



Institute of  
International  
Studies

# STUDENT HANDBOOK

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RTO Number: 45883

**INSTITUTE OF INTERNATIONAL STUDIES (IOIS)**

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## Welcome to the Institute of International Studies (IOIS)

We are delighted that you have chosen to study with us and become part of a diverse learning community dedicated to academic excellence, professional development, and lifelong learning.

At IOIS, we believe education goes beyond the delivery of knowledge. It is about equipping learners with the confidence, practical skills, and adaptability needed to succeed in a dynamic global environment. Our programs are designed to provide high-quality vocational education and training that aligns with current

industry standards and prepares you for real-world employment opportunities.

This Student Handbook is an essential guide to your study experience at IOIS. It outlines your rights and responsibilities, explains how your training and assessment will be delivered, and provides details on how to access academic and personal support services throughout your course. It also includes clear information about IOIS policies, procedures, and expectations, ensuring you understand how to maintain compliance and integrity as a learner.

We encourage you to read this handbook thoroughly and keep it for future reference. It contains important information about attendance, course progression, assessments, academic integrity, and student conduct.

If at any time you are uncertain about a process, need clarification, or require assistance, please contact your trainer or assessor for academic guidance, or reach out to the Student Support team for wellbeing and administrative assistance. Our staff are committed to helping you achieve your learning goals and ensuring that your study experience is positive, inclusive, and rewarding.

We look forward to supporting your success at IOIS and seeing you reach your full potential.

## Who we are

The Institute of International Studies (IOIS) is a nationally registered training organisation (RTO 45883) based in Sydney, Australia operating under the Standards for Registered Training Organisations 2025. IOIS provides nationally recognised qualifications that form part of the Australian Qualifications Framework (AQF) — ensuring your qualification is valued across Australia and recognised by employers and further-study institutions.

Our current training products include:

- BSB50420 Diploma of Leadership and Management
- ICT50220 Diploma of Information Technology



We deliver our training using modern digital learning systems, experienced trainers, and flexible methods to suit different learning styles. Our focus is on developing practical, workplace-ready skills that employers need.

## Our Mission

Our mission is to deliver high-quality vocational education and training that empowers individuals with the skills, knowledge, and confidence to excel in their chosen careers. We are committed to fostering personal and professional growth, enabling our students to make meaningful contributions to their communities — locally, nationally, and globally.

## Our Values

- Integrity: We act with honesty, fairness, and transparency.
- Excellence: We continually improve our courses and support.
- Respect: We value diversity and the individuality of every learner.
- Accountability: We take responsibility for outcomes and continuous improvement.

By choosing IOIS, you join a community that celebrates learning, professional growth, and ethical practice.

## Enrolment Process at IOIS

Welcome to IOIS. Our enrolment process is designed to ensure course fit, support your learning needs, and set you up for success. Follow these straightforward steps to begin your educational journey with confidence.

**Getting Started: Explore and Apply**



## **Explore and Choose**

Review course information on our website, attend an online info session, or speak with an Admissions Officer. Check entry requirements, delivery mode (blended), fees, course duration, required resources, and potential pathways including credit transfer and RPL.

## **Submit Application**

Complete the Application Form and upload requested documents: photo ID, prior qualifications or statement of attainment, CV where relevant, and any name-change evidence. If you have previous study, indicate you want Credit Transfer or RPL—we'll guide you through evidence requirements.

## **Assessment and Review**

Once your application is submitted, we conduct assessments to ensure course suitability and identify any support you may need.

### **Pre-Training Review (PTR)**

An Admissions or Training team member conducts a brief Course Entry Interview to confirm course suitability, discuss your goals, check entry prerequisites, and identify any support you may need. You'll either proceed to LLND assessment or be offered an alternative pathway where appropriate.

### **LLND Assessment**

Complete the Language, Literacy, Numeracy & Digital task online to ensure the course is the right level and to tailor any supports or reasonable adjustments. If you don't meet requirements, we'll offer targeted support or an alternative path with clear next steps.

## **Offer and Acceptance**

If suitable, we issue a Letter of Offer including course details and intake dates, delivery structure (blended), expected study hours, training plan outline, fees and charges with due dates, payment options including instalments if available, and applicable policies. If not yet suitable, we'll document an Alternative Path or Support Plan.

Sign your Offer Acceptance, provide or confirm your USI (Unique Student Identifier) at [usi.gov.au](https://usi.gov.au), provide any final documents requested, and pay according to the schedule in your Offer Letter or apply for an approved payment plan where available.

## **Enrolment Confirmation and Orientation**

Receive Confirmation of Enrolment and your Training Plan with units, sequence, key dates, assessment overview, and contact points. We create your LMS (Moodle/Teams) account and provide instructions for online classes and self-paced activities. Reasonable adjustments are documented if needed.

Online orientation covers how blended delivery works (live online plus self-paced), assessment methods and turnaround times, academic integrity and referencing, using the LMS and student e-mail, support services including LLND, welfare, disability support, study skills, and IT help, plus key policies.



## Begin Studies

Attend your first live online class, engage with learning materials, and follow your Training Plan. Keep your contact details up to date, communicate early if issues arise, and use available supports throughout your studies.



### Evidence & Documentation

- Photo ID and name-change evidence if applicable
- USI number
- Prior qualifications and Statements of Attainment for CT
- RPL evidence: CV, position descriptions, work samples
- Support documentation for adjustments



### Fees, Refunds & Payment Plans

Fee breakdown appears in your Offer Letter covering tuition, materials, and any enrolment or admin fees. Refunds follow the IOIS Fees & Refunds Policy. Instalments and payment plans may be available—details are in your Offer Letter.



### Changes to Enrolment

Submit the relevant Change of Enrolment form for deferral, suspension, or withdrawal. Provide supporting evidence where required for compassionate or compelling circumstances. We'll confirm outcomes in writing and update your Training Plan if needed.

## Credit Transfer & RPL

**CT:** Provide certified copies of your Statement of Attainment or qualification with matching unit codes.

**RPL:** Request an RPL kit and provide evidence against unit requirements. Fees, timelines, and evidence lists are outlined in the kit. Decisions are recorded and reflected on your Training Plan.

## Complaints, Appeals & Privacy

If you're unhappy with a decision or service, follow the Complaints & Appeals procedure in your handbook. We aim to resolve issues promptly, fairly, and transparently. Your personal information is managed under IOIS Privacy Policy and applicable legislation. You may request access to your records in writing.



## Student Support and Equity

At IOIS, your success matters to us. We aim to create a learning environment that supports every student to achieve their goals.

### Access, Equity and Diversity

IOIS is profoundly committed to fostering a learning environment that is accessible, equitable, and diverse for all students, regardless of their background or circumstances. We believe that equal opportunity is fundamental to achieving successful learning outcomes.

### Commitment to Equal Opportunity

IOIS actively promotes equal opportunity in all aspects of enrolment, training delivery, assessment, and student support. We are committed to removing systemic barriers and eliminating discrimination, harassment, and vilification based on:

- Gender and Sexual Orientation: Including gender identity and intersex status.
- Age: Ensuring fair treatment for students of all ages.
- Cultural and Linguistic Diversity (CALD): Respecting and catering to students from various cultural, ethnic, and linguistic backgrounds.
- Disability: Ensuring inclusion for students with physical, intellectual, or mental health disabilities.
- Socioeconomic Status: Providing pathways and support that minimize financial and social barriers.
- Religious Belief or Activity.

### Implementing Reasonable Adjustments

To ensure fair access and participation, IOIS is committed to providing reasonable adjustments where necessary.

**Request Process:** Students are encouraged to disclose any disability or specific learning need, either during enrolment or at any time during their studies, by contacting the Local Student Support Team or the Australian administration office.

**Assessment and Planning:** IOIS will consult with the student, and, where appropriate, with relevant support professionals, to identify the most effective and reasonable adjustments.

**Adjustment Scope:** Adjustments are modifications to the training or assessment process that remove barriers without undermining the integrity of the unit of competency or the qualification requirements. Examples of adjustments may include:

- Providing extended time for written assessments.
- Using assistive technology or alternative formatting (e.g., large print).







- Adjusting the physical environment at the local campus.
- Providing a qualified interpreter or language support (where commercially viable).

## **Our Inclusive Learning Environment**

Our commitment extends to our offshore locations and blended model:

- **Inclusive Resources:** Our digital learning resources and online platforms are designed to maximize accessibility (where feasible) and respect diverse learning styles.
- **Anti-Discrimination:** All staff, tutors, and students are required to abide by the IOIS Code of Conduct, which explicitly prohibits discrimination, bullying, or harassment within both the virtual and physical learning spaces. Any reported incident will be handled swiftly and confidentially via the Complaints and Appeals Policy.

## **Support Services**

This is a solid foundation for your support services section. To enhance it further, especially for an international context and given the blended delivery model with local campus support, we can add more depth and structure.

Here's an expanded version:

### **Student Support Services**

At IOIS, we understand that learning can present various challenges, whether they are academic, personal, or technical. Our comprehensive Student Support Services are designed to ensure you receive the assistance needed to succeed throughout your studies. Our dedicated teams in Australia and at your local offshore campus are here to help.

### **How We Support You**

IOIS provides a range of support tailored to your needs, which may include:

#### **Academic Guidance & Study Skills**

IOIS provides comprehensive support to help students succeed in their studies. Our study skills advice focuses on developing effective learning, research, and critical thinking strategies to enhance academic performance. We also offer time management assistance, providing practical techniques to help students balance their studies with work, family, and other commitments. In addition, personalised learning strategies are available to help students adapt to our blended learning environment, including guidance on making the most of online platforms, digital tools, and learning resources.

#### **Language, Literacy, Numeracy, and Digital (LLND) Support**

Assistance IOIS offers dedicated support to help students strengthen the foundational skills essential for success in vocational training. This includes assistance with understanding complex texts, improving writing clarity, developing basic mathematical concepts, and effectively using digital learning tools. At our local offshore campuses, students also have access to on-site language support designed specifically for those

whose first language is not English. This service helps students improve their language proficiency, better understand course materials, and meet assessment requirements with confidence.

### **Assessment Support**

IOIS is committed to ensuring fair and equitable access to assessment for all students. Where appropriate and reasonable, adjusted assessment arrangements can be provided to accommodate individual needs without compromising the required competency standards (refer to the Access, Equity, and Diversity section for further details). In addition, students receive clear guidance and support to help them understand assessment tasks and interpret feedback effectively, ensuring they have every opportunity to demonstrate their skills and achieve successful learning outcomes.

### **Technical Assistance**

Support for navigating our online learning platform, accessing digital resources, and troubleshooting common technical issues related to your studies.

### **Personal and Wellbeing Support**

While IOIS is primarily an educational institution, we recognise that student wellbeing is essential to academic success. Our team offers initial, confidential support to help students manage personal challenges that may affect their studies. Where more specialised assistance is needed, IOIS can provide referrals to professional external services, including counselling and wellbeing support. These referrals may be to trusted providers based in Australia or to vetted local services within the student's region, ensuring that every learner has access to appropriate care and support when needed.

### **How to Access Support**

- **Email:** For any support needs, please email [studentsupport@iois.edu.au](mailto:studentsupport@iois.edu.au). This is monitored by our Australian administration team.
- **Local Campus Support:** For immediate academic assistance, language support, or local guidance, you are strongly encouraged to speak directly with your trainer/tutor or the Local Student Support Team at your local offshore campus.
- **Confidentiality:** All support matters are treated with the utmost confidentiality, respecting your privacy and individual circumstances.

We encourage you to reach out early if you are facing difficulties. Proactive engagement with our support services can significantly enhance your learning experience and success.

### **Wellbeing and Respectful Behaviour**

At the Institute of International Studies (IOIS), student wellbeing and mutual respect form the foundation of our learning community. IOIS is committed to creating and maintaining a safe, supportive, and inclusive environment where every student, staff member, and visitor feels valued and respected.

Respectful behaviour is essential to ensuring that all members of the IOIS community can learn, work, and interact free from fear, discrimination, or harm. Harassment, bullying, discrimination, intimidation, or any

form of abusive conduct—whether verbal, physical, written, or online—will not be tolerated under any circumstances.

All students are expected to:

Treat others with courtesy, empathy, and understanding, recognising and appreciating individual differences, backgrounds, and perspectives.

- Communicate respectfully, whether in person, online, or during group learning activities, and avoid using language or behaviour that may cause offence, exclusion, or discomfort.
- Contribute to a positive classroom atmosphere by listening actively, participating constructively, and allowing others the opportunity to express their ideas without interruption or judgement.
- Respect the authority of trainers and staff, following reasonable directions and maintaining professionalism in all interactions.
- Support peers who may be experiencing challenges and report any behaviour that threatens the wellbeing or safety of others.



IOIS takes a proactive approach to student wellbeing through counselling support, academic guidance, and referral to external wellbeing services when necessary. The college promotes early intervention and encourages open communication to address any concerns before they escalate.

## Privacy and Data Protection

At IOIS, we value your privacy and are committed to protecting your personal information. We follow the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) to ensure your data is handled safely and responsibly.

When you enrol with IOIS, we collect information such as your name, date of birth, contact details, and education history. This information is used only for legitimate purposes, such as managing your enrolment, training, and assessment; reporting to government bodies like ASQA or NCVER; and communicating with you about your course or support needs. Your personal information will never be shared with anyone without your written consent, unless required by law.

All your information is stored securely in protected digital systems, and IOIS takes all reasonable steps to keep your data accurate, complete, and up to date. You also have the right to access or request corrections to your records at any time by contacting [info@iois.edu.au](mailto:info@iois.edu.au).



IOIS treats all personal information with strict confidentiality and expects students to show the same respect for the privacy of staff and fellow learners.

## Student Administration

The student administration process ensures that your enrolment and study experience are smooth, transparent, and compliant with national standards. Understanding these administrative requirements will help you manage your course more effectively.

### What is Unique Student Identifier (USI) & why you need it

Every student undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). This number allows you to access your training records and results from all registered training organisations (RTOs) in one secure online location.

If you already have a USI, please provide it at the time of enrolment. If you don't have one, you can create it easily at [www.usi.gov.au](http://www.usi.gov.au). IOIS can assist you if you experience any difficulties in applying for your USI. Without a valid USI, IOIS is unable to issue your qualification or statement of attainment.

### Change of Personal Details

It's essential that IOIS always has your current contact details so we can communicate important information about your studies.

You must notify IOIS within seven (7) days of any change to your name, address, phone number, email address, or emergency contact.

To update your information, simply email [info@iois.edu.au](mailto:info@iois.edu.au) or contact the administration office.

Keeping your details up to date ensures you receive assessment results, invoices, and any notifications regarding your course without delay.

### Credit Transfer (CT)

IOIS recognises qualifications and statements of attainment issued by any other Australian RTO. If you have completed equivalent units previously, you may apply for a credit transfer, which means you won't need to repeat the same training or assessment.

To apply for credit transfer, you'll need to provide certified copies of your qualification and transcript. IOIS will verify these with the issuing RTO before granting the credit. Once verified, the unit will appear as "CT" (Credit Transfer) on your academic record.

This process saves time, reduces duplication of learning, and ensures national recognition of your prior study achievements.

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows you to demonstrate that you already possess the skills and knowledge required for particular units based on your previous work experience, training, or life experience.

When applying for RPL, you'll be asked to provide evidence such as resumes, position descriptions, samples of work, references, or prior certificates.

An IOIS assessor will evaluate your evidence against the unit requirements and may conduct interviews or practical demonstrations to confirm competence.

RPL can reduce the time needed to complete your course and acknowledges the value of real-world learning.

If you're interested in this option, discuss it with your trainer or contact **studentsupport@iois.edu.au** for guidance.

## National Recognition

As part of the national VET framework, IOIS fully recognises any Statement of Attainment or qualification issued by another RTO. This ensures that your learning and achievements are portable across Australia's education system.

You won't be required to repeat units you've already completed successfully elsewhere, provided the units are equivalent and verified.

## Fees and Refunds

IOIS is committed to transparent and fair fee management in accordance with the Standards for RTOs 2025. All course fees, payment schedules, and refund conditions are outlined in your Letter of Offer and Student Agreement before enrolment.

### Payment of Fees

At IOIS, we strive to make managing your financial commitments straightforward and transparent. Students are required to pay course fees in accordance with the payment schedule outlined in their individual Student Agreement.

### What Your Fees Cover

Your course fees generally include:

- **Tuition:** The core cost of delivering your qualification.
- **Learning Resources:** Access to essential online learning materials, digital platforms, and any specified physical resources.
- **Student Support Services:** Access to the range of academic, personal, and technical support services provided by IOIS.

### Additional Costs

Any additional costs, such as re-assessment fees, replacement certificate fees, or specific material costs not covered by the standard fee, are clearly detailed in the IOIS Fees and Charges Policy. Students are responsible for these additional charges as they arise.



## Flexible Payment Options

IOIS understands the importance of managing financial commitments and offers flexible payment options. Details regarding these options are available in your Student Agreement and the IOIS Fees and Charges Policy.

### Advance Payment Limit

In accordance with the Standards for Registered Training Organisations and associated fee-protection requirements, IOIS will not require a student to prepay more than AUD 1,500 in tuition fees before training commences. Where a student elects to pay the full tuition fees in advance, the total amount so paid will be held under an approved fee-protection arrangement (for example, via a tuition assurance scheme or equivalent safeguard) so that the student is financially protected in the event IOIS is unable to deliver the training.

### Local Currency Payments

For students enrolled at a local offshore campus, all payments for tuition and associated fees are to be made in local currency. The equivalent AUD value will be determined using the applicable exchange rate at the time of transaction. Details on accepted payment methods will be provided by your local campus administration.

### Consequences of Non-Payment

It is crucial to adhere to the agreed-upon payment schedule. Failure to make payments by the due date may result in:

- Restricted access to online course materials and campus resources.
- Suspension of your enrolment.
- Withholding of results, qualifications, or Statements of Attainment until all outstanding payments are received.

**For full details regarding all fees, payment schedules, and associated procedures, please refer to the comprehensive IOIS Fees and Charges Policy.**

### Refunds

IOIS manages refunds in a fair and transparent manner. If IOIS is unable to deliver a course or discontinues a qualification, students are entitled to a full refund of all unused tuition fees. For student-initiated withdrawals, partial refunds may be granted depending on the timing of the withdrawal. All refund requests must be submitted in writing using the IOIS Refund Request Form, accompanied by any required supporting documentation. Refunds are processed within 28 days of receiving a complete request. In situations where a refund is not applicable, IOIS may, at its discretion, offer a credit toward an alternative course to support the student's continued learning.

All student payments are protected in accordance with national guidelines. IOIS maintains sound financial management systems to ensure continuity of training and protection of students' interests.





## Learning and Assessment

Learning at IOIS is designed to be engaging, flexible, and practical. Our training programs are built around developing real skills that employers value, and assessments are conducted to confirm that you can apply what you've learned effectively in realistic situations.

### Learning Approach

IOIS uses a blended learning model that combines structured training with self-paced study

and applied activities. Each qualification has a detailed Training and Assessment Strategy (TAS) that outlines how training is delivered and how competence is assessed.

Students have access to interactive digital resources, readings, and case studies through IOIS's learning platform. Trainers are qualified industry professionals who bring real-world experience to their teaching.

You are encouraged to take ownership of your learning — plan your study time, ask questions, and participate actively in discussions or simulations.



### Assessment Principles

All assessment at IOIS is conducted according to the principles of:

- **Fairness:** Students are given opportunities to understand assessment requirements and can request support or reasonable adjustment if needed.
- **Flexibility:** Assessments may be adapted to reflect individual learning styles or workplace contexts, without changing the standard required.
- **Validity:** Each task measures the skills and knowledge actually required by the unit of competency.
- **Reliability:** Assessment results are consistent and based on clear evidence.

Assessment methods may include written questions, reports, projects, role plays, case studies, practical tasks, and workplace simulations.

### Assessment Submissions and Results

Each assessment task will clearly outline instructions, marking criteria, and due dates. Students must submit all tasks by the specified deadlines. Extensions may be granted in exceptional circumstances with prior approval.

Each task will be assessed as either Satisfactory (S) or Not Satisfactory (NS). To achieve a Competent (C) outcome for the unit, all tasks must be satisfactory. If any task is not satisfactory, you will be given feedback and up to three (3) attempts to resubmit or complete the task successfully.

Please note that while the first two attempts are provided at no additional cost, a **third (final) attempt may attract a reassessment fee**, as outlined in the IOIS Fees and Charges Policy.

Trainers provide constructive feedback to help you improve and understand your performance. If you disagree with an assessment decision, you have the right to appeal. (see appeal policy)

## Academic Appeals

If you believe an assessment outcome is unfair or inconsistent with published criteria, you may lodge an academic appeal.

This must be done in writing within 14 days of receiving your result. The appeal will be reviewed by a senior assessor or Academic Manager who was not involved in the original decision.

The outcome of the review will be communicated in writing, and where necessary, additional assessment opportunities will be arranged.

## Training Guarantee

IOIS guarantees that once you have commenced your course, you will have every reasonable opportunity to complete it as agreed in your Student Agreement.

In the unlikely event that IOIS cannot continue to deliver a qualification, you will be offered a refund or the opportunity to transfer to another approved RTO at no additional cost.

## Student Conduct and Disciplinary Procedures

At IOIS, we believe that respect, honesty, and professionalism are the foundations of an effective learning community. Every student has the right to study in a positive, supportive, and safe environment — and a shared responsibility to uphold this environment for others.

As a student of IOIS, you are expected to demonstrate respectful behaviour towards your peers, trainers, assessors, and staff at all times. This includes maintaining honesty in your studies, treating others with courtesy, and taking responsibility for your own learning and actions.

## Code of Conduct

The IOIS Student Code of Conduct outlines acceptable standards of behaviour expected throughout your studies. By enrolling at IOIS, you agree to:

- Treat all students and staff with dignity and respect, valuing diversity and inclusion.
- Participate actively in learning and assessment activities and meet agreed deadlines.
- Follow directions given by trainers and assessors for safety and academic integrity.
- Use IOIS facilities, learning materials, and online platforms responsibly and appropriately.
- Refrain from any form of bullying, harassment, or discrimination.
- Respect the privacy and property of others, and maintain confidentiality where required.

- Communicate professionally through email, online discussion, and other platforms.

IOIS is committed to resolving behavioural issues through fairness and support. However, serious or repeated breaches may result in disciplinary action, including warnings, suspension, or cancellation of enrolment.

## Academic Integrity

IOIS places strong emphasis on academic integrity — the commitment to honesty, fairness, and responsibility in all learning and assessment activities.

Academic integrity means submitting your own work, properly acknowledging sources of information, and avoiding any form of dishonesty in assessments.

Breaches of academic integrity include, but are not limited to:

- Plagiarism: Presenting someone else's work, ideas, or words as your own without proper acknowledgment.
- Collusion: Working with others on an individual task and submitting joint work as your own.
- Cheating: Using unauthorised materials or assistance during assessments.
- Fabrication: Falsifying data, evidence, or references.

If a trainer suspects a breach of academic integrity, they will inform you and refer the matter to the Academic Manager. You will have the opportunity to explain your case before any action is taken.

Outcomes may include resubmission of work, academic counselling, or formal disciplinary action for serious or repeated offences. IOIS takes an educational approach — our goal is to help students understand and uphold integrity rather than punish mistakes.

To maintain academic honesty, always:

- Complete your assessments independently.
- Cite all references and resources used.
- Seek clarification if unsure about assessment requirements.

Upholding integrity builds trust, professionalism, and confidence in your qualification.

## Student Misconduct

Misconduct is behaviour that disrupts learning, threatens safety, or breaches IOIS policy. Examples include harassment, discrimination, damage to property, falsification of documents, or using abusive language.

If misconduct occurs, IOIS follows a fair and transparent process:

1. You will be informed in writing of the alleged behaviour and given an opportunity to respond.
2. A meeting may be arranged with relevant staff to discuss the issue.
3. Appropriate action will be determined — this may include a formal warning, suspension, or termination of enrolment depending on severity.

You have the right to appeal any disciplinary decision if you believe the process was unfair.

IOIS encourages respectful dialogue and aims to resolve behavioural issues constructively whenever possible.

## Alcohol and Drugs

IOIS maintains a zero-tolerance policy for alcohol and illicit substances in any study-related activity. Students under the influence of alcohol or drugs will be asked to leave and may face disciplinary action.

Where a student experiences substance misuse issues, IOIS encourages open communication and can provide referrals to appropriate support services.

## Property Damage or Theft

Students are expected to respect IOIS property, learning materials, and online systems. Any intentional damage, misuse, or theft of property may result in financial liability and disciplinary consequences.

Students must also respect intellectual property — do not copy or distribute IOIS learning resources without written permission.

## Health, Safety and Wellbeing

IOIS is committed to providing a safe and healthy environment for all learners, trainers, and staff. Health and safety is everyone's responsibility — we all share the duty of maintaining a safe learning environment.

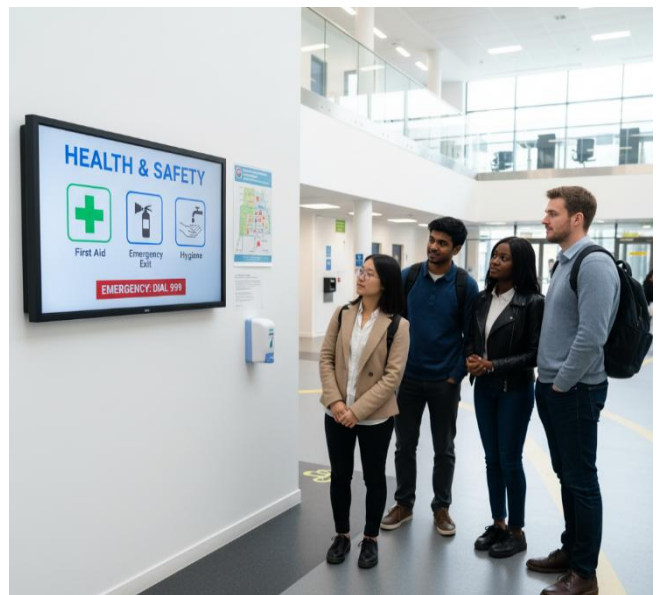
### Health and Safety Responsibilities

IOIS complies with the Work Health and Safety Act 2011 (Cth) and applies these principles to all learning environments, including digital platforms.

You are required to:

- Follow all safety instructions provided by trainers and staff.
- Report any hazards, risks, or incidents immediately to your trainer or support staff.
- Use equipment, materials, and digital systems responsibly.
- Behave in ways that do not endanger yourself or others.

Safety extends beyond physical health — IOIS promotes mental and emotional wellbeing. If you are feeling overwhelmed, anxious, or unwell, you are encouraged to seek help. Our Student Support team can refer you to external professionals such as counsellors or wellbeing services.





## Emergency and Critical Incidents

In the event of an emergency — medical, environmental, or personal — students should contact local emergency services immediately.

- Emergency Number in Australia: 000
- If studying from overseas, please contact your local emergency number for immediate assistance.

IOIS has a Critical Incident Management Procedure to respond to serious events that affect the wellbeing or safety of students or staff. This may include illness, injury, or unexpected crises.

Students will be supported throughout the process with sensitivity and confidentiality.

## Wellbeing and Support Services

Studying can sometimes be challenging, especially when balancing personal, family, or work responsibilities. IOIS understands that wellbeing is key to success.

If you experience stress, time-management difficulties, or emotional concerns, reach out early — our staff can help with strategies, extensions, or referrals.

You can contact [studentsupport@iois.edu.au](mailto:studentsupport@iois.edu.au) for confidential assistance at any time.

## Progress and Participation

Progress and participation are essential parts of your learning success. IOIS monitors each student's progress throughout their course to ensure they are on track to complete within the expected duration.

Active participation demonstrates commitment and helps trainers identify where extra support may be needed.

### Course Progress Requirements

To successfully complete your course, you must engage in all scheduled training and assessment activities, meet submission deadlines, and demonstrate competency in each unit of competency.

If you fall behind in your studies, IOIS will contact you to discuss your situation. Together, we may develop a **Learning Support or Intervention Plan** to help you get back on track. This plan may include extra sessions, resubmissions, or time extensions where appropriate.

Progress is not measured by attendance alone but by your ongoing engagement and assessment outcomes.

### Attendance and Engagement

Although IOIS delivers many learning components flexibly, participation in all scheduled activities — including workshops, meetings, and online sessions — is vital. Consistent engagement improves understanding, feedback quality, and overall outcomes.

If you are unable to participate due to illness or personal reasons, please notify your trainer or the Student Support team as soon as possible. Documentation may be required for extended absences.

## Training Guarantee

IOIS guarantees that once you have commenced a course, you will have every reasonable opportunity to complete it as agreed in your Student Agreement.

Should unforeseen circumstances prevent IOIS from delivering a qualification, you will be offered either a refund or a transfer to an equivalent course with another approved RTO — at no additional cost.

This commitment ensures that every learner who begins a qualification with IOIS can complete it successfully.

## Complaints and Appeals

IOIS values fairness, transparency, and open communication. We understand that issues may arise from time to time and are committed to resolving them promptly and respectfully.

A complaint may relate to any matter — such as the quality of training, behaviour of staff or students, assessment processes, or administrative services. IOIS aims to ensure every student is treated fairly and that all concerns are addressed without disadvantage.

### Informal Resolution

In many cases, issues can be resolved quickly and informally. If you have a concern, we encourage you to first discuss it with the person involved, such as your trainer or assessor. Often, a direct conversation can clarify misunderstandings and lead to a positive resolution.

If you are not comfortable addressing the issue directly, or if the issue remains unresolved, you may seek assistance from the Student Support Officer or Academic Manager. They can help mediate discussions and find a mutually acceptable outcome.

### Formal Complaints

If the issue cannot be resolved informally, you may lodge a formal complaint in writing. This can be done by completing the IOIS Complaint Form and submitting it via email to [studentsupport@iois.edu.au](mailto:studentsupport@iois.edu.au).

Your complaint will be acknowledged within five (5) working days, and a designated staff member will investigate the matter fairly and objectively.

You will be kept informed of progress and notified in writing of the outcome.

All complaints are handled confidentially, and your enrolment will not be affected while your complaint is being reviewed.

### Appeal Process

If you are dissatisfied with a decision made by IOIS — including the outcome of a complaint or an academic result — you may lodge an appeal.

Appeals must be submitted in writing within 20 working days of receiving the decision.



The appeal will be reviewed by a senior staff member who was not involved in the original decision. You will be given an opportunity to present additional information or evidence.

Once a decision has been reached, you will receive a written statement outlining the outcome and reasons for the decision.

If you remain dissatisfied, you may request external review through an independent mediator or the relevant training regulator, ASQA. IOIS will provide contact details for external bodies upon request.

IOIS ensures that no student is disadvantaged or penalised for making a genuine complaint or appeal.

## Feedback and Continuous Improvement

Your feedback is vital to the ongoing improvement of IOIS's services. We believe in listening to students, responding to suggestions, and continually enhancing our training and support.

IOIS collects feedback at multiple stages of your learning journey — during enrolment, throughout your course, and upon completion. You may be invited to complete surveys or provide comments about your training experience, resources, or staff.

All feedback is reviewed by the Academic and Quality Assurance teams. Identified trends, concerns, or improvement opportunities are documented in the Continuous Improvement Register, ensuring that student voices actively shape IOIS's development.

If you have ideas or suggestions at any time, please email [studentsupport@iois.edu.au](mailto:studentsupport@iois.edu.au) — every suggestion is valued.



## Awards and Certification

Upon successful completion of your course, IOIS will issue your qualification or Statement of Attainment in accordance with the Australian Qualifications Framework (AQF) and the Standards for RTOs 2025.

Once you have been deemed competent in all required units and all fees have been paid, IOIS will issue your Australian Qualifications Framework (AQF) certificate and record of results within 30 calendar days of course completion. If you complete only part of a qualification, IOIS will issue a Statement of Attainment that lists the units you have successfully completed. In the event that your certificate is



lost or damaged, you may request a replacement by submitting a written request and paying the applicable administrative fee. All replacement certificates will clearly indicate that they are reissued versions to maintain record accuracy. Employers, educational institutions, and other Registered Training Organisations (RTOs) may verify the authenticity of a certificate by contacting IOIS directly. IOIS upholds the integrity of its certification process and ensures that all awards issued are verified and recorded accurately.

## Vocational Education and Training (VET) Overview

The Vocational Education and Training (VET) system in Australia provides practical, work-focused skills and knowledge that prepare learners for employment and career advancement. VET qualifications are developed through nationally endorsed training packages that define the competencies required by various industries. The system is industry-driven, ensuring that courses remain relevant to employer needs, and flexible, allowing learning through classroom delivery, online study, workplace projects, or simulations. Training is competency-based, meaning students must demonstrate their ability to perform real tasks to industry standards.

IOIS operates within this national framework, ensuring that every qualification aligns with current industry requirements and is recognised across Australia. All qualifications delivered by IOIS are part of the Australian Qualifications Framework (AQF), the national policy that maintains consistency and quality across the education and training sectors. VET qualifications typically range from Certificate I to Advanced Diploma levels, each reflecting progressively higher levels of knowledge, skills, and application. Studying within the AQF ensures that IOIS students receive nationally recognised qualifications that support both employment outcomes and further study opportunities, including pathways to university.

### IOIS Commitment to Quality

At the Institute of International Studies (IOIS), our core mission is to deliver high-quality, nationally recognised vocational education and training. Our commitment to quality underpins every aspect of your learning journey and is demonstrated through our adherence to rigorous standards and a culture of continuous improvement.

#### Adherence to National Standards

IOIS is an Australian Registered Training Organisation (RTO 45883) and operates in strict compliance with the Standards for Registered Training Organisations (RTOs) 2025. These standards are a benchmark for excellence in vocational education and ensure:

- **Quality Training and Assessment:** That our training products and services meet the needs of industry and learners.
- **Effective Governance:** That IOIS is managed efficiently and ethically.
- **Student Protection:** That student rights and interests are safeguarded.

#### Pillars of Our Quality Commitment

At IOIS, our dedication to quality, integrity, inclusion, and innovation is reflected in every aspect of our operations. We maintain highly qualified trainers and assessors based in Australia who hold the required vocational and training qualifications, along with current industry skills and experience. These Australian-based trainers are responsible for the overall design, delivery, and final assessment judgments for all qualifications. They participate in ongoing professional development to remain current with industry best practices and emerging teaching methodologies.

Students at our offshore campuses are supported by dedicated local tutors who assist with the learning process, provide guidance on course content, facilitate practical activities, and help students access learning resources. While these tutors play an important role in supporting learners, all formal assessment judgments are conducted exclusively by our qualified assessors in Australia to ensure consistency and compliance with national standards.

Our courses are developed through a robust design and development process that aligns with current industry requirements and relevant training packages. The curriculum is engaging, accessible, and tailored to support diverse learning needs through a blended delivery model. Our assessment systems are fair, valid, reliable, and flexible, designed to accurately measure student competency against national benchmarks. We regularly review and refine our assessment tools and practices to maintain validity, reliability, and transparency, ensuring that students have full confidence in the integrity of their certification.

IOIS is firmly committed to continuous improvement. We actively monitor course outcomes, gather student and industry feedback, and stay informed of regulatory and sector developments. Feedback obtained through surveys, complaints, and informal discussions plays a vital role in refining our services and enhancing the overall student experience.

We operate with the highest ethical standards, conducting all activities transparently and with integrity. Our inclusive, student-centred approach places learners at the heart of everything we do, ensuring that their success, wellbeing, and development remain our top priorities. By upholding these principles, IOIS guarantees that every learner benefits from an exceptional educational experience that meets the highest national standards and equips them with skills recognised and respected globally.



## Student Acknowledgement

Before commencing training, all students are required to acknowledge that they have read, understood, and agree to comply with the policies, procedures, and expectations outlined in this Student Handbook.

### Student Declaration

By signing below, I acknowledge that I have received, read, and understood the information outlined in the Institute of International Studies (IOIS) Student Handbook – Version 1.0.

I agree to comply with the policies, procedures, and responsibilities detailed within this handbook throughout my enrolment at IOIS.

I understand that if I breach any of the conditions or obligations stated in this handbook, this signed acknowledgement may be used as evidence in any related disciplinary or administrative processes.

I commit to actively participating in my learning, upholding the IOIS Code of Conduct, and communicating openly and respectfully with staff regarding any concerns or difficulties that may affect my progress.

Student Name	
Student Signature	
Date	