



SECTION 4



Institute of Health and Nursing
Australia

Studying at IHNA

International Student Handbook

www.ihna.edu.au

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How to use this Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

Example:
Immediate Priority



Colour Code

Information

	"I need to know IMMEDIATELY!"
	"I need to know by the first week!"
	"I need to know BEFORE classes begin!"
	"I need to know by the end of WEEK 4!"
	"I need to know by the end of WEEK 6!"
	"I need to go back and remind myself of this as I go through my study!"



To Begin:

Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who runs the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the

institution, its staff and its services.

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
 - » International Office staff and their duties
 - » Course or Academic Advisor
 - » ESL Advisor
 - » Student Services staff
 - » Religious/Cultural/Ministry staff
 - » Accommodation/Homestay Coordinator
 - » Counsellors
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.

- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
 - » Library
 - » Computer rooms and facilities
 - » Recreation and eating areas
 - » Clubs and Associations
 - » Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

What to Do First

Report to the International Office or welcome area for International Students.

International Student Orientation

International student orientation for all IHNA Campuses will be conducted in the first week on course commencement.

Faculty/Course Orientation

Faculty/Course orientation for all IHNA Campuses will be conducted in the first week on course commencement. Timetables for sessions, key faculty staff names and contact numbers will be provided to the students during this orientation.

International Student 'Code of Behaviour'

Students are required to adhere to Institute of Health and Nursing Australia Student Code of

Behaviour at all times. A copy of IHNA's policy on 'Student Code of Behaviour' is available from IHNA website. Location: 'Policies, Links and Forms' section under the 'Future Students' tab.

Direct Link: http://www.ihna.edu.au/policies/student_code_of_behaviour.pdf

Academic Policies & Procedures

IHNAs academic policies and procedures could be accessed from IHNA website, under the 'Future Students' tab as 'Policies, links and forms'. All other policies are available anytime at IHNA. Please contact our administration staff or your course coordinator.

Academic Participation and Progress Policy could be accessed from the following link: <http://www.ihna.edu.au/policies/academic-participation-and-progress-policy.pdf>

Complaints & Appeals

IHNA considers Student complaints and Grievances with high importance. Should you have any complaints or grievances, you are encouraged to lodge a Complaint or Grievance through IHNA website. This section could be found under 'My IHNA' tab in the website.

Direct link: http://www.ihna.edu.au/miscs/students_complaints.

IHNA's Student complaints and Appeal Policy could be accessed from the following link: http://www.ihna.edu.au/policies/student_complaints_and_appeal_policy_2013.pdf

You are also encouraged to meet the 'International Student Support Officer', Training Manager or any of your educators should you have any complaints or grievances.

International Student Visa Conditions

For a full list of mandatory and discretionary student visa conditions please visit

www.immi.gov.au/students/index.htm

Academic Progress

You have an obligation to maintain satisfactory course progress by successfully completing at least 50% of the units scheduled for each study period. Failure to achieve satisfactory progress may require a revision of your enrolment load and also an extension to your enrolment as well as your student visa, which in turn has significant cost implications.

IHNA will follow the Dept. of Industry and DIBP (Department of Immigration and Border Protection) policies and procedures for systematically monitoring students' course progress and will take the following steps if the student does not meet the course requirements.

- IHNA will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.
- IHNA will report students to DIBP, under section 19 of the ESOS Act, who have breached the course progress requirements.

Overseas Student Health Cover (OSHC)

- Students will maintain OSHC coverage for the duration of their student visa. This cover enables students to seek basic medical advice and assistance.
- Students will strive to attend classes on scheduled days of each term. Students who are sick and absent from school will be required to obtain a valid medical certificate.
- Students must ensure they maintain satisfactory course requirements in accordance with the National Code 2007 and the IHNA International Student Application Form Terms and Conditions of Enrolment
- Students will advise the Administration office

of current contact details within seven days of any change

- Students will not visit pornographic websites or download pornographic material while on IHNA's premises
- Students must give at least 2 weeks advance notice if leaving the program prior to contract dates
- Students will obey Australian laws and regulations at all times
- It is illegal to possess and/or use non-prescribed drugs in Australia.
- Students will not engage in inappropriate sexually explicit behaviour at any time while at IHNA or Practical Placement.

Attendance

You have an obligation to attend at least 80% of scheduled classes in each study period. Failure to achieve attendance may require a revision of your enrolment load and also an extension to your enrolment as well as your student visa, which in turn has significant cost implications.

Current Address Details

Students on an International Student Visa no longer need to keep Department of Immigration and Border Protection (DIBP) informed of their home address in Australia, as DIBP will check these details with your education provider if required. Therefore you **MUST** maintain a current residential address on your student file **AT ALL TIMES**.

Student Administration Information

Enrolment

As a condition of enrolment, the student agrees to abide by all IHNA policies referred to below for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These could include:

1. Accommodation Policy
2. Complaints and Appeals Policy
3. Course Progress and Attendance Policy
4. Behaviour Policy/Code of Conduct
5. Student Transfer Request Assessment Policy
6. Deferment, Suspension and Cancellation Policy

For details, please refer to IHNA's Fee Payment Policy in IHNA Website. The links for relevant policies and form could be accessed from IHNA website, under the 'Future Students' tab as 'Policies, links and forms'.

Direct Link: <http://www.ihna.edu.au/myihnas/policies>

- Students should maintain full time enrolment in a course.
- Non-payment of fees will mean you will not be able to continue to be enrolled
- Any changes to enrolment such as deferment, withdrawal must be notified / requested in writing

ID Cards

IHNA will issue Individual ID Cards for all IHNA students. This could be obtained from the IHNA Administrative Office, on the first week of the course commencement.

Refund & Cancellation Policy

Fees, Refund & Cancellation Policies

1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/Department of Immigration & Border Protection (DIBP) for any reason, the refund applicable will be fees paid as a deposit towards an eCoE will be refunded, minus administration and processing charges of AU\$300.00. Documentary evidence of visa refusal is required.
2. If Institute receives a written notice of withdrawal more than 28 days before the commencement of the course, the refund applicable will be: 25% of the fees paid by the

student, minus administration and processing charges of AU\$300.00

3. If written notice is received between 14-28 days before the commencement of the course, the refund applicable will be: 15% of the fees, minus administration and processing charges of AU\$300.00

4. If written notice is received less than 14 days before the course commencement date, there will be no refund.

5. If the student withdraws after the Study Period has commenced, there will be no refund of fees. Further, the student will have to pay any unpaid fees for that study period to IHNA before the request for release letter is considered.

6. If a student's visa is cancelled due to their breach of international student visa conditions or IHNA Policies and Procedures after the commencement of course or Student Misbehaviour. There will be no refund of the current study period's fees. Maintaining the conditions of the visa grant and following IHNA's policies and procedures, as agreed, is the student's responsibility. Students are also liable to pay the balance of fees payable to IHNA by student.

7. At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning(RPL) will be discussed & granted after the student provides sufficient evidence. If the CT allows shortening of the duration of the course, pro-rata fees will be calculated and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee.

8. If a student requests to defer to any following intake/s within 28 days before the commencement of the course initially applied for, while waiting for a decision from the regarding their student visa application, IHNA will require a proof of lodgment of student visa and a written request from the student explaining why the deferment is requested. Any deferment is solely at the Institute's discretion. If the Student's visa application is

rejected, all fees minus administration and processing charges of AU\$300.00 will be refunded. If the commencement is deferred again, a deferment fee of AU\$250 will be charged for every subsequent deferment (to be paid along with request for deferment).

9. If student defers before or after the start of the course or temporarily suspends studies after the start of the study period, the tuition fee will not be carried forward, unless the student is deferring/temporarily suspending studies for exceptional reasons or compassionate/compelling circumstances. Any refund will be based purely on the discretion of the Institute's CEO/Director. If the Students' visa application is rejected all fees minus administration and processing charges of AU\$300.00 will be refunded.

10. In cases of the Institute's default, full refund of unused portion of Tuition Fee is applicable. IHNA will be considered in default in relation to an overseas student or prospective overseas student, if either of the following occurs:

- IHNA fails to start to provide the course to the student on the agreed starting day;
- The course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn before the default day.
- In case of onshore transfer of provider, it is the student's responsibility to obtain Department of Immigration and Border Protection (DIBP) approval and visa extension:
- If visa extension is rejected after course commencement date, there is no refund of fees by IHNA.
- If visa extension granted after course commencement date, full refund of unused portion of tuition fees will be provided by IHNA.

Textbooks

Suggested list of text books will be provided by IHNA. It is student's responsibility to purchase text books.

Student Support Services

Academic Skills Assistance

IHNA is committed to the delivery of high quality training outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Some or all of the following support mechanisms may be identified for the student to assist them meet their learning objectives:

1. A recommendation that the student seek appropriate personal and/or academic support from within or outside of IHNA.
2. Regular feedback from teaching staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes.
3. Regular contact with the student by the Admin Coordinator and Course Coordinator in person or via e-mails
4. Identification and implementation of other additional support strategies to enhance the student's progress as identified by the student.

Key Personnel: Trainer / Assessor, Course Coordinator

Counselling

IHNA students have access to staff for counselling and advice on appointment. An internal Counsellor is available for staff and students of IHNA to access as required. IHNA's counsellor will be available to all students who may want to talk about:

- Stress and depression
- Relationships and family matters
- Sexual assault
- Identity issues
- Study issues and performance anxiety
- Suicidal thoughts or self-injury
- Homesickness
- Adjusting to the new environment or the Institute
- Motivation issues
- Exam stress
- Any other matters you would like to talk about in confidence.

The course coordinator and trainers or the delegated personnel will be available to provide additional support during the course duration. Students could contact the concerned personnel through e-mails, teleconference, telephonic discussions, by person (on appointment) and Skype. Students can also use any of the Community counselling services available. Arrangements for such counselling services will be made available to the students by IHNA, if required.

Key Personnel: International Student Support Officer

Disability Services

IHNA is committed to provide education services and a learning environment that is free from discrimination, harassment and victimisation. IHNA will act to provide an accessible and supportive learning environment for students with disabilities and will provide access insofar as reasonably practicable to any service provided by IHNA to its students.

Key Personnel: International Student Support Officer

Ancillary Student Services

Student Accommodation

IHNA provide students with accommodation at a reasonable cost. Our hostel and other accommodation facilities are arranged as close as possible to campus locations. We offer the following: fully furnished shared accommodation which incorporates all utilities bills, internet facilities, local telephone facilities. Please note that Student Accommodation facilities are available only at Melbourne Campus and will be available to a limited number of students. This will be served on a first come first serve basis. For further details, contact the Student Support Manager at studentservices@ihna.edu.au

Student Notice Boards

Student notice boards are used in IHNA campuses to inform students about the upcoming social activities, course related information and updates and Student's achievements. Student Notice boards also have a section for students to post / share any useful information among other students within the campus.

Quick Guide to Key Personnel:

WHO TO SEE	ISSUES
ACADEMIC	
Nurse Educators or Trainer / Assessors	Questions about content of units, teaching procedures, assessment.
Course Coordinator	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform International Education Office)
Academic Skills Adviser / Course Coordinator	Help with reading, writing, note taking, preparation for exams & assignments
ADMINISTRATIVE	
International Student Support Officer	Visa problems, financial problems, enrolment and short term accommodation
International Student Support Officer	Health care/ insurance problems, academic progression, accommodation, understanding of how to utilize institution processes effectively.
Student Administration	Timetable, registration in subject units, change of address.
PERSONAL	
International Student Support Officer	Problems with relationships, home-sickness, gambling, depression, relationship issues.
Campus Manager	Spiritual / religious issues, personal problems.
Campus Manager	Sexual harassment, discrimination issues.
Training Manager	Examination / study adjustments.
Student Support Manager	Accommodation issues



Campuses & Facilities:

List of Facilities for Melbourne Campus:

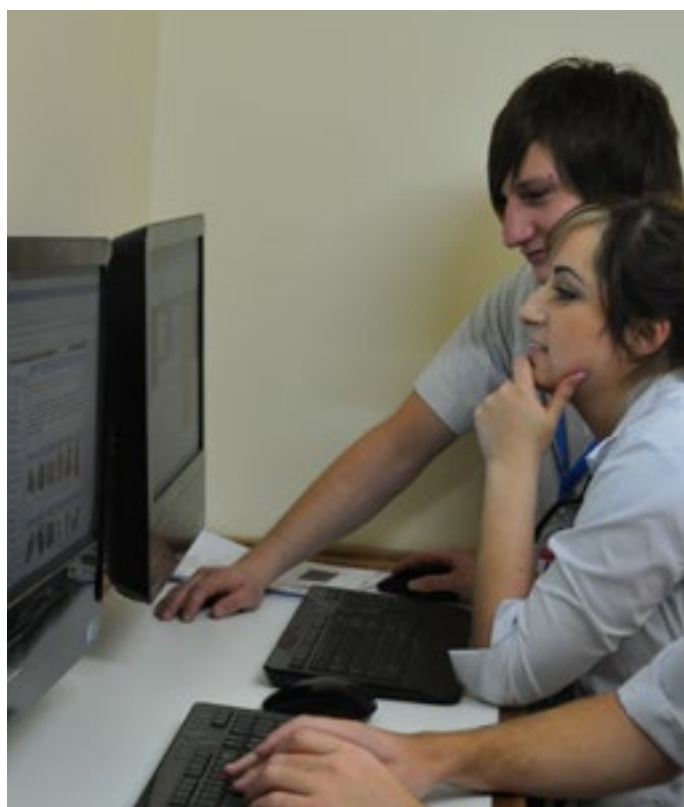
Administration, student lounge, dining room, outdoor alfresco seating, Computer lounge room, Lunch truck arrival every day. Free Wi-Fi access, smoking area, library room and online library, toilet facilities and student support staff.

List of Facilities for Perth Campus:

Administration, student lounge, Student Kitchen, Food Court, Students computer lab, Free Wi-Fi access, library room and online library, toilet facilities and student support staff.

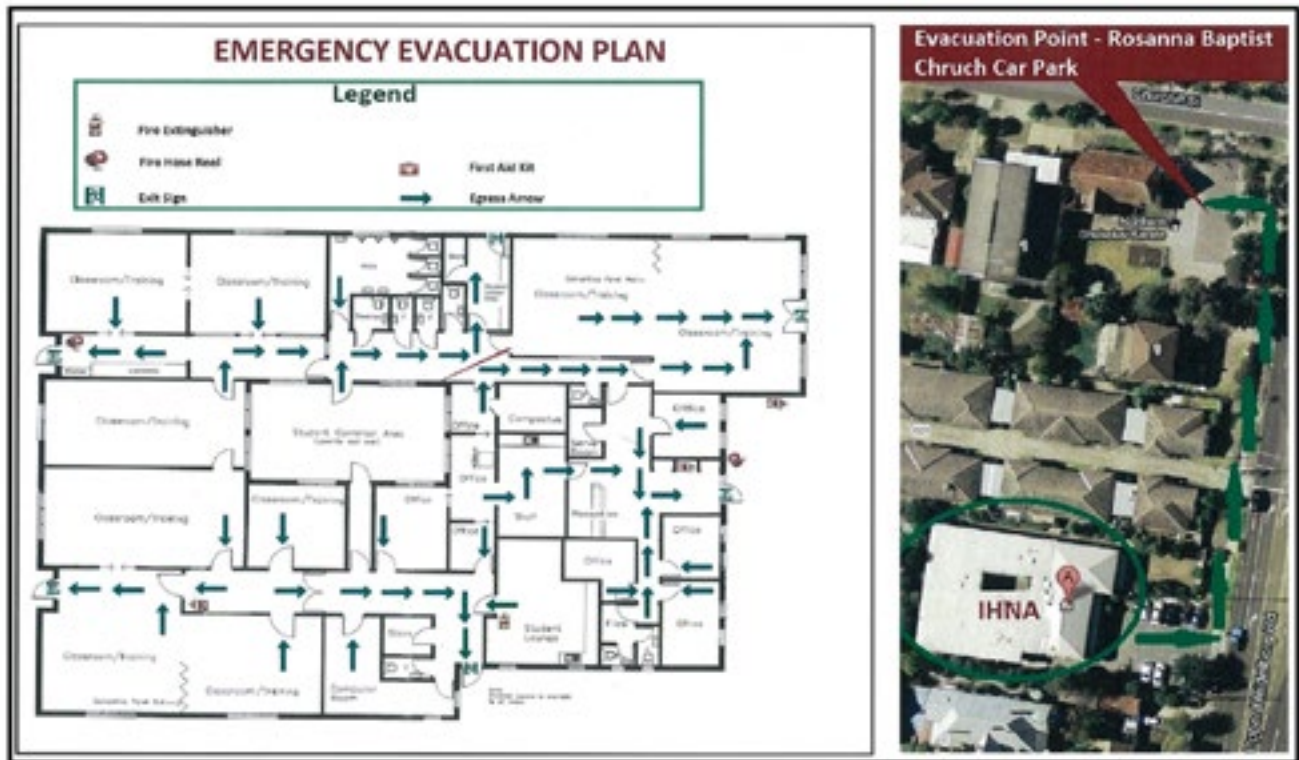
List of Facilities for NSW Campus:

Administration, student lounge, Student Kitchen, Students computer lab, Free Wi-Fi access, library and resource centre, online library, toilet facilities and student support staff.



Campuses Map and Evacuation Plan

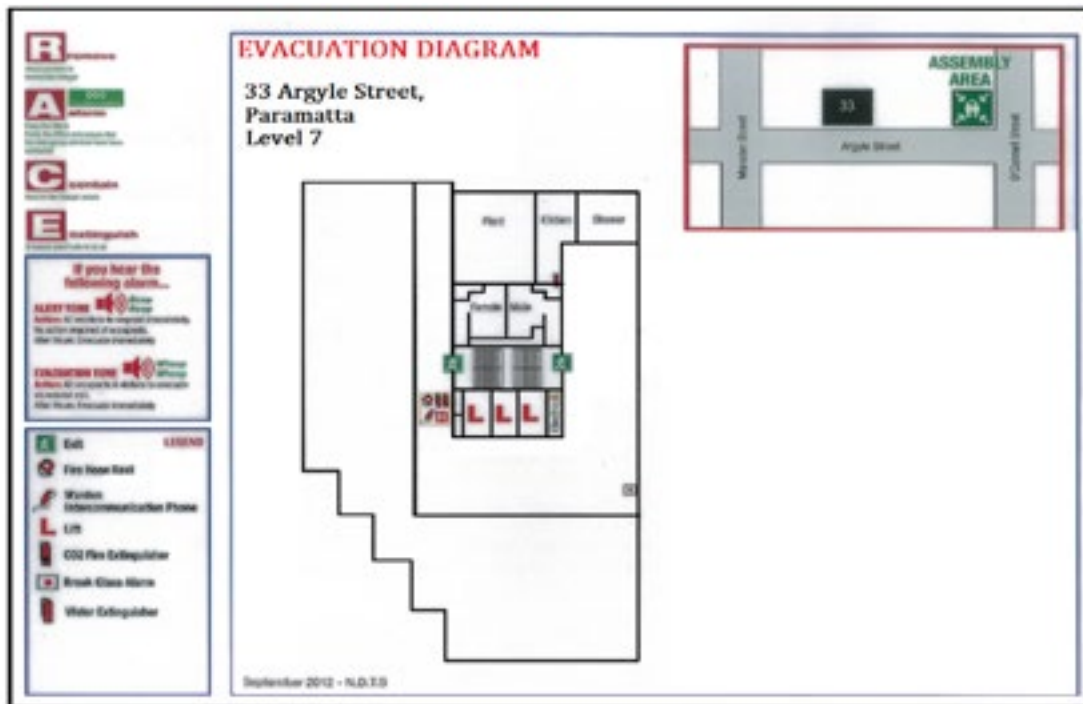
Melbourne Campus



Perth Campus



NSW Campus



Academic Support & Expectations

Teaching & Learning at IHNA

IHNA will monitor record and assess the progress of each student. IHNA has in place the following Strategies to identify students at risk of not making satisfactory progress and those with special language and literacy needs.

1. The trainer/assessor records attendance of each class as per the Daily Students Attendance Records for face to face mode of delivery
2. For VET courses progress will be monitored at the end of every unit
3. Participation and progress in face to face mode of delivery will also be monitored through participation in classroom activities and completion of assessments
4. Participation and progress in self-paced learning such as E-learning or distance learning courses will be monitored through the activity

report recorded online. Students will be enrolled in one unit of competency and its satisfactory completion is required to proceed with the next unit of competency

5. Students who are marked 'not satisfactory' on a second attempt will be subject to IHNA's intervention strategy.

Students identified as having attendance issues, at risk behaviour or not making satisfactory progress will be contacted and counselled by the Training Manager or Course Coordinator. If required, additional learning support will be made available to the students making unsatisfactory progress.

The Australian Government promotes and supports teaching and learning in higher education institutions for the enhancement of students' needs. Generally – and especially at IHNA – learning culture consists of a supportive

environment where individual students are given every opportunity to excel in their chosen study. As a student of IHNA you have the following academic rights and responsibilities:

Plagiarism

Students are required to submit their own work for assessment. The presentation of someone else's work, words or ideas as one's own is plagiarism and therefore unacceptable. Plagiarism can be deliberate or accidental. Whenever students use the words or ideas of another person in their work, they must acknowledge where it is originally taken from. Various forms of plagiarism as follows:

- Downloading or copying any materials/ideas or part of it from an online source and submitting it as your own work with acknowledging
- Buying, stealing or borrowing any materials/ideas and submitting it as your own work

Cheating: 'Cheating' is to act dishonestly or unfairly to gain advantage. It can also be defined as completing an assessment without a student's own effort and getting someone else to do the work. This is not an acceptable practice and will affect the progression of the course.

Resources

IHNA will provide appropriate resources to you. We offer:

- a wide range of books and audio-visual materials for you to borrow
- access to online facilities and an e-learning portal
- friendly personal service
- staff expertise and experience in each area of study
- practical facilities where you can learn in a safe environment
- access to clinical placements in healthcare facilities.

IHNA has well-equipped, simulated laboratories ensure clinical skills teaching is achieved in a realistic and effective manner. Lab sessions typically involve use of clinical equipment, practice models and manikins, clinical tools, role plays and simulated activities reflecting real time events in clinical settings to facilitate learning. As a part of quality improvements in service delivery, IHNA's laboratories are continuously updated and improved with new equipment and facilities to accommodate relevant learning needs and provide the opportunity to practice and test commonly used nursing skills and interventions in a non-threatening environment.

All IHNA campuses have Library and Resource Centres where students can find extra resources to help with their learning and chosen career path.

IHNA campuses have significant Computer Laboratories with computer lines and provided terminals so that students are able to use for their own computers. Each connection gives access to MIMS on line, EBSCO reference centre and IHNA's E-Learning resources.

IHNA provides students access to the e-learning platform throughout their studies at IHNA. E-Learning enables students to access to course materials as soon as they are enrolled. It also assists students identify the areas they have trouble understanding and to catch-up on classes they missed.

Tutoring

At the commencement of the course, students will be introduced to their trainer/assessor via email who will continue to give support as they progress through their studies through email and/or telephone calls. Please refer the 'Academic Participation and Progress Policy' in IHNA Website. The link for this policy could be accessed from IHNA website, under the 'Future Students' tab as 'Policies, links and forms'.

Direct Link to this webpage: <http://www.ihna.edu.au/myihnas/policies>

Language and Literacy Support

IHNA will monitor record and assess progress of each student. Students requiring Language and Literacy support will be provided support in this regard. Course Coordinators will help students having difficulties with the units in a course. They will assist students to develop a better understanding of the class work and a learning plan to help students successfully complete the course.