



STUDENT HANDBOOK | 2024

**HIGHER EDUCATION
FOR FUTURE LEADERS**





Shape Your Tomorrow with Higher Education Today



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WELCOME

Message from the Dean



International Graduate Institute
Higher Education for Future Leaders

I am delighted to welcome you to the International Graduate Institute, a home where your dreams will take flight, and where we will guide you in transforming those dreams into achievable goals.

I invite you to immerse yourself completely in the life at the institute. Attend your classes with a mind open to learning and a heart willing to embrace diverse perspectives. Engage enthusiastically in activities that nurture your spirit and body. Don't hesitate to ask questions, to explore, and to innovate.

As you prepare to start this exciting new chapter, I urge you to strive for excellence in everything you undertake, to meet deadlines, and to rise to the challenges that lie ahead with courage and determination.

Our commitment to you is to provide a nurturing ground where you can work hard, enjoy life, and set yourself up for a prosperous future.

Welcome to a place where dreams are nurtured, where futures are built, and where leaders are born. Join us, as we embark on this exciting journey of growth and discovery!

A handwritten signature in black ink, appearing to read 'A. Roper'. The signature is fluid and cursive, written over a white background.

Dr. Alexander Paul Roper
Dean, International Graduate Institute



ABOUT IGI

International Graduate Institute (IGI) is a trading name of PBL Education Pty Ltd., a registered institute of higher education (PRV14347) and a registered provider of higher education to overseas students (CRICOS Provider Code 04116M).

All courses delivered by IGI are accredited by the Tertiary Education Quality and Standards Agency (TEQSA), Australia's independent national quality assurance and regulatory agency for higher education www.teqsa.gov.au, and are recognised in the Australian Qualifications Framework (AQF) www.aqf.edu.au. Details about the courses are available on the website.



PURPOSE

We exist because we believe there are better ways to learn.



MISSION

Our mission is to create the next wave of global citizens by developing Students' confidence through the IGI learning experience that:

- Develops skills, knowledge and mindset.
- Grows their network.
- Gives Students the courage they need to chase their ideas.



VISION

To inspire and fulfil the curiosity of our students through enriching educational experiences and their attainment of Graduate Attributes.



GRADUATE CAPABILITIES

1. Global citizenship
2. Professional Practice
3. Independent self-management
4. Skilled communicator
5. Innovative problem solving and critical thinker
6. Information and digital literacies
7. Authentic leadership.



*Level 5, 540 George Street
Sydney NSW 2000*



(02) 9279 0733



HEstudentservices@igi.edu.au

Campus Operating Hours: 8:00am to 9:00pm



SYDNEY CAMPUS

Sydney Campus is centrally located and is adjacent to Town Hall, with trains, buses and light rail stops directly in front of the campus.



The campus is situated on two levels and offers modern and spacious classrooms, the latest technology and student free Wi-fi access. Dedicated student common areas include kitchen facilities, lunchroom for meal and break times, ping pong table and more. The location and excellent facilities make George Street Campus an ideal place to study.

The teaching spaces are equipped with large whiteboards and data projection capability, in addition to whiteboards. The physical classroom capacity has been designed at thirty-five students per classroom to enable space and delivery flexibility (i.e., group discussions, theatre style for presentations).

All staff and students have free access to the full suite of resources provided by Microsoft Office 365. These resources include office apps for online use or desktop (Word, Excel, PowerPoint, Outlook, OneNote, etc.).



STUDYING & LIVING IN SYDNEY

Sydney is a multicultural city where people from diverse backgrounds live, work and study. In your spare time there are many things you can take part in and experience, such as festivals, cultural events, or outdoor activities. You can discover Sydney's most iconic landmarks, like the Opera House, the Harbour Bridge, the Art Gallery of NSW or the Tower Eye, to name only a few, or take day trips out of the city to explore beautiful nearby destinations, like Blue Mountains, South Coast, Central Coast or Hunter Valley. You have the opportunity to experience different cuisines, cultures, arts that will help you create beautiful memories and have an enjoyable stay in Sydney.

Around the campus:



Food

There are numerous places near George Street campus and underground where you can buy food & drinks, from food courts to cafes and restaurants. Some of the main ones are located in the Queen Victoria Building (QVB), 580 George Street Food Hall, or Pitt Street Mall. Most eateries offer vegetarian or vegan options.



Shopping Centres

Queen Victoria Building (QVB), The Galleries, Pitt Street Mall and Town Hall Square.



Chemists

Pharmacy 4 Less, Glover Chemist, Chemist Warehouse, Priceline Pharmacy.



Medical Centres

MediCentral (501 George St), Sydney Premier Medical Centre (309 Pitt Street), My Health Sydney CBD (151 Castlereagh Street).



Grocery stores

Woolworths Town Hall (corner Park Street & George Street).

Find out more about Sydney here: <https://www.cityofsydney.nsw.gov.au/tourist-transport-information>.





STUDENT **SUPPORT**

GENERAL ENQUIRIES

The Student Services team is available at the Reception desk of your campus (level 4) during business hours (9am - 5pm), or by email at HEstudentservices@igi.edu.au.

STUDENT SUPPORT SERVICES

Our friendly Student Services team can provide you with help and advice during your studies at IGI. This includes information about the admissions process, orientation program details, enrolment documentation, understanding and accessing policies and procedures and enquiring about and booking counselling services. The IGI student services team provide exceptional levels of service and if you are unsure about anything, will be happy to assist you.

We want to know what motivates you and we want to support you in any way we can to ensure you are successful. We acknowledge study can be daunting or difficult and sometimes you might need a bit of extra help along the way. IGI is committed to ensuring that you receive sufficient support to help you achieve your educational goals.

Our Student Support Procedure outlines how, when and where to access support. If we are unable to help directly, we will arrange appropriate support as required, including in the form of referrals to external services or other third parties. All reasonable support to enable students to achieve expected learning outcomes will be provided at no additional cost. Requests for additional support will be dealt with in confidence.

STUDENT DOCUMENTS

The Student Services team will take your photo at Orientation for your Student ID card; they will then contact you via email once the card is available to be collected. Replacement of lost cards may incur in a \$5 fee.

The student card can be used as a concession card at museums, theatres, cinemas but not for public transport. Please ensure you have your card with you when on campus.

Please contact the Student Services team when you wish to request documents such as a Student Enrolment Letter or a copy of your Confirmation of Enrolment (CoE).

YOUR CONTACT DETAILS

All IGI students are provided with a student email account and log in details. Please ensure you check your IGI student email account regularly, as all communication will be sent to you to this email address and not to your personal email address. Please use your student email account (not your personal email) to communicate with IGI staff.

We may also use SMS to send you urgent messages. Please ensure that your mobile number is up to date in our records, so you don't miss out on important information.

As a requirement of your student visa, it is compulsory that you notify IGI of any changes to your contact details within 7 days.

UNIQUE STUDENT IDENTIFIER (USI) NUMBER

A **USI** is your individual education number for life, it is a requirement from the Australian government. From 1 January 2023 all higher education students must have a USI in order to graduate and receive their award.

To create your USI please go to: <https://www.usi.gov.au/students/get-a-usi> and follow the instructions. You will need a form of identification, such as your passport.

STUDENT FEES

Details regarding tuition and non-tuition fees are published on the IGI website, together with the IGI Student Fee Policy. It is important that you pay your fees on time.

Non-payment of fees by the due date may result in one or more of the following consequences: exclusion from class; suspended access to online resources; enrolment into further units may not be permitted; withholding of academic results or any other official documentation; withholding the eligibility to graduate; termination of enrolment.

If you experience difficulties paying your fees due to financial hardship, please contact us or speak to a Student Services representative as soon as possible, to avoid incurring any penalty.

POLICIES AND PROCEDURES

IGI Policies and Procedures are documents that set the rules that govern our operations, as well as your rights and responsibilities as an IGI student. It is important that you familiarise yourself with these policies, which are published on our website at <https://www.igi.edu.au/students/policies-and-procedures>.



EQUITY AND DIVERSITY

We are committed to the fair treatment of all of our students and anyone seeking to enrol with us. We apply access and equity principles through all of our policies and procedures to promote full and equal participation of all students in our courses, to foster an environment free of discrimination and harassment and to assist students to identify and achieve their desired outcomes. Students facing harassment or discrimination should report it immediately. Refer to our Equity, Diversity and Inclusion Policy for more information.

DISABILITY AND REASONABLE ADJUSTMENTS

IGI welcomes all students and aims to create equivalent opportunities for access and success regardless of a student's disability. Refer to the Access and Inclusion Support Policy and the Student Support Policy and Procedure for more information.

Reasonable adjustment is the term applied to modifying the learning environment or making changes to the assessment delivered to assist a student with a disability. Wherever possible, IGI will make reasonable adjustments to ensure that all students are treated equally in the learning and assessment process.

Reasonable adjustment may include:

- customising learning and/or resources and activities
- modifying the presentation medium
- modifying or providing special equipment such as special computer software and keyboard and large screen monitors
- the provision of special assistance, such as an interpreter for hearing impaired students
- the adaptation of the assessment methodologies, without weakening the integrity of the assessment system.

For example, IGI may allow of extra time to complete assessments, or may vary question and responses, e.g. using oral questioning instead of written questions. The purpose of reasonable adjustment is to make it possible for students to participate fully. It's not to give students with a disability an advantage over others, to change course standards or outcomes, or to guarantee success. In certain cases, students that request reasonable adjustment will be required to provide third-party evidence of their stated condition to be eligible for reasonable adjustment.



ENROLMENT & PROGRESSION



MOODLE

IGI uses Moodle as a learning management system. While you study at IGI you will be able to access Moodle sites for each of your units and other useful resources.

You can use Moodle to access your course materials, documents related to your enrolled units, to complete and submit assessments, to check your grades, to participate in discussions, and to access other available resources.

How to access IGI units on Moodle

★ Step 1

Open your internet browser and copy the following address or just click the link below:
<https://learn.igi.edu.au/login/index.php>

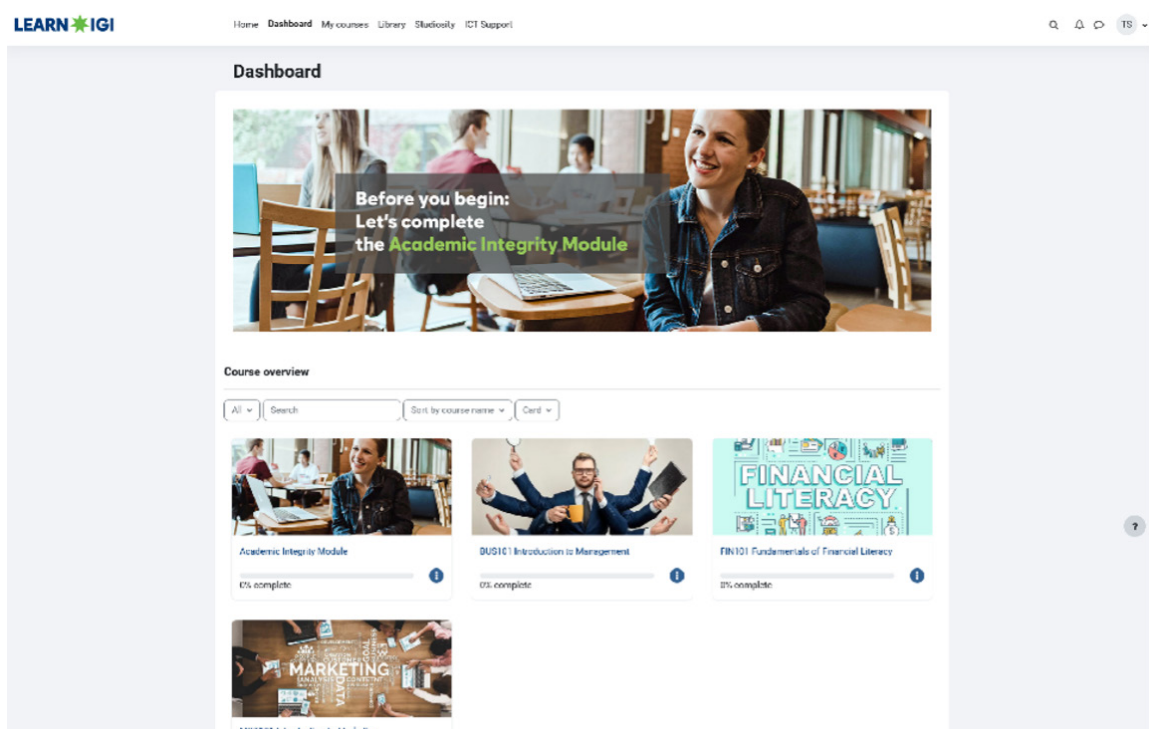
★ Step 2

Enter your login information.



★ Step 3

After you log in, you will now have full access to the units as below. You can click on the unit required.



UNIT ENROLMENT

- Students must enrol in units at the beginning of each trimester.
- Students with outstanding payments will not be enrolled until the issue has been resolved.
- The deadline for unit enrolments is on Friday of the second week of each trimester. There will be no enrolments after this period unless it is approved by the Dean under exceptional circumstances.

TIMETABLES

In order to begin lectures and tutorials you will need to get the timetable for each of your subjects. You will be given your timetable during orientation.

LANGUAGE, LITERACY AND NUMERACY SKILLS

The delivery of courses at IGI will be at a language, literacy and numeracy skill level appropriate for tertiary education. Students enrolled at IGI must have a qualification equivalent to Year 12 and an IELTS equivalent to 6.0 for bachelor and associate degree courses and 5.5 for the Diploma.

Students with language, literacy and numeracy issues are first identified by the lecturer, who will inform the Dean (or delegate) to assess the situation and make recommendations as required.

RECOGNITION OF PRIOR LEARNING/CREDIT TRANSFER

Recognition of Prior Learning acknowledges skills gained from work and life experiences. It is possible to apply for credit transfer, if you have recently completed formal studies at another institution and are competent in relevant units of studies which can be mapped toward the IGI qualification you are applying for.

If you wish to obtain RPLs or Credit Transfers, for previous studies or work experience this request is to be made during the initial application process. Once a Confirmation of Enrolment (CoE) is issued, it is still possible to apply before the enrolment deadline, however, it will involve a cost. Please refer to the Credit for Prior Learning Policy and Procedure available at IGI's website for more information.



ACADEMIC SUPPORT

1. Consultations

Students are encouraged to ask questions and seek clarification during classes wherever possible. This enables a unit lecturer to address points that are pertinent to the whole student body. Where a student's question related to a unit content is expected to be relevant to other students, that question and the lecturer's response may be included on Moodle, so you may want to check the discussion board on your unit Moodle site.

If at any time throughout your studies you require extra guidance and assistance outside class times regarding the content of a unit or assessment task, IGI academic staff are available for consultation, in accordance with the Student Consultation Policy. Lecturers have consultation hours every week and will let you know what times they are available. Please prepare specific considered questions before seeking consultation. You are expected to have completed readings and attempted to solve problems by yourself before consulting with staff.

2. Learning resources

Studiosity

For free after-hours academic support, all IGI students have the ability to seek assistance from Studiosity, a 24/7 on-demand study help service. There are subject specialists and student mentors that can help you with academic literacy skills and core subject support.

Studiosity is designed to allow students to get feedback, in minutes, at any time of the day. Here, students upload a file to get formative 'help not answers' feedback on their draft in just minutes. It also allows students to send their Mentor a message - whether study or study-life. This is designed so that students feel better about study, and more connected to our institution.

Studiosity also allows students the opportunity to chat with a subject specialist - the moment they need it - to work through their study question quickly and to ensure they stay on track with their studies.



In addition to Studiosity our students can sign up for free accounts with Grammarly. Grammarly acts as your collaboration partner in every stage of the writing process—helping you brainstorm initial ideas, format citations accurately, and everything in between, so you submit your best work with integrity.

3. English Language Support

Students are responsible for the ongoing development of their own English language proficiency and discipline-specific language requirements; and for seeking support services at any time in the student lifecycle.

Here are some additional resources to help to improve your English:

- Free online support resources available from Study Queensland - Massive Open Online English Course: <https://www.studyqueensland.qld.gov.au/study-in-queensland/learn-english-online>
- 10 Easy Ways to Improve Your English Reading Skills: https://insiderguides.com.au/improve-english-reading/?mc_cid=2b119b24a5&mc_eid=ae70a8bbe3
- Cambridge English Free Learners Resources: <https://www.cambridgeenglish.org/learning-english/activities-for-learners/>

Please speak to your Course Coordinator who will provide advice and support if you require additional English language support.

TIME MANAGEMENT

Planning your time is especially important. Your class hours are not the only time you need to spend on your studies. You also need to undertake private study in your own time. Talk to your lecturer about the recommended amount of private study hours they believe is necessary for you to do well.

Sit down and make a plan for your week. Allocate time for classes, private study, chores (errands), paid work, social life, recreation (leisure/ sport), and community commitments. Make sure the plan takes into account when your assignments and essays are due. If you follow the plan every week, you will not have to rush to get essays finished. One of the worst ways to study is to leave everything to the last minute. It means you will be constantly stressed and never be able to relax and enjoy time away from studying.

ASSESSMENTS

Submissions

All assessment tasks must be submitted by their due date and time. Failure to do so may mean your work cannot be assessed, which in turn can lead to you not successfully completing a subject. In the event your lecturer allows you to submit an assessment task after a due date, it may not be possible to provide you with feedback on the assessment task, rather you will simply receive an assessment result. Refer to the Assessment Policy for more information.

Extensions

You may request an extension of an assessment due date on the grounds of medical, personal, family, work related or any other adverse and/or unforeseen circumstances before, or on the assessment due date. You must request assessment extensions using the Special Consideration form and supporting documentation must be supplied. Submitting a request for an extension of an assessment due date does not guarantee that you will receive the extension. Refer to the Assessment Policy for more information.

Review of Assessment Result

If you received an assessment result you are unhappy with, and there are academic and/or procedural reasons that may have impacted your ability to perform in an assessment, or you feel that you have been disadvantaged, then you may apply to have your results reviewed. You must have an acceptable reason and evidence to support your request for a review of results - please refer to the Assessment Policy for more information.

The following examples cannot be used as grounds for review:

- lack of language and numeracy proficiency
- lack of preparation
- penalty imposed due to misconduct
- additional marks needed to achieve a higher grade
- a study overload
- challenges during the learning process
- a personal or medical issue other than those permitted on the basis of exceptional circumstances
- financial reasons
- peers received a higher mark/grade.

ACADEMIC PROGRESSION

Academic progression (or course progress) is defined as the consistent pattern of successful completion of units in a course in which you are enrolled. Satisfactory academic progression is defined as a student academically succeeding, so they are able to complete their course within the set course duration; including completion of all assessments up to the point in time the course progress is reviewed.

Students must maintain satisfactory academic progression and achieve the course learning outcomes required to complete the qualification.

To maintain satisfactory academic progress, you must maintain a progress rate that will allow you to complete your course within the maximum course duration as indicated in your Letter of Offer and Written agreement. A student will be deemed as not making satisfactory progress if they fail a certain number of units in their course in any sequence or study period. Please refer to the Academic Progression Policy published on IGI website for details.

The Course Coordinator is available to offer you information about course progression and degree requirements, to assist you with questions about IGI academic policies and procedures, or about academic resources and how to access them.

As an international student, it is a requirement of your student visa that you maintain satisfactory academic progression during your studies. Lecturers monitor and report on your academic progress. Failure to maintain satisfactory course progress during your studies can have serious implications on your student visa.

If IGI identifies that you are not achieving satisfactory course progress in a study period for the first time, the Course Coordinator will advise you to attend a meeting to identify the reasons for the unsatisfactory course progress. Together you will decide on an appropriate intervention strategy to be implemented. A support person, if required, may accompany you to this meeting.

If IGI identifies that you are not achieving satisfactory course progress in a study period for the second consecutive time, the Course Coordinator will inform you of the consequences, which may include the requirement that IGI issue a notice of intention to report you to the Department of Home Affairs for unsatisfactory course progress. You are entitled to access IGI's complaints and appeals process within 20 working days should you believe that IGI has failed to record or assess your academic progress accurately, if there are compassionate or compelling reasons for the unsatisfactory course progress, or if IGI has not implemented an intervention strategy. IGI will not report you to the Department of Home Affairs before the internal complaint or appeal process has been completed.

ACADEMIC INTEGRITY

As an Australian higher education student, you are expected to uphold academic integrity at all times during your studies. Academic integrity is the expectation that teachers, students, researchers and all members of the academic community act with honesty, trust, fairness, respect and responsibility.

IGI uses Turnitin, a plagiarism prevention software, to calculate the percentage of similarity between an assignment submitted by a student and multiple sources. Turnitin allows lecturers to check for improper citation by comparing it against databases that are constantly being updated using advanced search technology.

To help you understand academic integrity and avoid breaches, all students are required to complete the IGI Academic Integrity Module (AIM) available on Moodle. The Academic Integrity Module is compulsory for all commencing students and must be completed before classes commence. The module takes about 60-90 minutes to complete. You can choose to complete it in one sitting, or you may prefer to complete one module at a time. You are required to complete all of the modules and cases and associated quiz questions to successfully complete the AIM. You will receive a badge for completing all AIM modules and quizzes successfully.

You can support academic integrity by:

- acknowledging where the information you use comes from, clearly citing or referencing the source
- sitting your own exams and submitting your own work
- accurately reporting research findings and abiding by research policies
- using information appropriately, according to copyright and privacy laws
- acting ethically or doing the 'right thing', even when you are facing difficulties.

Breaches of academic integrity include:

- Plagiarism
- Recycling or resubmitting work
- Fabricating information
- Collusion
- Exam cheating
- Contract cheating and impersonation.

For details, please see the Academic Integrity Policy and Procedure published on IGI website. Breaches of academic integrity are also known as 'academic misconduct' or 'academic dishonesty' and attract consequences as outlined in the policy. It is important that you read and understand the Academic Integrity Policy and Procedure, as substantial penalties can apply if you are found in breach of academic integrity. If you have any queries please contact us.

LEAVE OF ABSENCE

Some students may wish to take a temporary study break from time to time. This may be permitted in certain circumstances only. If you're an international student, your student visa does not permit you from taking unauthorised breaks in your study. You need to demonstrate that you have compassionate or compelling reasons to take a temporary break, and you must seek approval from IGI first, otherwise you may be reported to the Department of Home Affairs.

Requests to take a leave of absence should be made in accordance with the process outlined in the Leave of Absence Procedure.

WITHDRAWAL

Some students cannot or do not wish to continue with their studies for different reasons. Before you make that decision, please talk to our Student Services team who will be able to guide you in this process or, if appropriate, provide support options.

If you decide to withdraw from your studies, then you will need to follow the process outlined in the Withdrawal Procedure. If you're an international student, withdrawing from a course may affect your student visa; ensure you are fully informed of the implications before you choose to withdraw.

COURSE EXTENSION

If you are unable to complete the course within the duration of your enrolment, you may request an extension. For international students, this process must be done within 3 months of the visa expiry date and be accompanied by supporting documentation. A new Confirmation of Enrolment (CoE) will be issued to cover the duration of the remainder of the course.





STUDENT CONDUCT

RIGHTS AND RESPONSIBILITIES

As a student at IGI, you have certain rights and responsibilities that are designed to help your time with us to be safe, successful and enjoyable.

You have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Expect that information on policies, procedures and courses will be accurate, timely and consistently applied.
- Have your personal details and records kept private and secure.
- Have access to the information we hold about you.
- Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive assessment and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Provide feedback on any matter relating to IGI's activities, including the delivery of our courses, administration services and student support services.

You are responsible for:

- Treating everyone with fairness and respect and not doing anything that could offend, embarrass or threaten anyone or their property.
- Making sure you don't harass, victimise, discriminate against or disrupt others.
- Respecting the opinions and backgrounds of others.
- Following all safety policies and procedures as directed by IGI.
- Reporting any perceived safety risks as they become known.
- Notifying IGI if any of your personal or contact details change.
- Conducting your studies with due personal commitment and integrity.
- Completing all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Making sure you meet your payment schedules for your studies as per your contract with us.
- Not using social media to harass, victimise, abuse or bully other students, trainers, assessors or other staff members.
- Failure to act responsibly may lead to disciplinary action. Refer to the Student Code of Conduct for more information.

MISCONDUCT

We are committed to ensuring our online learning environments and campuses remain free of all forms of misconduct, harassment and discrimination. Misconduct is identified as student behaviour that intentionally disrupts or interferes with the educational, administrative or operational activities of IGI, our students or our staff.

Examples of misconduct include:

- inappropriate behavior
- disrupting a class
- acting in a way that causes others to be fearful of their safety
- using IGI's facilities in any way that might cause harm or be illegal
- the theft of any items belonging to other students or IGI's staff
- wilful damage to other people's or IGI's property or premises
- breaking any other rule or standard of behaviour that might generally apply to student conduct.

Any issues or complaints about a person's behaviour should be reported in accordance with our Complaints and Appeals Policy (and associated procedure). Students suspected of misconduct are dealt with in accordance with the IGI Student Code of Conduct.



COMPLAINTS & APPEALS

IGI has a process in place for students who wish to lodge a complaint related to academic and non-academic issues.

If an issue cannot be resolved informally, students can make an official complaint which will be processed by the Registrar or Dean depending on its nature. If a resolution cannot be reached through this process the decision can be appealed, and the case will be handled by a committee.

Finally, if the issue is not resolved through IGI's internal processes, an external appeal can be made to an external agency. For details please refer to the Complaints and Appeals Policy and Procedure available on IGI website.



STUDENT WELLBEING & SAFETY

COUNSELLING SERVICES

At IGI, we provide student counselling to improve our students' wellbeing and help them reach their potential during their studies.

Ensuring the development and success of our students is a cornerstone of our commitment at IGI. Recognising that academic excellence goes hand in hand with emotional and personal wellbeing, we have curated a comprehensive service called **ihear u**. This program is meticulously designed to enhance our students' overall wellbeing and empower them to reach their full potential throughout their academic journey.

ihear u serves as a compassionate support system for students seeking guidance, providing them with the invaluable opportunity to engage with a dedicated counsellor who can equip them with tools to navigate the various challenges they may encounter. Whether it be cultural adjustments, language learning hurdles, emotional wellbeing, conflict resolution, or stress management, our program encompasses a wide array of areas to address the diverse needs of our student body.

ihear u

WELLBEING PROGRAM AT IGI



Improving students' wellbeing and helping them reach their potential



Appointments for confidential discussions



Individual and group sessions



Emotional and psychological support workshops



Resources for emotional wellbeing



Referral to professional services

How to access the Service

Booking a session with **ihear u** is an easy process. Students can utilize our online booking system to secure a face-to-face appointment with our counsellor, on campus (Fridays) or online. There are flyers around the campus displaying the QR code to book an appointment. Once a booking is made, our counsellor receives a notification, ensuring a prompt and personalized response.

Please note that each student is entitled to a maximum of four counselling sessions, allowing for a focused and quick intervention tailored to individual needs.

At IGI, we believe that investing in student wellbeing is an investment in their academic success. Through IHEARU, we aim to create a supportive and nurturing environment that empowers students to overcome challenges and thrive during their educational journey.

Let's talk!

Book a session



“Whether you need someone to talk to, guidance on stress management, or access to mental health resources, I'm just a conversation away. Your wellbeing matters.

Marcela Saldarriaga | Counsellor

MEDICAL

If you are unwell you may see a doctor (general practitioner) at any medical centre near the campus or near your home. For a list of local doctors, [visit healthdirect.gov.au](https://www.healthdirect.gov.au) or search online using Google search. Some medical practices offer bulk-billing (domestic students), while others will request full payment from you at the time of consultation, so check with the medical practice before you make an appointment.

You may request a medical certificate from your doctor if you've missed class due to your illness. You will need to show your medical insurance membership card at the appointment and when you pay for your medical visit. You will need to keep the receipt and present it to claim any eligible rebate back from Medicare (domestic students) or Overseas Student Health Cover (OSHC) provider (international students).

Medication prescribed by your doctor is not free and is payable at the pharmacy (chemist). Some amounts may be claimed back from your OSHC provider.

If you are very unwell and you require immediate assistance, you can attend an emergency room at a hospital. If you need an ambulance call 000. If you attend an emergency room to see a doctor, you do not need an appointment but be prepared to wait as all emergencies are prioritised and care given to those most in need first.

If you are on campus and sustain a minor injury requiring first aid, a first aid kit is available from Reception staff. The Red Cross First Aid app is a free, comprehensive pocket guide to First Aid, giving you access to the most up to date First Aid information anytime, anywhere.

EMERGENCIES

For Emergency Services dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service, you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist.

DIAL: 000

Consider downloading the Emergency+ app. It is a free app developed by Australia's emergency services and government partners and it uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.



GENERAL SAFETY ON CAMPUS

To ensure you stay safe online and on campus we recommend you take the following precautions:

- Remember the best number for after hours' emergencies is 000
- Wear your student ID card at all times
- Never leave your belongings unattended
- Do not bring unnecessary valuables to campus
- Report suspicious behaviour or anything you feel may be unsafe to a staff member
- Report all injuries and incidents to Student Services and complete an incident report
- If you need assistance or to report any medical conditions, please see or contact Student Services (e.g. insulin, asthma inhaler, medication)
- Make sure to familiarise yourself with the different emergency exits across the campus.

Students are responsible for:

- Their own personal safety and practice of situational awareness
- Promptly reporting critical incidents that directly or indirectly involve them
- Follow reasonable instruction related to safety & security
- Look out for others, and be part of our safe community
- Seeking support services when required

IGI is responsible for:

- Promoting good personal safety and security practices
- Ensuring the security and safety of persons acting lawfully
- Protection of campus property and facilities
- Responding to incidents and emergencies
- Managing building access and building security
- Ensuring the policies and procedures are easily accessible and publicly available
- Ensuring procedures are transparent, equitable and free of cost
- Providing timely responses and support to students.

CRITICAL INCIDENTS

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury and could affect staff and/or student's ability to undertake or complete a program, such as but not limited to, incidents that may cause physical or psychological harm. IGI has a Critical Incident Management Policy to assist when a critical incident occurs.

In case of an accident or critical incident, please contact an IGI staff member who can be located at Reception or a Staff Office. Further details and instructions will be given to you as we implement our Critical Incident Policy.

PERSONAL SAFETY AND SECURITY TIPS

Australia is known as one of the safest countries in the world. However, it is important to exercise caution as with any country and major city. Avoid poorly lit areas at night, refrain from loud behaviour or any activity that brings undue attention to yourself, and always keep a close eye on your valuables.

To ensure you stay safe on and off campus we recommend you take the following precautions:

1. Avoid being on campus or travelling alone at night.
2. Always be aware of your surroundings. Do not spend too much time only looking at your phone or listening to music at the expense of what is happening around you.
3. Plan your journey before you start to minimise the amount of time you wait at stations or stops. Make sure family and friends know your route and where you are.
4. Avoid dark, vacant and deserted areas.
5. At train stations, stay in well-lit areas in view of security cameras and in carriages where there are other people.
6. On buses, it is usually better to sit at the front, closer to the driver. At night, ask the driver if you can be dropped closer to your destination. Some transport services offer this assistance in evening hours. Never hesitate to ask your driver for help or assistance if you need it.

If an incident does occur, please let a member of staff know so we can support you.

Tips for travelling on Sydney's transport systems:

- www.transportnsw.info/travel-info/safety-security/safety-when-travelling-by-train
- www.transportnsw.info/travel-info/safety-security/safety-when-travelling-by-ferry
- <https://transportnsw.info/travel-info/safety-security/safety-when-travelling-by-bus>

SEXUAL ASSAULT AND SEXUAL HARASSMENT (SASH)

IGI has a zero-tolerance approach to any form of sexual harassment by any student or staff member. Students are encouraged to disclose any incident of this nature to Student Services or to another trusted staff member they are comfortable with.

All students are expected to complete the course Concern Matters: Boundaries, Respect and Positive Intervention available on Moodle.

If a formal report of an allegation of sexual assault or sexual harassment is made, it will be investigated in accordance with the Complaints and Appeals Policy. Individuals are also encouraged to report incidents of sexual assault and sexual harassment to the police as the internal investigation is not a substitute for a criminal investigation.

Please refer to the Sexual Assault and Sexual Harassment Policy and Procedure for more information about these matters.



TERMS & CONDITIONS OF ENROLMENT

All students must comply with the requirements set out in these enrolment Terms and Conditions for the duration of their studies.

GENERAL REQUIREMENTS

All students must:

- Provide accurate and unaltered information and documentation for the purpose of any aspect of their admission, enrolment or graduation.
- Comply with all policies, procedures, guidelines and rules of IGI, noting that these instruments are reviewed regularly and are subject to change.
- Abide by the Student Code of Conduct at all times.
- Complete all requirements associated with admission, enrolment, assessment and academic progression in accordance with IGI's policies and procedures.
- Acknowledge that electronic communication (i.e. email) is the main method for delivering information to a student. Students must regularly check their IGI email account. Notices sent to an IGI email account or by SMS to a student's mobile phone will be deemed to have been received by the student at the time sent by IGI.
- Must own or have frequent access to a fast, reliable computer that is no more than two years old. [Additional minimum IT requirements are available on the IGI website.](#)
- Comply with any applicable Australian federal or state legislation.
- Read and understand IGI's Student Privacy Policy and acknowledge that your personal information may be disclosed by IGI, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.

FEES AND CHARGES

All students must:

- Pay any applicable fees and charges as required by IGI on or before the specified due dates.
- Acknowledge that failure to pay any fees and charges may result in IGI refusing, restricting or terminating enrolment.
- Understand that IGI reserves the right to amend fees and charges.
- Understand that students are financially liable for any course they are enrolled after the census date.
- Understand IGI's refund policies as detailed in the acceptance of the offer and written agreement.

STUDY REQUIREMENTS

All students must:

- Read and understand the relevant course information and comply with all course requirements.
- Enrol by week 2 in each study period.
- Engage in units (as described in the Unit Outline, for example, through attendance, submission of assessments, accessing unit content, use of systems, etc.) throughout their enrolment.
- Understand that IGI is not obliged to offer a particular course or unit in a given study period and may alter staffing, location or content arrangements.
- Enrol in the maximum allowable credit points per study period for normal full-time enrolment. To amend the number of units (or load) taken per study period students must apply in accordance with the Change of Study Load Procedure.

CHANGES TO ENROLMENT

1. IGI reserves the right to cancel or suspend a student's enrolment for:
 - gaining admission in a course by providing incomplete, inaccurate, fraudulent or misleading information;
 - breach of the Terms and Conditions;
 - failing to complete, to IGI's satisfaction, all requirements for enrolment in a course, including payment of fees.
 - misconduct (academic or non-academic).
2. Students may apply to defer the commencement of their Course for a maximum of 12 months. In limited circumstances, approval may be granted for international students in accordance with the Deferral Procedure.
3. After enrolment, students may apply to take a leave of absence for a maximum of 12 months. In limited circumstances, approval may be granted for international students in accordance with the Leave of Absence Procedure.
4. Students may apply to withdraw from their Course of study prior to the commencement of a study period or during a study period in accordance with the Withdrawal Procedure and the applicable Refund Policy.
5. Students may apply to transfer to another IGI course subject to satisfying the entry requirements of the new Course in accordance with the Change of Course Procedure and Admissions Policy.

ADDITIONAL REQUIREMENTS FOR INTERNATIONAL STUDENTS

International students must:

1. Be aware of and comply with individual student visa conditions, the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 including:
 - notify IGI within seven days of any change in contact details;
 - maintain enrolment and make satisfactory academic progression;
 - enrol in a full-time load in each study period unless otherwise approved by IGI in accordance with the Change of Study Load Procedure;
 - complete course requirements within the time specified on their Confirmation of Enrolment (CoE), unless an extension has been granted in accordance with the Extension of Course Duration Procedure;

- maintain adequate Overseas Student Health Cover (OSHC) for the duration of their visa (see details below).
2. Understand the circumstances in which IGI will:
 - enrol an international student transferring to IGI; and
 - release an international student from IGI to another registered provider, prior to the completion of six months of study in their principal Course; as detailed within the Transfer Between Providers Procedure.
 3. Acknowledge that IGI will inform the relevant government agency when an international student changes their enrolment, including those who do not commence their Course on the expected commencement date in accordance with the Non-Commencement Procedure.
 4. Understand that where a student does not commence a Course or withdraws from a Course the relevant refund rules apply in accordance with the Refund Policy.

OVERSEAS STUDENT HEALTH COVER (OSHC)

It is a condition of your student visa to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. Your dependents (for example, spouses, children under 18 years old) must also have OSHC.

OSHC includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

IGI's preferred OSHC provider is Medibank [**Overseas Student Health Cover \(OSHC\) | Overseas | Medibank.**](#)



USEFUL CONTACT DETAILS

Internal services

Our Student Services team is available at the Reception desk (level 4) during business hours (9am - 5pm), or by email at HEstudentservices@igi.edu.au.

External services and resources

Emergency Police, Ambulance and Fire 000

Department of Home Affairs 131 881
www.homeaffairs.gov.au

Redfern Legal Centre 131 450
<https://rlc.org.au/our-services/international-students>

Translating and Interpreting Service (24 hours)
www.tisnational.gov.au

Directory of Foreign Embassies in Australia
<https://protocol.dfat.gov.au/Public/MissionsInAustralia>

NSW Domestic Violence Line (24 hours) 1800 656 463

Beyond Blue 1300 22 4636
<https://www.beyondblue.org.au/>

Lifeline
<https://www.lifeline.org.au/>

Headspace 1800 650 890
<https://headspace.org.au/>

Suicide Call Back Service 1300 659 467
<https://www.suicidecallbackservice.org.au/>

Embrace Multicultural Mental Health 02 6285 3100
<https://embracementalhealth.org.au/community/multilingual-information>

Sexual Assault Services 1800Respect
<https://www.1800respect.org.au/>

NSW Health Sexual Assault Services
<https://www.health.nsw.gov.au/parvan/sexualassault/Pages/health-sas-services.aspx>

