out of the way.
- Take a short break at least every hour to stretch, rest your eyes and move around.
- Keep your device secure with up-to-date software and a strong password, and never share your login details.
- Know your home's emergency exits, and keep your phone nearby during study.

8.3 Staying Safe Online

- Treat everyone in live sessions, chats and forums with respect. Bullying, harassment and discrimination are not tolerated, online or offline.
- Do not record, screenshot or share sessions or other people's images or comments without permission.

- IOIS staff contact you only through IOIS email, Moodle and Teams, never through personal social media or messaging apps.
- If anything, online makes you feel unsafe, tell IOIS straight away. You can also report online abuse to the eSafety Commissioner at esafety.gov.au.

8.4 Visiting Our Office

- If you visit our Parramatta office, follow staff instructions, read the evacuation information displayed, and report any hazard or incident to staff immediately.
- In an evacuation, leave calmly by the nearest safe exit, do not use the lifts, and go to the assembly area as directed by the building wardens.

8.5 Critical Incidents

- A critical incident is a serious or traumatic event, such as a serious injury, medical emergency, assault, threat of violence, mental health crisis or death, that affects a student or the IOIS community.
- If you are involved in or become aware of one, get help first (call 000 in Australia, or your local emergency number overseas), then tell IOIS as soon as it is safe.
- IOIS responds under its Critical Incident Policy and Associated Procedures. We will support anyone affected, including with referrals, extensions or temporary study arrangements.

09 Fees, Payments and Refunds

9.1 Your Fees

- Your total tuition fee, payment schedule and due dates are set out in your **Offer Letter and Student Agreement (OLSA)** and on each invoice. All fees are in Australian dollars. Students paying from overseas are responsible for any international transfer or currency conversion fees charged by their bank.
- Fees are invoiced by study period, not as one upfront payment. IOIS never requires or accepts more than **\$1,500** in prepaid fees for training that has not yet been delivered.
- IOIS issues a receipt for every payment. Keep copies of your invoices and receipts.
- Fees are reviewed annually. Any new fees normally apply to new enrolments only.

9.2 Additional Fees

FEE OR CHARGE	AMOUNT	NOTES
Enrolment fee	\$250	Non-refundable, except where IOIS cancels the course
Deferral fee	\$100	Processing fee
Reassessment fee	\$100	Per attempt after the first submission and two free reassessment attempts; not charged for IOIS error
Late payment fee	\$100	Per week in arrears, where no payment arrangement has been agreed
Credit Transfer	No charge	No tuition fees for credited units
Recognition of Prior Learning	\$250 + \$300	Application fee plus \$300 per unit assessed
Certificate reissue	\$50	Replacement testamur, record of results or Statement of Attainment
Document request	\$30	Per official document requested

9.3 If You Cannot Pay on Time

- Contact accounts@iois.edu.au **before** the due date. IOIS may agree a payment arrangement, which must be confirmed in writing.
- If a payment is overdue and no arrangement is in place, IOIS sends a **First Warning** five working days after the due date, a **Second Warning** five working days later, and a **Final Notice** five working days after that.

- If fees remain unpaid after the Final Notice, IOIS may suspend your access to Moodle or begin the process to cancel your enrolment, always after notice and a chance to respond. Your qualification is not issued until all agreed fees are paid.

9.4 Refunds

CIRCUMSTANCE	REFUND
IOIS cancels the course before it starts	Full refund of all fees paid
IOIS cancels the course after it starts	Full refund of unspent tuition fees (weekly tuition × weeks remaining from the date of cancellation)
You withdraw 4 weeks or more before the start date	Enrolment fee kept; 100% refund of other fees
You withdraw less than 4 weeks before the start date	Enrolment fee kept; 90% refund of other fees
You do not start and have not withdrawn	No refund; fees for the first study period are payable
You withdraw after the course starts	No refund; fees for the current study period are payable
Enrolment cancelled for misconduct or serious breach	No refund; fees for the current study period are payable
Offer withdrawn because you gave false or misleading information	No refund; fees for the first study period are payable
You overpaid	Full refund of the overpaid amount

- If IOIS cancels a course, you do not need to apply: we tell you in writing within three working days and pay your refund within **ten (10) working days**.
- In all other cases, submit a **Refund Application Form** within ten (10) working days of the event. We give you a written decision within **twenty (20) working days**, and approved refunds are paid when the decision is issued, to the original payer.
- If you disagree with a refund decision, you can appeal (section 12).

Your consumer rights. Nothing in this handbook, the OLSA or IOIS policies limits or excludes your rights under the **Australian Consumer Law**.

10 Changes to Your Enrolment

Talk to us before making any change, so you understand how it affects your fees, progress and certification. All requests use the **Deferral, Suspension and Cancellation Form** unless stated, and approval is never assumed until you receive it in writing.

01

DEFERRAL

Postponing your start date before training begins, for illness, bereavement, or other compassionate or compelling reasons. A \$100 deferral fee applies.

02

SUSPENSION

A temporary pause after you have started, generally for no more than 12 months in total, with an agreed return date.

03

WITHDRAWAL

Ending your enrolment at your request. You receive a Statement of Attainment for any units you have completed.

04

COURSE EXTENSION

Extra time to finish, where illness, hardship or other valid reasons have affected your progress. Ask before your course end date.

05

CHANGE OF COURSE

Moving to another IOIS course, subject to entry requirements and suitability. Completed units may be credited.

06

CHANGE OF DETAILS

Tell us within 7 days of any change to your name, address, phone, email or emergency contact.

10.1 How Requests Are Handled

- We acknowledge your request **within three (3) working days** and decide **within ten (10) working days** of receiving a complete request with any supporting evidence.
- The RTO Manager decides requests. The written outcome explains the effective date, any conditions, and the effect on your fees, refunds and completion date.

10.2 If IOIS Proposes to Suspend or Cancel Your Enrolment

- IOIS may suspend or cancel an enrolment for non-payment of fees, serious or repeated misconduct, ongoing failure to participate despite support, or behaviour that puts others at risk.
- Before any decision, IOIS sends you a **written notice of intention** with the reasons and evidence, and gives you **at least ten (10) working days** to respond. You may bring a support person to any meeting.
- The RTO Manager decides suspensions. **Cancellations are decided by the CEO.**

- You can appeal within **twenty (20) working days**. **Your enrolment stays active** while an appeal is under way, unless interim action is needed to protect someone's safety.

10.3 Changes IOIS Makes

- If IOIS changes anything in your OLSA, such as your delivery arrangements or schedule, we tell you in writing **within three (3) working days**, with the reasons and your options.
- If a qualification is replaced by a new version during your course, we explain in writing how this affects you and make sure you are not disadvantaged.

11 Conduct, Rights and Responsibilities

YOUR RIGHTS

- To be treated fairly, respectfully and without discrimination.
- To clear, accurate information about your course, fees, refunds, support and certification.
- To support, including reasonable adjustment.
- To privacy and access to your own records.
- To make a complaint or appeal without being disadvantaged.
- To the protections of the Australian Consumer Law.

YOUR RESPONSIBILITIES

- Take part in sessions and keep up with your learning.
- Submit authentic work by the due dates.
- Pay your fees on time, or contact us early.
- Keep your contact details up to date.
- Check IOIS email, Moodle and the portal regularly.
- Treat others with respect and follow IOIS policies.

11.1 Student Code of Conduct

- Engage respectfully with trainers, staff and other students, and communicate professionally in live sessions, forums, chats and email.
- Submit only your own work, follow reasonable directions, and use IOIS systems responsibly. Never share your login.
- Online etiquette: keep your microphone muted when not speaking, use an appropriate background and attire on camera, and do not disrupt sessions or misuse chat and screen sharing.
- Bullying, harassment, discrimination, threats or violence, online or offline, are serious misconduct.

11.2 If a Breach Occurs

1
Step 1

Informal discussion

2
Step 2

Formal written warning

3
Step 3

Investigation

4
Step 4

Written outcome with appeal rights

- The response matches the seriousness of the breach, and serious matters may go straight to investigation.
- You are always told of the concern and the evidence, given at least five business days to respond, and may bring a support person.
- Outcomes may include extra support, a final warning, temporary suspension, or, for serious or repeated misconduct, cancellation of enrolment. You can appeal any decision.

12 Complaints and Appeals

You have the right to raise a concern or to challenge a decision, and you will **never be disadvantaged or victimised** for doing so in good faith. Where you can, raise concerns early and informally with your trainer or the Student Support Officer. Many issues can be resolved quickly this way.

Complaints

About a service, a person, or how something was handled

- Lodge the **Complaint Form** within **20 working days** of the issue.
- Acknowledged in writing within **3 working days**.
- Investigation starts within **5 working days**.
- Written outcome and reasons within **20 working days**.

Appeals

To review a decision, including an assessment result

- Lodge the **Appeal Form** within **20 working days** of the decision.
- Acknowledged in writing within **3 working days**.
- Reviewed by someone not involved in the original decision.
- Written outcome and reasons within **20 working days**.

- You may bring a support person to any meeting and present your case and evidence.
- If a matter takes longer than 20 working days, IOIS explains why in writing and keeps you updated.
- Your enrolment continues while a complaint or appeal is in progress.
- Full details are in the **Complaints Policy and Associated Procedures** and the **Appeals Policy and Associated Procedures**, available on our website and Moodle.

12.1 External Options

If you are not satisfied after IOIS's internal process, you may contact:

National Training Complaints Hotline

Australian Government service for complaints about vocational training

PHONE 13 38 73

Australian Skills Quality Authority (ASQA)

The national VET regulator. ASQA uses complaints to monitor RTOs but does not resolve individual disputes.

PHONE 1300 701 801

WEB asqa.gov.au

NSW Fair Trading

Consumer matters, such as fees, refunds and misleading information

PHONE 13 32 20

WEB fairtrading.nsw.gov.au

Anti-Discrimination NSW

Complaints about discrimination, harassment or vilification

PHONE 1800 670 812

WEB antidiscrimination.nsw.gov.au



Office of the Australian Information Commissioner

Privacy complaints not resolved by IOIS

PHONE 1300 363 992

WEB oaic.gov.au

Fair Work Ombudsman

Advice on pay and conditions if you are working while
you study

PHONE 13 13 94

WEB fairwork.gov.au

13 Privacy and Your Records

- IOIS collects personal information to process your application and enrolment, deliver training and assessment, support you, issue certification, and meet our legal and reporting obligations. We handle it under the **Privacy Act 1988 (Cth)**, the Australian Privacy Principles and the **Privacy Policy and Associated Procedures**.
- Your enrolment form includes the **National VET Privacy Notice**. IOIS is required to report your training activity to the **National Centre for Vocational Education Research (NCVER)**, and may disclose information to government agencies, ASQA and the USI Registrar as required or authorised by law.
- If you study from overseas, IOIS still handles your personal information under Australian privacy law.
- IOIS uses an automated tool to screen LLND skills during admissions. A staff member reviews every result, and no admission decision is made by the tool alone.
- You can ask to see your records or to correct them. We will verify your identity first. If you are under 18, information is shared with your guardian as set out in your Guardian Consent Form.
- If a data breach is likely to cause you serious harm, IOIS will tell you and the Office of the Australian Information Commissioner.
- Respect other people's privacy too. Never copy, share or post another student's personal information, images or work without their permission.

13.1 How Long We Keep Records

RECORD	KEPT FOR
Enrolment records	At least two years after you complete or withdraw.
Assessment evidence	At least two years after the assessment decision, or longer if an appeal is under way.
Financial records	At least five years.
Certification records	Thirty years, so your qualification can be verified or reissued.

14 Completing Your Course

- When you have been assessed as competent in every unit, have a verified USI (or a recorded offshore exemption), and have paid all agreed fees, IOIS issues your **testamur and record of results within thirty (30) calendar days**.
- If you complete only some units, for example because you withdraw, you receive a **Statement of Attainment** for those units.
- Certificates meet the AQF Qualifications Issuance Policy and carry the Nationally Recognised Training logo and anti-fraud security features. They are sent as a secure PDF by email and/or as a hard copy by courier, including to overseas addresses, as you request.
- Check that your full legal name and date of birth are correct before you finish. Incorrect details can delay your certificate.
- Lost, damaged or incorrect certificates can be reissued for **\$50** after we verify your identity. Employers and other organisations can ask IOIS to verify your qualification with your consent.

15 Feedback and Improvement



Your feedback helps us improve. You will be invited to complete surveys at orientation, during your course and at completion, including the national learner questionnaire.

You can also give feedback at any time to your trainer, the Student Support Officer, or info@iois.edu.au. We review all feedback, together with results, complaints and validation outcomes, and record improvements in our Continuous Improvement Register.

16 Forms, Policies and Contacts

16.1 Forms

Forms are available on Moodle or from admission@iois.edu.au. Attach any supporting evidence so your request is not delayed.

FORM	USE IT TO
Application for Enrolment	Apply for a course, including the National VET Privacy Notice and Student Declaration.
Deferral, Suspension and Cancellation Form	Defer your start, suspend your studies, request a course extension or change, or withdraw.
Refund Application Form	Apply for a refund, other than where IOIS cancels a course.
Complaint Form	Make a formal complaint.
Appeal Form	Appeal a decision, including an assessment result.
Credit Transfer Application Form	Apply for credit for units already completed.
RPL Kit	Apply for Recognition of Prior Learning.
Reasonable Adjustment Request Form	Ask for an adjustment to training or assessment.
Change of Details Form	Update your name, address, phone, email or emergency contact.

16.2 Key Policies

All IOIS policies are available on our website and on Moodle. The most important for students are:

- Student Enrolment and Completion
- Fees and Refunds
- Deferral, Suspension and Cancellation
- Credit Transfer and Recognition of Prior Learning
- Student Support
- Access & Equity
- Student Code of Conduct
- Plagiarism
- Artificial Intelligence (AI) Use
- Complaints
- Appeals
- Privacy
- Critical Incident
- Health and Safety
- Under-18 (Minor Learner)

16.3 Contact IOIS

Institute of International Studies

Suite 703, Level 7, 79 George Street, Parramatta NSW 2150

PHONE 0450 298 884

EMAIL info@iois.edu.au

WEB www.iois.edu.au

Student Support

Academic, LLND, digital and wellbeing support

PHONE 0450 298 884

EMAIL studentsupport@iois.edu.au

Admissions and records

Enrolment, forms, records and certificates

PHONE 0450 298 884

EMAIL admission@iois.edu.au

Accounts

Fees, invoices, payment arrangements and refunds

PHONE 0450 298 884

EMAIL accounts@iois.edu.au

IOIS reviews this handbook at least annually. If anything in it differs from an IOIS policy, the policy applies.



Document Version Control

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REVIEWED BY	Compliance Manager
APPROVED BY	Chief Executive Officer
NEXT REVIEW DUE	October 2027

VERSION	CHANGELOG	DATE
1.0	Handbook fully revised and redesigned: aligned with the October 2026 IOIS policies and the Standards for RTOs 2025; online delivery to domestic and offshore students, with USI exemption, time zone and overseas emergency information; BSB80120 removed from the course list; fees, refunds, Credit Transfer, complaints, appeals, privacy, certification and external contacts corrected; images reviewed	October 2026