

Code of Practice Policy

1. Purpose

The Code of Practice aims to clarify for all staff the conduct expected in the performance of their duties and to provide a guide for solving ethical issues. Any doubts regarding the application of the code or the appropriate course of action to be adopted, should be discussed with an appropriate senior staff member.

2. Application

This policy applies to all staff and students of SIBT.

3. Policy Statement

This policy sets out the framework which underpins the conduct of staff and students in their daily activities at SIBT.

3.1 *Provision of Education and Training Services*

SIBT will adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the educational interests and welfare of all students.

SIBT will maintain a learning environment that is conducive to the success of international and local students. SIBT will have the capacity to deliver the nominated course(s), provide adequate facilities and use methods and materials appropriate to the learning needs of the students.

SIBT, as a provider of courses to international students in Australia will obtain registration of its courses on National registers and will monitor and assess the performance, course attendance and progress of students.

SIBT will ensure that staff involved with international students are not only suitably qualified but also sensitive to the culture(s) of the students being taught and will provide for training of such staff as appropriate.

SIBT abides by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students - The National Code.

3.2 *Marketing of Education and Training Services*

SIBT will market its educational product with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian international education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

SIBT will market its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and will not detract from the reputation of other Australian institutions.

SIBT will be responsible under this code for the actions of its appointed agents in relation to the marketing of services to, and the application processes for, international students and will make every reasonable effort to

ensure that at all times these agents act in the best interests of the applicant and the provider, and in compliance with ESOS standards.

3.3 Providers' Financial Standards

SIBT will safeguard funds paid by local and international students.

If SIBT is unable to deliver agreed services it will make a refund to the student in accordance with relevant Commonwealth and/or State and Territory legislation.

SIBT will properly document the contractual and financial relationship between the student and SIBT and will make available to the student copies of this documentation.

3.4 Student Information

SIBT will supply accurate and current information to enable a person unfamiliar with Australia's education and training system and living conditions to make an informed decision about the appropriateness of the provider and its courses to the student's educational needs.

SIBT will supply accurate and current information to students and prospective students on all relevant matters. This will include but not be limited to detailed and realistic estimates of costs for students and for accompanying dependents of tuition, accommodation and living expenses; admission procedures and criteria; conditions of acceptance; English language proficiency requirements; academic program including bridging courses, flexible programs and details of pre-sessional and in-sessional English language programs; recognition given to qualification(s) offered; withdrawal arrangements; termination of tuition; refund entitlements; including instances where the provider defaults; details of facilities and equipment, living conditions and staffing; accommodation availability on and off campus; internal and external grievance procedures; and non-academic student support services of special relevance to international students.

SIBT will regularly review all information provided to students to ensure its accuracy and relevance.

3.5 Student Recruitment and Placement

Recruitment of international and local students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiencies and aspirations of the applicant are matched by the educational opportunity offered. Proficiency in English will be specifically assessed. SIBT will ensure that the assessment of the educational background of intending students is undertaken by suitably qualified staff and agents and provide for the additional training of such staff and agents, as appropriate.

Offers of course placements will include requirements for English language and other bridging courses where these are deemed necessary.

SIBT will inform prospective students of the relevant Acts and regulations governing international student entry to and stay in Australia. SIBT will also inform prospective and enrolled students of any changes to student visa conditions, as advised by the Department of Immigration and Border Protection (DIBP) or its equivalent. This information shall include visa conditions, work rights, course requirements (including enrolment in a full time course of study, attendance and academic progression matters), the requirements to maintain current international student health cover, and DIBP's requirements for certain course changes.

SIBT will notify the relevant Commonwealth authority if an international student is no longer participating in the course for which they were enrolled.

SIBT will ensure that the practices employed in the recruitment and placement of international students complies with all relevant legislation.

3.6 Student Support Services

SIBT will be sensitive to cross-cultural issues and provide support services to Australian and international students, especially those under the age of 18 years. These services will include adequate orientation, information and advice on accommodation, prior to course commencement, and concurrent assistance such as counselling, bridging courses and welfare facilities.

SIBT will ensure that students have access to a fair and equitable process for dealing with grievances.

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3.8 Sanctions

SIBT is aware that if it does not meet the obligations of this Code or relevant regulatory requirements it may have its approval to offer courses to international students and its registration as an approved provider withdrawn

SIBT staff should be familiar with the responsibilities that are part of their employment, and be aware that sanctions will be applied if these provisions are breached. These sanctions vary from counselling, to suspension, laying criminal charges or taking civil action.

4. Definitions

- N/A

5. Related Documents

- The National Code of Practice 2007
- ESOS Act

Amendment History

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| Department: | Governance | |
| Approval Authority: | SMT | |
| Approval Date: | 28 April 2014 | |
| Date for Next Review: | 30 April 2017 | |
| Revision Date | | |
| Revision Date | Version | Summary of changes |
| 10/05/10 | 1 | Reformatted into new template |
| 06/10/11 | 2 | Updated formatting in line with UPD |
| 19/06/12 | 3 | Added statement - <i>SIBT may commence applicable disciplinary procedures if a person to whom this policy applies breaches this policy (or any of its related procedures).</i> |
| 03/04/14 | 4 | Complete review of document. Updated DIAC to DIBP |
| 10/03/16 | 5 | Updated. Endorsed and approved at SMT. |