



CIC Higher Education

2020

STUDENT HANDBOOK MELBOURNE CAMPUS



CIC Higher Education Pty Ltd
108 Lonsdale Street Melbourne VIC 3000
Phone: 1300 242 433
www.cic.vic.edu.au

CRICOS Provider No: 017181J

WELCOME TO CIC HIGHER EDUCATION

CIC Higher Education Pty Ltd (CIC or the College) is a provider of higher education based in Melbourne's CBD. Our goal is to provide students with a quality educational experience in a supportive and caring environment.

Our higher education courses aim to equip our graduates with business and communication skills, problem-solving techniques, teamwork and employability skills. CIC has a curriculum which keeps abreast of industry requirements and is delivered by experienced lecturers in a face-to-face classroom teaching and learning mode.

The Student Handbook provides students with important information about CIC policies and procedures to ensure an enjoyable and successful educational experience at CIC.

Please take the time to carefully read through this Student Handbook. Full policy and procedure details and forms are available at <https://cic.vic.edu.au/policies-procedures/>

We take this opportunity to extend a warm welcome to all students and offer our very best wishes for an enjoyable and successful study experience at CIC.

Warm Regards



Francesca Macpherson

General Manager



GENERAL INFORMATION

CIC is a registered higher education provider and offers bachelor-level qualifications accredited by the [Tertiary Education Quality and Standards Agency](#).

In accordance with the *Education Services for Overseas Students Act 2000*, CIC is registered to provide higher education courses to international students and is listed on the Commonwealth Register of Institutions and Courses for Overseas Students ([CRICOS](#)) with the Provider Number 017181J.

General Description of the Higher Education Programs

The Bachelor of Business is offered with three major streams: Accounting, Marketing and Management. Students after successfully completing 24 units of study will be awarded a Bachelor of Business (Accounting), Bachelor of Business (Management) or a Bachelor of Business (Marketing).

All three courses are offered over 12 Terms/3 years. Students must undertake the qualification over 3 full years (except where credit for previous studies is granted).

Bachelor of Business (Accounting)

The Bachelor of Business (Accounting) incorporates core knowledge in business and is accredited by the professional accounting bodies, the Chartered Accountants Australia and New Zealand (CAANZ), CPA Australia and the IPA (Institute of Public Accountants). The course is also recognised by ACCA (Association of Chartered Accountants) for exemption of ACCA F1-F9 papers upon completion of the degree.

Bachelor of Business (Management)

The Bachelor of Business (Management) equips graduates with the skills and knowledge to work in management roles in a variety of public and private organisations. The course develops business and leadership knowledge and provides students with the skills required to manage people and resources successfully. The course also ensures that students can build essential knowledge in the areas of finance, marketing and business law.

Bachelor of Business (Marketing)

The Bachelor of Business (Marketing) aims to produce graduates who have a thorough knowledge of business marketing principles and practices. Students will gain the skills and knowledge to identify marketing opportunities, generate new ideas, undertake market research and analysis, and confidently apply their knowledge and skills in marketing positions within domestic or internationally focused organisations.

Graduate Attributes

CIC's courses have a set of generic skills that each student will be taught and assessed throughout each year level. These skills are referred to as graduate attributes and CIC has identified four graduate attributes that each graduate is expected to have demonstrably gained during their course of study. CIC graduate attributes for all courses are:

1. Discipline knowledge and skills
2. Workplace skills and values
3. Communication proficiency
4. Information literacy and analysis and problem-solving skills.

Further information about the graduate attributes is available at:

<https://cic.vic.edu.au/policies-procedures/graduate-attributes-policy/>
<https://cic.vic.edu.au/policies-procedures/graduate-attributes-procedures/>

Mode and Place of Study

All the units of study are delivered at 108 Lonsdale Street, Melbourne. Students normally undertake two units of study each Term. All international students are required to undertake a full-time study load during their course.

Each unit of study is supported by a unit outline available on Moodle (CIC's learning management system). The majority of units are delivered through a combination of face-to-face lectures, tutorials, or lectorials as described in each unit outline.

In addition to the scheduled 5 hours of classes per unit per week, it is expected that students will spend an additional 15 hours per unit per week in self-directed learning (reading, review of lectures, tutorial preparation, and assessment preparation and completion).

Timetabling

Timetabling is a manual process of allocating students to units each Term and is an essential requirement for remaining an enrolled student.

Timetabling requires students to visit the College to discuss their course with Academic Services to ensure they are studying the appropriate units to support satisfactory and timely progression through their course.

Students have access to the online materials in Moodle only after they have timetabled for the unit.

Commencing Students

Timetabling for commencing students is available at the Term Orientation day, one week prior to the start of term. Students unable to attend Orientation will have the opportunity to attend a timetabling session held during the week prior to the start of the Term.

Continuing Students

Timetabling for continuing students occurs one week before the new Term commences. The selection of units will depend on completed prerequisite units and availability. Once classes are filled the session will be closed, so it's best to confirm as early as possible.

2020 Academic Calendar

Commencement	2020 Summer Term	2020 Term 1	2020 Term 2	2020 Term 3	2020 Term 4
Orientation Day	9 January	16 March	25 May	10 August	19 October
Term Commencement	13 January	23 March	01 June	17 August	26 October
Teaching Term Ends*	21 February	01 May	10 July	24 September	04 December
Study Break and Examination Period**	24 February – 06 March	04 – 15 May	13 – 24 July	28 September – 09 October	07- 18 December

* Students may have a 1-week study break between teaching weeks and the examination week.

** The non-teaching period (i.e. study break) is not a course break. There are no scheduled classes at this time; however, students are expected to revise during this time in preparation for their examinations. In some cases, examinations, including supplementary examinations, may be held during this week.

Public Holidays 2020 (Victoria)

The following are a list of public holidays observed at CIC; the Campus is closed on these days.

Public Holiday	2020
New Year's Day	Wednesday 01 January
Australia Day	Monday 27 January
Labour Day	Monday 09 March
Good Friday	Friday 10 April
Easter Monday	Monday 13 April
ANZAC Day	Saturday 25 April
Queen's Birthday	Monday 08 June
AFL Grand Final Day	Friday 25 September
Melbourne Cup Day	Tuesday 03 November
Christmas Day	Friday 25 December
Boxing Day	Monday 28 December

*Please note, CIC will be closed over the Christmas period from Monday 21 December 2020 and re-opening Monday 04 January 2021.

Student Code of Conduct

CIC's Student Code of Conduct aims to develop and support a friendly and safe working environment so that a productive working relationship between students and staff can be established and maintained. All staff and students are expected to conduct themselves with integrity in their dealings with others.

All staff and students should:

- Respect the privacy of others (actions such as recording or photographing others without their permission are an intrusion of privacy).
- Respect the rights of others.
- Be respectful of others and do not use abusive or intimidating language and/or threatening behaviour.
- Not misuse or misappropriate College property.

Equal Opportunity, Discrimination, Harassment & Bullying

CIC is committed to providing a learning environment that values diversity, offers equality of opportunity to all students and staff and is free from harassment, bullying and discrimination.

All staff and students of CIC can expect that:

- They are not treated unfairly because of their gender identity, marital status, status as a parent or carer, sexual orientation, race, disability, age, physical features, religious belief or activity, political belief or activity.
- They receive appropriate flexibility, e.g. because of a disability, or for family or cultural responsibilities.

- They are not harassed (made to feel intimidated, offended or humiliated) because of any of the above grounds.
- They are not subjected to sexual assault or sexual harassment
Further information such as definitions, reporting and consent regarding Sexual Assault or Sexual Harassment is available at
Sexual Harassment and Sexual Assault Policy:
<https://cic.vic.edu.au/policies-procedures/sexual-assault-and-sexual-harassment-policy/>
Sexual Harassment and Sexual Assault Procedure:
<https://cic.vic.edu.au/policies-procedures/sexual-assault-and-sexual-harassment-procedure/>
- They are not bullied by an individual or group of people, between students and/or staff.
Definition: Bullying is an ongoing misuse of power in relationships through repeated verbal, physical and/or social behaviour that causes physical and/or psychological harm. It can involve an individual or a group misusing their power over one or more persons. Bullying can happen in person or online, and it can be obvious (overt) or hidden (covert).¹

Issues regarding discriminatory treatment, harassment or bullying will be dealt with promptly, fairly and impartially. Any such issues should be reported immediately to the Dean or General Manager, who will take appropriate action.

Further information about the Student Code of Conduct Policy and Procedures is available at:
<https://cic.vic.edu.au/policies-procedures/student-code-conduct-policy>
<https://cic.vic.edu.au/policies-procedures/student-code-conduct-procedures/>

Behaviour Expected of All Students

Attendance

Attendance at both lectures and tutorials is considered necessary at CIC unless you can demonstrate that you are already completing your units successfully. Attending classes is often linked to successful learning outcomes and regular attendance at lectures and tutorials is encouraged and expected. In particular, students need to be aware of all due dates for assessment tasks and mindful that some assessment tasks, such as tests and exams, take place during class time. These due dates are also available in the Moodle sites for the units you are enrolled in.

Students in their first Term of study please note:

In your first term of study you are required to attend at least 75% of your classes.

If you fail to achieve an attendance record of at least 75% and you fail the Unit, you will be immediately placed on an accelerated **course progress intervention plan**. If you get an 'absent fail' you will be required to Show Cause which may lead to cancellation of your enrolment.

Further information about attendance and academic progress at CIC is available at:

<https://cic.vic.edu.au/policies-procedures/academic-progress-policy/>
<https://cic.vic.edu.au/policies-procedures/academic-progress-procedures/>

Mobile Phones

Mobile phones must be switched off during lectures, tutorials and computer sessions and while in the Library. It is the responsibility of the student to take reasonable care not to leave phones unattended on campus.

It is also expected that students have their phone switched off during any interviews or meetings with staff.

¹ Safe and Supportive School Communities Working Group, *Bullying. No Way!* (2018), Australian Education Authorities, Queensland, viewed 24 January 2018, <<https://bullyingnoway.gov.au/>>.

No Smoking Policy

Smoking is not permitted on the College premises as per Australian Government regulations. This includes the street entrances of the Campus building. Students who wish to smoke may do so in appropriate areas and as sanctioned by the Melbourne City Council.

No Eating in Classrooms

CIC has a student lounge located on Level 5. Students are not permitted to consume food in other areas and will be asked to leave the area if found eating in the library, computer laboratories or classrooms.

Student Identification on Campus

All CIC students will be issued with a student ID card when they enrol. Students are required to have their card on them at all times whilst on Campus. The student ID card will be made available at Orientation or Timetabling. All students will be provided with their card free of charge but if lost or damaged the replacement cost is \$10. To be issued a new card, students should go to Reception on Level 4.

Change of Address

All students **MUST** advise CIC in writing of a change of contact details either before or immediately after the change occurs. Overseas students are required to inform their education provider of a change of contact detail within seven days of the change (mandatory student visa condition 8533).

The Change of Student Contact Details Form is available from Level 4 or online at:

<https://cic.vic.edu.au/forms/update-contact-details-form/>

Payment of Fees

As an enrolled student you have an obligation to pay your tuition fees on time.

Fees can be paid by direct deposit to CIC, or in person by bank cheque, EFTPOS or by credit card (Visa, MasterCard or UnionPay) on Level 4. Please note that a 1.3 per cent charge will apply to fees paid by credit card.

Any student experiencing genuine financial difficulty in meeting their tuition fee obligations can see an Admissions and Payments Officer on Level 4 and discuss the possibility of setting up a payment plan.

Reminder notices for invoices will be emailed to students (where tuition fees have not been received) one week after the due date in accordance with CIC's debt recovery processes. Invoices not paid in full by the first day of the study period/Term or organised into an approved payment plan will incur a late payment tuition fee of \$150.

Full details of payment options and tuition and non-tuition fees are available at:

<https://cic.vic.edu.au/student-information/fees-charges-and-refunds/>

Withdrawing from your Course

If you decide to withdraw from the course you agreed to commence or stop studying the course which you have enrolled in, you **must withdraw formally** from your studies by completing a Request for Withdrawal from Studies Form. Depending on your withdrawal date and reason for withdrawing, students may be eligible for a refund, as per the Student Default section of the Refund Schedule in the Fees, Charge and Refunds Policy and Procedure.

When the Request for Withdrawal from Studies is approved, your enrolment will be cancelled, and you will no longer appear as a debtor to the College. If you do not withdraw officially and in writing from your studies before the invoice due date/Term start date, you will continue to be liable for your course fees as per your Confirmation of Enrolment.

The Request for Withdrawal from Studies Form is available at:
<https://cic.vic.edu.au/forms/withdrawal-application-form/>

Refunds

Information about refunds and the Refund Schedule is available at:

<https://cic.vic.edu.au/policies-procedures/fees-charges-policy/>
<https://cic.vic.edu.au/policies-procedures/fees-charges-refund-procedure/>

Refund requests must be made in writing using the Application for Refund Form available online at:
<https://cic.vic.edu.au/forms/refund-application-form/>

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is mandatory for international students in Australia for the duration of their student visa. Information on what cover you need and the list of Australian Government-approved health cover providers is available from the Department of Health website at: https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm. Information is also available from the [OSHC website](#).

You can arrange to pay for your OSHC by visiting the OSHC insurers' websites or through CIC.

Allianz Global Assistance and customer service representatives are available via;

- Allianz CBD Location Reception, Level 5/360 Elizabeth Street Melbourne
Monday to Friday, 10.30 to 3.30pm
- Website: www.allianzassistancehealth.com.au
- Phone: 136742
- Email: oshc@allianz-assistance.com.au

Academic Policies and Procedures

The following information should be read very carefully, as it relates to all aspects of your study at CIC and must be understood and followed to ensure your study experience at the College is successful.

Course Plan and the Student Course Planner

At the beginning of each Term, students can request a Course Plan, which outlines the units they have successfully completed, and the units to be completed to satisfy the requirements of their degree. The Course Plan does not define the order in which units must be completed.

Each course delivered by CIC has an associated Student Course Planner listing the core units for the course, prerequisites, and the electives and code requirements for each year level of the course. The Course Plan alongside the associated Student Course Planner can be used as a guide to assist students in making appropriate timetabling decisions in consultation with a member of the Academic Services Team.

The Course Plan and the Student Course Planner also ensures students are aware of their academic progress and can complete their course within the expected duration of study as specified on their Confirmation of Enrolment.

Full-time Study

International students must maintain a full-time study load unless specifically approved to do otherwise. A full-time load per Term at CIC is two units of study.

Students may be permitted to have a reduced or increased study load for a specified period if there is an Academic Progress Intervention Plan in place or there are compassionate or compelling circumstances. This must be approved by the College and supported by evidence and a clear justification as to why a reduced or increased study load is required.

When withdrawing from a unit of study the student must substitute it with an equivalent unit to ensure maintenance of a full-time load unless otherwise specified. Students will not be able to substitute a unit with another that has a prerequisite unit that the student has not completed.

Academic Progress

CIC recognises that there is a strong correlation between attendance and successful completion of studies for students in the College. While attendance is not a requirement for higher education students, CIC will monitor the attendance of commencing students in lectures and tutorials, and the successful completion of all assessment tasks.

It is important and expected that students make satisfactory progress in their course of study. Satisfactory progress at CIC is defined as successfully completing at least 50 per cent of the study load in any given Term, which is typically a passing grade in at least one of two enrolled units each Term.

Students who do not pass at least 50 per cent of the units undertaken in any given Term will be informed of their lack of academic progress in accordance with the Attendance and Academic Progress Policy. An intervention strategy will be required for students identified at risk of not completing their studies within the expected duration or have not met the requirements for satisfactory course progress.

The Academic Progress Intervention Plan for students failing to meet the minimum progression standard will be followed in accordance with the stages as described in the Attendance and Academic Progress Procedures.

The Attendance and Academic Progress Policy and Procedure:

<https://cic.vic.edu.au/policies-procedures/academic-progress-policy/>

<https://cic.vic.edu.au/policies-procedures/academic-progress-procedures/>

Fact sheet from the Overseas Students Ombudsman on Course Progress and Attendance:

<http://www.ombudsman.gov.au/publications/brochures-and-fact-sheets>

Census date

CIC has introduced a Census Date for all new commencing students. This will be outlined to all new students during the Orientation process.

A Census Date is a date at which a student's enrolment can be cancelled by the College without academic penalty to the student, or a student can withdraw without academic penalty in their first Term of study. Cancellation/withdrawal fees apply, please refer to the CIC Fees, Charges and Refunds Policy.

The Census Date for CIC Higher Education will be at the end of Week 7 and will be applied to all new commencing students in their first Term.

All new students will be monitored for their attendance, and completion of their assessment tasks. Students who have NOT attended 50% of classes or submitted assessment tasks will be sent a notification in Week 3 as part of the process.

Students will be invited to attend an interview to explain their situation as to why there has been no engagement. During the interview, specific requirements will be provided to students outlining what they need to do to avoid being cancelled by the Census Date (end of week 7). Students will therefore have an opportunity to engage with their studies after week 3 to demonstrate that they are genuine students at CIC.

This process is independent of the Attendance and Academic Course Progress process (which will also be triggered by the end of week 2 in cases where there has been no engagement with course material).

If you would like further information related to the introduction of the Census Date, please come to level 4 of the Campus and speak to the Academic Services Manager.

Application to Defer, Suspend or Cancel Studies

Students wishing to defer the commencement of studies or temporarily suspend their studies must apply in writing and refer to the [Fees, Charges and Refund Policy](#). An approved deferral or suspension of studies will only be granted for:

- compelling and compassionate circumstances, such as
 - Illness of a direct family member
 - Illness of student
 - Death of a direct family member
 - Marriage of student
- not meeting entry requirements
- Evidence must be provided with all applications

The Deferring, Suspending or Cancelling the International Student's Enrolment Policy and Procedure can be found via

<https://cic.vic.edu.au/policies-procedures/deferring-suspending-cancelling-students-enrolment-policy/>
<https://cic.vic.edu.au/policies-procedures/deferring-suspending-cancelling-international-students-enrolment-procedure/>

To apply for a deferral or suspension of studies, please go to Reception on Level 4 or you can obtain the Enrolment Variation Request Form online

<https://cic.vic.edu.au/forms/enrolment-variation-application-form/>

Students wanting to cancel their studies prior to completing six months of their course may be denied a release in accordance with the Transfer Between Registered Providers Policy and Procedure.

The Transfer Between Registered Providers Policy and Procedure is available at:

<https://cic.vic.edu.au/policies-procedures/transfer-providers-policy/>
<https://cic.vic.edu.au/policies-procedures/transfer-registered-providers-procedure/>

Advanced Standing

Application for Advanced Standing

CIC will grant credit for previous learning where this is assessed as equivalent to CIC courses of study. Advanced standing or credit transfer may be granted for previous formal learning in an Australian university, TAFE, an accredited course offered by a Registered Training Organisation or registered higher education provider, or overseas equivalents of these.

Students may apply for advanced standing only where they have successfully completed the unit/s (i.e. achieved a mark of 50 per cent or above or have been assessed as passed). A near pass grade will not be considered successful completion.

Qualifications where advanced standing is being sought must have been awarded or completed no longer than 10 years prior to the date of application for advanced standing.

Applications for advanced standing are usually received and assessed prior to a student's enrolment. However, applications can be assessed in some circumstances once the student has enrolled into their course.

Further information about advanced standing is available online at:

<https://cic.vic.edu.au/policies-procedures/advanced-standing-policy/>
<https://cic.vic.edu.au/policies-procedures/advanced-standing-procedures/>

The application for advanced standing is available online at:
<https://cic.vic.edu.au/forms/credit-transfer-application-form/>

Assessment

Assessment types permitted at CIC may include any of the following:

- Closed or open-book examinations
- Written essays, case studies or business reports, proposals or projects
- Oral presentations or oral examinations
- Multiple choice or true and false tests, quizzes or examinations
- Peer assessment and group-based work

Other assessment types may be offered following approval by the Dean. The unit outlines describe the assessments and weightings for each unit of study.

Late Submission of Assessment and Penalties for Late Submission

The date an assessment task is due for submission (or completed in class) is indicated in the unit outline on the Moodle unit site. Details for completing and or submitting the assessment task will be provided by the lecturer for the unit. For students who submit assessment tasks after the assessment due date and without an approved extension, there will be penalties applied that reduce the potential maximum mark available for the task.

If a student feels they have a case to seek an approval for late submission of work they should discuss this directly with their lecturer, providing the necessary evidence to support that request.

Unit Assessment Grades

CIC uses a grading system that is common across Australian higher education. The CIC grading system consists of percentage grade scales that reflect your academic performance in a unit. The grades you have achieved for all units attempted are recorded in your academic transcript.

For more information about the CIC grading system, please refer to the Assessment Policy available at:
<https://cic.vic.edu.au/policies-procedures/assessment-policy/>

Final Examinations

Most units hold an examination at the end of each Term. Failure to attend a final examination without a satisfactory explanation (for example an approved medical certificate) will result in an automatic failure in that unit. It is the responsibility of all students to ensure they are aware of the time and location of their examinations and that they allow plenty of time to attend their examination as scheduled.

Further information is available in the Examinations Policy and Procedure available online at:

<https://cic.vic.edu.au/policies-procedures/examinations-policy/>
<https://cic.vic.edu.au/policies-procedures/examinations-procedures/>

Please refer to the Special Consideration Policy and Special Consideration Procedure if you have a satisfactory explanation for failing to attend a final examination. Information on final examinations, including the requirements for passing, are outlined in the Assessment Policy. It is important that you read and understand the Assessment Policy, so please ensure you do this before studying a unit.

Further information is available in the Special Consideration Policy and Procedure available online at:

<https://cic.vic.edu.au/policies-procedures/special-consideration-policy/>
<https://cic.vic.edu.au/policies-procedures/special-consideration-procedure/>

Students who do not satisfy the hurdle requirement, regardless of other assessment outcomes, will not be granted a pass for the unit and will be required to repeat the unit or sit a supplementary examination if applicable (see Assessment Policy).

Supplementary Examinations

Students cannot apply for a supplementary examination; they are awarded it if they satisfy the requirements as described in the Assessment Policy.

Further information is available in the Assessment Policy at:

<https://cic.vic.edu.au/policies-procedures/assessment-policy/>

Special Consideration

If a student is prevented from completing an assessment task or attending an examination due to illness or other special circumstances or believes that their performance at an examination has been seriously and adversely affected by illness or other causes, they should complete and lodge a Special Consideration Application Form.

Please Note: For special consideration on medical grounds, a standard medical certificate is not sufficient. The Special Consideration Application Form together with the completed **Medical Authority Form** (appendix 1 of the application form), must be received by CIC Reception (in person or via email at academic.services@cic.vic.edu.au) **no later than three days** (including weekends) after the scheduled date of an assessment task.

The Special Consideration Application form is available from Level 4 or online at:

<https://cic.vic.edu.au/forms/special-consideration-application-form/>

Further information is available in the Special Consideration Policy and Procedure online at:

<https://cic.vic.edu.au/policies-procedures/special-consideration-policy/>

<https://cic.vic.edu.au/policies-procedures/special-consideration-procedure/>

Results

Results for each Term will be available within two weeks of the final examination date. The results will be emailed to students on their, college provided, student email account.

Review of Assessment Grades

Students can request a review of a result or grade for an assessment task completed during Term by contacting the lecturer-in-charge of the unit of study.

If you wish to request a review of your result or grade, you will need to meet the requirements for a review and have to follow the application process. These requirements and the process for applying are outlined in the Assessment Policy. In addition, you will need to complete, sign and submit a Review of Results Application Form.

There is no guarantee a grade will be changed. However, students should request a review if they wish to seek clarification as to why a grade was awarded. Students dissatisfied with the outcome of a review can appeal the decision in accordance with CIC's complaints and appeals process. Students appealing a grade result should request a review before initiating the appeals process.

The Review of Results Application Form is available online at:

<https://cic.vic.edu.au/forms/review-results-application-form/>

Further information is available in the Assessment Policy at:

<https://cic.vic.edu.au/policies-procedures/assessment-policy/>

Academic Integrity

Academic integrity sits at the core of any academic institution. At CIC, it is expected that all students demonstrate the highest levels of academic integrity. Academic integrity is a commitment to act with honesty, fairness, responsibility, trust, courage and respect in all academic work.

Plagiarism

Plagiarism is the taking or using of another person's work and using as your own without identifying or acknowledging their source. All written assessment at CIC is submitted through Turnitin, an originality checking software tool.

Academic Misconduct

Academic misconduct is conduct that allows an individual or group to obtain an unfair advantage through unethical practices and includes, but is not limited to, actions such as, cheating on exams, plagiarism, self-plagiarism, collusion, cheating in exams, contract cheating, copying other student's work etc. Academic penalties apply to substantiated reports of academic misconduct.

Academic Integrity Module (AIM)

All commencing students at CIC must complete the online Academic Integrity Module available via Moodle, in their first Term of study.

Further information about academic misconduct and plagiarism is available online at:

<https://cic.vic.edu.au/policies-procedures/academic-integrity-policy/>

<https://cic.vic.edu.au/policies-procedures/student-academic-integrity-and-misconduct-procedure/>

Student Complaints and Appeals Process Policies and Procedures

CIC is committed to maintaining an effective, timely, fair and equitable complaints and appeals system about matters relating to a student's experience at the College.

Further information about the complaints and appeals process is available online at:

<https://cic.vic.edu.au/policies-procedures/complaints-appeals-policy/>

<https://cic.vic.edu.au/policies-procedures/complaints-appeals-procedure/>

Students can access the College's appeals and complaints form online at:

<https://cic.vic.edu.au/forms/appeals-form/>

<https://cic.vic.edu.au/forms/complaints-form/>

Student Life at CIC

Facilities, Resources and Equipment

CIC classrooms vary from medium to large to cater for Lectures and Tutorials.

Computer Labs, Study Centre and Library

Computer Labs

CIC has four computer labs available to students on Levels 3, 4, 5, and 9.

The computer lab on Level 4 is adjacent to the Library and Study Centre and is available at all times to students. The other labs are available to students when classes are not in session.

Study Centre

Opening hours: Monday to Friday 8.30am to 5.30pm (excluding Public Holidays).

Library

Opening hours

- Monday to Friday, 8.30am to 5.30pm (during Term)
- Monday to Friday, 8.30am to 5.00pm (outside of Term)

Borrowing

Students may borrow up to two items for one week. Loan items can be renewed for a further one-week loan period. The Reserved Collection includes prescribed texts and can only be borrowed for up to 24 hours. Only one item from the Reserved Collection can be borrowed at the one time.

Online Resources

CIC offers its students online access to academic journals and full-text articles, e-books, video courses, etc. via Moodle.

For further information about online resources, please refer to the CIC Facilities, Resources and Equipment website page:

<https://cic.vic.edu.au/about-cic/facilities-resources-and-equipment/>

Private Study Room

On Level 4 there are two private study rooms students can use for group study, Peer Assisted Learning (PAL) workshops, English Support or to meet with a Lecturer for academic consultation.

Moodle

Moodle is the learning management system used by CIC, and the online interface between students, staff and the curriculum. After timetabling, students are given access to the Moodle site for the units they are enrolled in. It is essential that all students participate with each of their unit Moodle sites as it contains the unit outlines, unit announcements, weekly teaching and learning resources, discussion forums, assessments and results.

Students who do not spend time keeping up to date with the resources available in Moodle for each unit they are enrolled in may miss announcements relating to assessment tasks and other critical information required to successfully complete their units.

Moodle can be accessed at: <http://hed.ciclms.com/>

Moodle Support can be sought at: moodle.support@cic.vic.edu.au

Student Lounge

The Student Lounge is located on Level 5 and is open Monday to Friday 8.30am to 5.30pm.

The Student Lounge has a table tennis table, couches and other seating areas, tables, free tea and coffee and microwaves.

Lost and Found Property

Lost or found property should be reported to Reception on Level 4.

Student Ambassadors

Student Ambassadors assist the Student Experience Department with the Orientation program, College events and excursions, alumni events and graduation.

For further information and to register your interest in the Student Ambassador program, please email student.experience@cic.vic.edu.au

Student Representation

The College has student representation within its deliberative and decision-making processes and encourages students to participate in these processes. There is a student representative member on the Academic Board and its subcommittee, the Teaching and Learning Committee.

Further information about student representation at CIC is available at:

<https://cic.vic.edu.au/policies-procedures/student-representative-body-policy/>

<https://cic.vic.edu.au/policies-procedures/student-representative-body-procedure/>

Student Support

CIC provides a range of services to support our students.

Student Experience Department

The CIC Student Experience Department offer support to all students through different events such as cultural events, focus groups, movie nights, excursions, new student welcome events and the student ambassador program.

The Student Experience Department is located on Level 5 and can be contacted via:

student.experience@cic.vic.edu.au

Social Network & Events

The Student Experience Department organises and invites students to various events throughout the year, including graduation ceremonies held twice a year. These events range from workshops, information sessions, sports activities including table tennis tournaments, walks introducing students to the city, new student welcome event, and cultural celebrations, such as Diwali and Chinese New Year.

Student Experience Department also manages CIC's online social networking sites and encourages students to join the CIC Facebook page so keep up to date with events and networking opportunities.

Please follow us on:

Facebook: cichighereducation

Linkedin: cichighereducation

Instagram: cichighereducation

Email: student.experience@cic.vic.edu.au

Academic Support

CIC provides students varying academic support including:

- One-on-one support with an academic staff member.
- Academic skills workshops are held throughout the year and freely available to students on topics, such as giving presentations, referencing, academic writing, and time management. Notices of workshops are posted on the student notice boards, Moodle and emailed to students.
- The PAL (Peer Assisted Learning) program consists of free weekly study sessions for all current students. The sessions provide academic coaching and support by students who have successfully passed the units. For further information, and to register your interest in the PAL program, please visit Level 4 reception.

English Language Support

Free English support is available to all students at CIC, students can be referred to this support through course progress intervention meetings or students are welcome to book their own private sessions. English Language support is located on Level 4 and is available between 9.30am – 12.30pm Monday,

Tuesday and Wednesday, even during College break periods. Bookings can be made via english.support@cic.vic.edu.au or level 4 reception.

Student Wellbeing

This service is FREE & confidential

The Student Wellbeing Team is made up of friendly professionals, both male and female who can assist you in a range of areas.

The Student Wellbeing Team can help you with information about living in Australia, accommodation options and schooling options if you have a family. They also provide advice on how to access legal services, consumer rights, emergency and health services.

Sometimes as a student you also need a little advice or help solving problems. It may be problems with family, housing, employment, attendance issues, not feeling well or a number of other issues. A member of the Student Wellbeing Team is there when you need someone to talk to.

The Student Wellbeing Team is located on Level 3 (Room 307) and appointments can be made by emailing: counselling@cic.vic.edu.au

Student Advocacy

CIC offers student advocacy and support through the Student Wellbeing Team and CIC's academic student representatives.

Qualified staff provide counselling, health and wellbeing provisions through the advocacy services offered at the College. Our student advocacy services are available to all enrolled students and provide confidential advice, support and representation to assist students in their course of study at CIC. This includes the following areas:

- Academic counselling
- Special consideration and academic disputes
- Academic and non-academic misconduct
- Complaints and grievance processes
- Preparing for academic progress meetings and appeals.

Career Assist Service

In addition to the industry relevant academic curriculum, CIC offers a career assist service. This service is available to all our students, and graduates, and aims to equip them with important practical skills and knowledge towards gaining employment. The service develops students' skills, such as:

- Resume preparation
- Interview preparation and practise
- Career counselling
- Networking and job opportunities
- Job pathway training.

Email: career.advice@cic.vic.edu.au

Further information about student support is available at:

<https://cic.vic.edu.au/policies-procedures/student-support-wellbeing-safety-policy/>
<https://cic.vic.edu.au/policies-procedures/student-support-wellbeing-safety-procedure/>

General Enquiries and Assistance

For all other concerns not falling within the above parameters, students are welcome to visit Level 4 reception where the administrative support staff can guide the student.

The CIC student support contacts range from different departments and are listed below;

General Manager, Francesca Macpherson

francesca.macpherson@cic.vic.edu.au

Director – Admissions, Tim Costigan

timothy.costigan@cic.vic.edu.au

Academic Services Manager, Baljinder Kaur

baljinder.kaur@cic.vic.edu.au

Working While Studying in Australia

International students are eligible to work while studying in Australia. An outline of your rights and protections at work as an international student is available at:

<https://www.homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>.

If you believe your employer is exploiting or underpaying you, we encourage you to contact the Fair Work Ombudsman's Infoline on 13 13 94 or use their anonymous reporting service:

<http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/anonymous-report>.

Further information about student employee rights from the Fair Work Ombudsman is contained in the International student fact sheet available at:

<http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>.

The Fair Work Commission is Australia's workplace relations tribunal and its website includes information on matters such as enterprise agreements, minimum wages and conditions, and bullying in the workplace. The Commission deals with unfair dismissal and resolving collective and individual workplace disputes through conciliation and mediation. Further information about Fair Work Commission is available at <https://www.fwc.gov.au/> or contacted on 1300 799 675 between 9am and 5pm (local time) Monday to Friday.

Safety and Security on Campus

The facilities and services on Campus are for currently enrolled CIC students and staff only. All visitors to the Campus must register and sign-in and sign-out with the reception staff member on the ground floor.

A security guard patrols the premises every morning and afternoon through to after evening classes finish and is available to assist students and staff in the event of an incident.

CIC recognises that safety of our students and staff is of prime importance and will ensure that all necessary steps are taken to enable a correct initial response and a safe outcome to any emergency.

Keep your personal belongings secure

On and off Campus it is always important to keep your belongings with you, and not leave them unattended.

If an evacuation is required

The Campus is equipped with early warning emergency systems, and in the unlikely event the Campus needs to be evacuated, trained staff will assume control and direct students to exit the building.

Campus evacuation plans detailing the location of the assembly area are located on each floor next to the lifts and fire exit doors.

The primary Assembly Area after evacuating from the Campus building is to exit and move to the left and to gather out the front of Trunk Diner 275 Exhibition Street.

In the event of an emergency or evacuation, follow all instructions given by staff and Fire Wardens and as notified by the Emergency Tones.

Emergency Warning System Operation**Alert Tone ‘Beep...Beep...Beep’**

Be aware there is a potential Emergency

Do not commence evacuation, unless it is unsafe in your area or as directed by Wardens.

Follow all instructions given by Wardens.

Should an Evacuation be required you will hear an**Evacuation Tone ‘Whoop...Whoop...Whoop’**

Evacuate via exit as directed by Wardens.

Proceed to the Assembly Area.

Follow all instructions given by Wardens.

We wish all our students the best of luck in their studies and we congratulate you for taking this huge step towards an exciting and successful career.



PRIVACY: Information is collected by CIC Higher Education during your enrolment in order to meet our obligations under the *Education Services for Overseas Students (ESOS) Act 2000* 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 ESOS Act, 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 Service, the Student Identifiers Registrar 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.