

29 May 2020

Rojina Bhattarai
18/25-29 wilga street, Burwood, ,
NSW 2134

Dear Rojina Bhattarai,

Congratulations, I am pleased to advise that your application to study at Institute of Health and Management (IHM) has been successful. We trust your experience at IHM will be both enjoyable and rewarding.

The details of your admission are set out below:

IHM Application ID:		AC33322	
Course:		Entry Program for Internationally Qualified Registered Nurses (EPIQ-RN)	
CRICOS Course Code:		0100725	Campus: Sydney Wentworth
Address:		Ground Floor, 1 Wentworth Street, Parramatta, NSW, 2150, Australia	
Duration:	12 Weeks	Course Commencement Date:	1/06/2020
Fees:	Tuition Fee	AUD 16,700.00	
	Resource Fee	AUD 300.00	
	Total Fee	AUD 17,000.00	

Conditions:

Fee Remarks:

All fees quoted above are in Australian dollars and are current at the time of issuing this offer. IHM reserves the right to vary fees on an annual basis.

The census date for this program is the course start date.

This offer is subject to IHM 'Refund Policy and Procedure'. The policy is detailed in the Offer Acceptance Form and is available on the following website www.ihm.edu.au

Accepting Your Offer:

The Offer Acceptance Form is an integral part of this offer. You are required to confirm acceptance of this offer by signing and returning the Offer Acceptance Form. After receiving your offer acceptance, you will be provided with a COA (Confirmation of Admission).

I wish you well in your studies and look forward to receiving your acceptance and welcoming you to IHM.

Yours sincerely,



Mr. SIMON SCHWEIGERT

Chief Operations Officer
Institute of Health & Management (IHM)

OFFER ACCEPTANCE FORM

This is your enrolment contract with IHM. Please retain a copy for your records and ensure that the original form has been signed and returned to the relevant IHM Campus. It will not be possible to complete your enrolment until this form has been signed and returned. This document is valid only for 7 days from the date of issue of this offer letter. Course availability may be subject to change depending on receipt of your offer acceptance.

Section 1 – Personal details and visa information			
IHM Application ID: <i>(located on your letter of offer)</i>	AC33322		
Title:		Given name/s:	
Middle name/s:		Family name: <i>(as shown on Passport)</i>	
Date of birth:		Gender:	
Address:			
Telephone:		Mobile:	
E-mail:			
Country of birth:		Citizenship:	
Passport no.:			
Are you a temporary resident of Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide a certified copy of your visa. Are you a permanent resident of Australia or citizen of New Zealand? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide a certified copy of your visa. If you answered no to the two questions above, at which office (city, country) do you intend to apply for your visa? <div style="border: 1px solid black; height: 20px; width: 100%;"></div>			

Section 2 – Course acceptance information					
Name of course:	Entry Program for Internationally Qualified Registered Nurses (EPIQ-RN)				
Course CRICOS code:	0100725	Campus:	Sydney Wentworth	Duration:	12 Weeks
Enrolment and Orientation:	1/06/2020				
Commencement date:	1/06/2020				
Fees:	Tuition Fee	AUD 16,700.00			
	Resource	AUD 300.00			
	Total Fee	AUD 17,000.00			
Fee Disclaimer: All tuition fees quoted above are in Australian dollars and are current at the time of issuing this offer. IHM reserves the right to vary fees on an annual basis.					
Section 3 – Emergency contact details					
Family name:		Given name/s:			
Address:					
Telephone:		E-mail:			
Relationship to you:		Language/s Spoken:			
Section 4 – General Conditions of the Offer					
I confirm I have read and understood all the course information on the IHM website, and I am aware of the course units, entry requirements, delivery modes, course duration, Assessments, IHM policies and procedures and Course fees.					
<ul style="list-style-type: none"> • Student Handbook • Course Brochure • IHM policies and procedures 					

As a condition of enrolment, the student agrees to abide by all Institute of Health and Management and to disclose any medical or health conditions that may affect studies or student welfare.

1. Attendance Policy and Procedures for On Campus Students

On Campus attendance – Monitoring and reporting

Students are required to attend a minimum of 80% of classes and 100% of the required clinical placement shifts. The Attendance Reporting Procedure set out below will apply to students who do not meet this requirement.

Working relationships between students and staff

For Lecturers to teach effectively, it is important that they interact with their students. This allows them to identify their students' individual needs, ensure that they can verify that students' academic development is genuine and provide personalized support, not only when students are struggling, but whenever there is an opportunity for improvement.

Verification of identity

Lecturers and, for clinical placements, preceptors, will be provided with photographs of each student for identification purposes. If a student attending a class does not appear, in the opinion of the Lecturer or preceptor, to match the appearance of the photograph accompanying their identity on the class roll, the Lecturer or preceptor may ask the student to provide other evidence of their identity. This may include answering questions about their enrolment and contact details, or showing photo identification.

2. Student Complaints and Appeals

Informal resolution preferred

Where a complaint is made to an IHM staff member, any such course of action as is available to remedy the cause of the complaint, or to provide a satisfactory explanation to the complainant, will be undertaken by that staff member, provided that doing so is within their delegated authority.

Complaints valued as a contribution to continual improvement

In seeking excellence as an institution, IHM acknowledge the valuable contribution students make by raising complaints and grievances. Where a problem or issue exists, it is only through awareness and acknowledgement that we may begin to address it. Any problem that affects a student adversely is also detrimental to IHM's reputation and to our ability to achieve our goals as a provider of high quality education. Though we seek at every opportunity to identify and pre-empt or address such problems, complaints and grievances are a valuable secondary means by which we receive feedback.

Confidentiality

Those who raise complaints and grievances have the right to do so in confidence. Information about the matters raised may be passed only with the prior consent of the complainant. In cases where it is necessary to escalate the complaint beyond the person who initially addressed it, the complainant will first be informed of this necessity and has the right to decide whether to proceed. Where a complaint is escalated to a committee or board, it will be listed as a confidential item, to be disclosed only to the members of that committee or board and it will be heard and voted upon prior to the admission of observers to the meeting.

Ethical and fair treatment

Complainants must be treated equally, without discrimination on any basis such as race, gender or sexuality. The complaint or grievance raised will be resolved in a manner that is consistent, legal and ethical.

Right of appeal

Where a complainant believes that the decision of a staff member or governing body is incorrect or is not sufficient to address their complaint or grievance, they have the right, but not the obligation, to escalate the matter to the next level of authority as outlined in the Escalation Procedure.

Timely resolution

IHM will take all reasonable measures to ensure that complaints are resolved as soon as possible. In the case of more serious complaints, this may include measures such as calling upon members of a board or committee to bring forward the date of their next scheduled meeting or to attend an irregular meeting.

Provision of information to Complainants

Complainants have the right to know what is being done to address their complaint and what progress has been made. Complainants will be notified:

- When a board or committee meets to discuss their complaint;
- When a decision is announced regarding their complaint;
- When any action is taken to resolve their complaint by IHM or its employees.

Complainants are also provided with details of their rights, including their right of appeal and will have access to a copy of this policy.

Natural justice: no one can be a judge in their own case

A person directly implicated in a complaint or grievance will not be involved in any decision making process regarding either the validity of the complaint or the action to be taken in response. They may, however, be asked by decision makers to explain or defend their actions or to provide evidence.

Where a committee or board includes one or more representatives of the student body, those students will refrain from voting if they have had any contact or association with the complainant or the respondent. Where a member of a committee or board has a direct association with a respondent or person implicated in the complaint or grievance, they must also refrain from voting.

Natural justice: rights to a hearing

Those involved in making decisions with regard to the resolution of a complaint must, wherever possible, hear statements from both the complainant and any respondent who is being implicated. Employees or governing bodies making decisions about a complaint must take all reasonable steps to inform themselves, provided that doing so will not breach the complainant's right to confidentiality.

Conflict of Interest

If an IHM employee has a conflict of interest, they must inform the person making the complaint that they have a conflict of interest and refer the matter to another IHM employee, passing on all details that have been provided, but refraining from expressing an opinion as to how the matter should be handled.

Dismissal of complaints

Any employee or governing body to whom a complaint is lodged may dismiss the complaint if they deem that:

- a) The complaint is vexatious
- b) The complaint is frivolous
- c) The complaint is trivial
- d) The complaint is false

The reasons for the dismissal of the complaint must be appropriately documented and communicated to the complainant, who has the right to appeal against the dismissal by submitting the complaint to the next level of escalation.

Complainants who make repeated vexatious, false or frivolous complaints may be subject to disciplinary action and such instances will be referred to the student misconduct committee.

3. Student Misconduct

Misconduct

Actions, that can be resolved either formally or informally, which have or potentially have a negative effect on members of the IHM and the broader community

Serious misconduct

Misconduct which requires formal resolution because it either:

- a. Violates a criminal law or;
- b. Causes a risk, in any of the categories of risk set out in the Quality Assurance and Risk Management Policy and Procedure (academic, financial, health and safety, legal, reputational, security and regulatory), to IHM or to any student, staff member or other person that is considered a high magnitude risk when evaluated in accordance with the IHM risk management framework.

Reporting

Any accusation of misconduct in which a serious violation of criminal law is identified during initial investigation will immediately be referred to the police.

Onus of proof

The onus of proof, in the event of an accusation of student misconduct, rests with the accuser and those investigating on their behalf. For the accusation to be upheld, the evidence must be sufficient to demonstrate beyond reasonable doubt that the accusation is substantiated.

Maintaining enrolment during investigation

A student's enrolment status is maintained and they may continue to undertake all of their study activities during the process of investigating an accusation of misconduct.

Informal resolution

Wherever possible, accusations of misconduct will be resolved informally. Informal resolution will not be possible if:

- a. Initial investigation reveals evidence of serious misconduct (see definitions);
- b. The accused student wishes to have the matter dealt with through a formal procedure or;
- c. The accused student appeals a decision that has been made informally.

Confidentiality

Any person making an accusation has a right to confidentiality. Their identity will not be disclosed to the student against whom the accusation is made, or to any other party, without their informed consent. Where a formal resolution procedure involves other parties, the person making the accusation will be informed of the procedure and may choose to have their identity withheld from any or all of the other parties involved. They may choose to give an anonymous written statement, rather than giving evidence in person.

Evidence

Evidence used to substantiate an allegation of student misconduct will be accurately and thoroughly documented. Evidence from sources that have a potential conflict of interest, hearsay evidence and evidence given under duress, will not be considered.

4. Student Progression Policy and Procedure

Informal monitoring of progression

Lecturers will informally monitor progression by:

- Discussing with students their learning needs and giving and receiving feedback regarding formative assessment and learning and teaching activities;
- Reviewing statistics regarding the number of students seeking assistance from support staff in relation to their unit of study;
- Making contact with students whenever an assessment task is late or if participation in teaching and learning activities is reduced and;
- Providing informal feedback to Course Coordinators

Formal monitoring of progression

Within each unit of study, Lecturers will report to Course Coordinators any instance in which a student is identified as at risk of failing a unit of study (see definitions).

Course coordinators will:

1. Maintain a record of students identified as at risk of failing a unit or units of study using the Students At Risk Action Plan Template;
2. Seek and record any feedback from the student's Lecturer from each unit in which the student is enrolled, including units that the student is not considered at risk of failing;
3. Identify and contact students at risk of breaching their progression obligations, offering assistance and referral to support services and;
4. Issue a written notification to students at risk of breaching their progression obligations using the Progression Notification Template.

Reporting

Students will be given twenty working days to make an appeal from the time that they are notified in writing of a reportable matter, after which the matter will be reported. A notification will be issued to the student as soon as it is known that the student is failing to meet the progression requirements necessary to complete the course of study within the duration specified in their COA.

Deferral of enrolment

If a prospective student applies for and is offered a place in a course to which this policy applies, they may choose to enroll in the course in a later study period in accordance with the following procedure:

1. The applicant is offered a place in a course of study;
2. The applicant communicates their intention to begin study during a later study period than that which is immediately forthcoming;
3. The applicant is issued with a Course Deferral Form or referred to the online version;
4. The applicant completes and submits the form, specifying the study period in which they intend to enrol;
5. The Student Administration and Admission Services Manager receives the form and updates their status in the SMS to 'deferred';
6. The Student Administration and Admission Services Manager contacts the applicant one month before the close of enrolments for the study period they specified and asks them to confirm their intention to enroll and;
7. The enrolment is processed in accordance with the Student Registration Policy and Procedure.

Suspension of enrolment

Enrolment of an student shall be suspended under the following circumstances:

- The student faces criminal charges;
- The student awaits disciplinary action for serious misconduct;
- A policy or procedure specifies another circumstance under which enrolment is to be suspended.

The suspension will be implemented as follows:

1. A decision is made to suspend the enrolment of a student;
2. The Student Administration and Registration Services manager updates the student's enrolment status to 'Suspended' in the Student Management System;
3. The Student Administration and Registration Services issues a written notification of the suspension to the student using the Suspension Notification template;
4. The student is allowed 20 working days during which to appeal the suspension decision by submitting a Complaint Form;
5. The suspension remains in place until;
 - a. The matter to which it pertains has been resolved;
 - b. The student withdraws from the course or;
 - c. The student's enrolment is cancelled.

Cancellation of enrolment

The student's enrolment will be cancelled if:

- The student does not pay tuition fees and no appropriate resolution can be reached;
- The student has been found to have committed serious misconduct as set out in the Student Misconduct Policy and Procedure;
- The student is no longer eligible to undertake the course due to changing circumstances including but not limited to:
 - Matters arising from criminal record checks;
 - Inability to complete the course within the specified duration or;
 - Detection of falsified documentation or;
 - A policy or procedure specifies another circumstance under which enrolment is to be cancelled.

6. Fees, Charges and Refunds

Charging of fees for tuition

IHM as a commercial entity has both the right and the responsibility to charge fees for tuition, which is our primary source of income and the main service we provide.

Charging of costs in addition to fees for tuition

In addition to tuition fees, IHM may charge other fees for additional services relating to study, provided that students are informed of those fees prior to enrolment.

Charging of fees for services other than tuition

Though tuition is IHM's primary business, IHM may provide other services to students and other clients and charge for those services. Charges for services other than tuition are also subject to the terms of this policy.

Avoidance of Cash Handling

Accepting fees in cash as payment for tuition fees would pose a significant security risk, both financially and to the safety of IHM employees. All fees must therefore be paid by electronic means, or by cheque, bank cheque or money order.

Privacy and freedom of information

Information about the fees and charges owing on a student's account is considered private information. No person other than the student will be given any information, including outstanding balances, about a student's account, without having first presented a proxy letter of power of attorney document.

Information provided by a student while paying fees such as credit card details, billing address and payment history, will be provided to students upon request.

Indexing of fees and charges

Fees and charges will not automatically increase with indexation. However, measures of inflation, currency exchange rates and market factors, both locally and in target markets, will be taken into account during each regular review of fees and charges. An extraordinary review will be conducted if major changes to the rate of inflation or other factors occur.

6. Privacy Statement

Institute of Health and Management representatives and education agents may record basic information about prospective students with their informed oral consent subject to the privacy laws applicable in the jurisdictions in which they operate.

Information will be retained only for a reasonable duration and will be deleted upon the request of the prospective student. The prospective student may request a copy, either electronic or in print, of any records that are kept about them.

Information will only be used for the purpose for which it has been provided. Prospective students will, wherever possible, be asked whether they consent to receive marketing materials and no marketing materials will be sent without that consent. A prospective student may withdraw consent at any time, in which case no further marketing materials will be sent. Students will give consent to be photographed during the enrolment process, but a specific consent form will be issued to students in the event that permission to publish or publicly display such photographs is sought.

LETTER OF OFFER

1. Condition on Enrolment / Preliminary Requirements

As a condition of enrolment, the student agrees to abide by all Institute of Health and Management and to disclose any medical or health conditions that may affect studies or student welfare.

2. Payment Method

(Please note that it is recommended that you complete and sign this section to ensure your enrolment will be finalized as quickly as possible)

- ☐ Pay Online from our website: www.ihm.edu.au
- ☐ Bank Draft
- ☐ In person at IHM campus *(Cash payment not accepted)*
- ☐ Western Union Business Solutions via the link. <https://student.globalpay.wu.com/geo-buyer/ihm#!/>
- ☐ Electronic Fund Transfer (EFT) - *Please refer to the invoice for banking details.*

Please select the any payment option. (If applicable)

<input type="checkbox"/> Credit card	<input type="checkbox"/> Master Card <input type="checkbox"/> Visa		
Credit Card Authorisation			
Cardholders Name			
Card Number			
Amount (AUD)			
Expiry Date		CVV No	
<input type="checkbox"/> I authorize the Institute of Health & Management to process payment/s against the credit card (Credit card surcharges apply).			

Date:

Applicant's Signature

Privacy

IHM will only use personal information collected for the purpose for which it was provided. This personal information will be kept confidential. IHM will take reasonable steps to protect all personal information from misuse and loss due to unauthorised access, alteration or disclosure. Under the Freedom of Information Act 1982, you are able to access your student file by placing a request in writing and providing adequate identification. You must allow 48 hours for access to be provided. IHM will also take reasonable steps to destroy or re-identify personal information if it is no longer needed. Upon signing this application form, you acknowledge and give consent for IHM to provide your personal information to a Government or legislative body, in accordance with the Privacy Act 1988. In these circumstances, the minimum amount of information required or requested will be disclosed. You consent to IHM providing your personal information to the Australian Government, designated authorities and the Tuition Assurance Scheme's Manager. This information may include personal and contact details, course enrolment details and changes.

Requirements of the National Code 2018, Standard 3.3.6

"Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. Your personal information may be disclosed by IHM, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988."

Physical Requirements

While IHM will work with you to make "reasonable accommodations" in the campus Simulation Centre's and classrooms, there are practice conditions that occur in the clinical environment that are beyond IHM's control. The physical requirements below are necessary to function in the healthcare facility and/or community setting. Students must be able to perform and complete course objectives and requirements with or without reasonable accommodations. Skills and abilities that are needed to perform client care to pass the course objectives and requirements are:

- Strength: Sufficient to assist with lifting and transferring a client, and perform CPR
- Mobility: Sufficient mobility to bend, stoop, and bend down to the floor; ability to move around rapidly; and to move in small, confined areas.
- Hearing: Sufficient to hear through the stethoscope to discriminate sounds; to hear cries for help; to hear alarms on equipment and emergency signals; and various overhead pages.
- Vision: Sufficient to make physical assessments of client and equipment.
- Communication: Able to communicate in both verbal and written formats; and interact with clients, staff, and faculty Facilitators. Please declare in your course application if you have a disability that requires reasonable adjustments to fulfil these requirements.

Section 6 – Conditions of acceptance and declaration

All students must read and sign this written agreement.

I confirm I have received and understood information from the IHM regarding the following:

- The course(s) in which I am to be enrolled
- Conditions of enrolment in the course(s)

I confirm that I have read and fully understand the information provided in this student acceptance agreement and letter of offer; as well as the information provided in the Pre-Enrolment Interview, Brochure/ Website: www.ihm.edu.au which includes detailed information about the course requirements, fees, payments and refund terms, including an explanation of what occurs, if for some unforeseen reason, the course is not delivered.

I also understand and accept the following:

- That tuition fees do not include the cost of resources.
 - That continuation in the course/s is dependent upon satisfactory academic progress and attendance and the payment of the required tuition fees by the invoice date. Failure to do so will result in the Institute take necessary action to terminate your enrolment.
 - That I have read and understood the “Fees Payment and Refund Terms “ provided to me with my letter of offer, and I understand that, once I have commenced my course, the tuition fee listed in the letter of offer will not be subject to change throughout my course.
 - That I am obliged to advise IHM of my residential address, mobile number and E-mail address in Australia, and advise any change in my address within 7 days during the period I am enrolled in the course/s. This can be done through IHM online portal “Student Hub”
 - Emergency contact details in Australia and any changes to those details, within 7 days of the change.
 - That I understand I am responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or resource fees.
-
- I understand that the Letter of Offer and my enrolment will be cancelled if I have provided any false or fraudulent information to IHM.
 - I understand and agree that before I can commence my nominated course, I must satisfy any conditions outline in my Letter of Offer or in this agreement. I understand and agree that I have the obligation to satisfy all these conditions and if they are not fully satisfied on or before the date of the commencement of the course, I cannot commence the course and IHM may, at its option, terminate this enrolment.
 - I understand that this program has a Professional Experience Placement (PEP) of 6 weeks and is my responsibility to pay for transportation and accommodation to attend the PEP.
 - I understand that the Professional Experience Placement can be anywhere in Australia and the placement start date is subject to the availability of the healthcare facility;
 - I understand that I need to meet immunization requirements set by health care facilities to attend clinical placement;

- Meeting AHPRA Registration standards at the time of registration is the responsibility of the student;
- I understand that if I couldn't complete the professional experience placement in the course duration or need to extend PEP, incur additional fees and may require to extend the visa.
- I will arrive on campus in time for the Orientation day and if I am unable to arrive by the date listed I will contact the institute for approval to arrive late, otherwise I may not be permitted to enroll in the course, unless I have obtained permission from the institute.
- In cases of the Institute's default, full refund of unused portion of Tuition Fee is applicable. IHM will be considered in default in relation to a student or prospective student, if either of the following occurs:
 - IHM 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.

"This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies"

Signature of Student:

(As it appears on Passport)

Date

The above acceptance declaration and offer letter **MUST** be signed and returned to IHM before your Confirmation of Admission (COA) can be issued.

Checklist

- ☐ Have you answered All questions?
- ☐ Have you included the required deposit as set out in your Letter of Offer?
- ☐ Have you read IHM's Refund Policy and Privacy Statement?
- ☐ Please return this Offer Acceptance Form to the relevant office below.

INSTITUTE OF HEALTH & MANAGEMENT PTY LTD.

CRICOS Provider: 03407G | **HEP ID:** PRV 14040 | **ABN:** 19 155 760 437 | **ACN:** 155 760 437

<p>MELBOURNE (CBD)</p> <p>Level 5, 131 Queen Street, Melbourne, VIC 3000, Australia</p> <p>Phone: +61 3 9455 4444</p>	<p>MELBOURNE (Heidelberg)</p> <p>597-599 Upper Heidelberg Road, Heidelberg Heights, VIC 3081, Australia</p> <p>Phone: +61 3 9450 5100</p>	<p>PERTH (St. George)</p> <p>Level 4, 12 St. Georges Tce, WA 6000, Australia</p> <p>Phone: +61 8 6212 8200</p>
<p>PERTH (Carillon)</p> <p>Level 4, Carillon City Arcade, 680-692 Hay Street Mall, WA 6000, Australia</p> <p>Phone: +61 8 6212 8200</p>	<p>SYDNEY (Argyle)</p> <p>Level 7, 33 Argyle Street, Parramatta, NSW 2150, Australia</p> <p>Phone: +61 2 8228 6400</p>	<p>SYDNEY (Wentworth)</p> <p>Ground Floor, 1 Wentworth Street, Parramatta, NSW 2150, Australia</p> <p>Phone: +61 2 8228 6400</p>

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