



# **International Student Handbook**

**Kingggdom Institute of Management**

**RTOID: 52139/ CRICOS Code: 03325K**

**2/1 Station Street, Subiaco, Western Australia. 6008 | 08 9381 3023**

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## WELCOME

Welcome to Kingddom Institute of Management. Kingddom Institute of Management is located in one of Australia's most liveable and popular cities known worldwide for its quality education, lifestyle, fashion, festivals, nightlife and opportunities. It is also home to thousands of international students.

Our programs have been developed to meet the demands of today's workforce. They are innovative, stimulating and designed so that students achieve maximum opportunities for success. You will also develop a range of skills for your future life including leadership, communication, problem solving, teamwork, innovation and entrepreneurship, particularly as you progress through the Certificate courses into our Diploma programs.

I look forward to meeting you during your studies at Kingddom Institute of Management.

A handwritten signature in black ink that reads 'Sarang Dhawan'.

Mr Sarang Dhawan  
**Chief Executive Officer**  
**Kingddom Institute of Management**

## MISSION STATEMENT

Kingddom Institute of Management is a small Western Australian business. Owned and operated locally, Kingddom Institute of Management delivers quality industry based nationally recognised programs developing skilled workers highly sought after by employers. Industry engagement and experience will see our student's workplace ready.

## GOALS

Kingddom Institute of Management's goal is to stand out above all other RTO's and training providers within the industries of Business Management and Work Health and safety.

## STUDYING THROUGH KINGDDOM INSTITUTE OF MANAGEMENT

Kingddom Institute of Management is a fully accredited private provider of vocational education and training.

Kingddom Institute of Management works closely with a variety of industry and professional bodies to ensure programs are appropriate, reflect industry best practice and meet current and future demands for a skilled workforce.

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## 10 Reasons to Study with Kingddom Institute of Management

### 1. Recognition

All programs offered by Kingddom Institute of Management are approved by the Australian Government and internationally recognised. Kingddom Institute of Management maintains strong links with all relevant professional bodies and encourages and invites their participation in all of our validation meetings.

### 2. Cost

Our programs are competitive in the marketplace. Our pricing structure provides students with confidence that they are receiving value for money on their investment.

### 3. Small Class Sizes

As part of our educational strategy, students will be placed into small class sizes not exceeding 30 students for theory classes to maximise student development and learning outcomes. This encourages active participation between students and teachers. This strategy also assists us in ensuring that cross-cultural understanding is promoted and enhanced.

### 4. Credit Transfer

Students may be eligible for credit transfer for previously completed studies. Assessment of eligibility will be on an individual basis and includes the assessment of qualifications and subjects completed offshore. Please be aware that any application for Recognition of Prior Learning or Credit Transfer may impact on the duration of your course and have an impact on your visa, please check with the Department of Immigration and Border Protection (DHA) if you have any concerns.

### 5. Flexible Learning

We provide flexible study options and, where possible, schedule daytime and evening classes to meet the needs of all of our students. Currently Kingddom Institute of Management's timetables are driven by student needs and current industry practice. Students will be able to select from a larger range of timetabling options that better suit their needs.

### 6. Advanced Technology and Resources

Our facility uses state of the art equipment to ensure students are able to access materials both locally and overseas. This includes hard copies of all required reference materials.

Our computer lab is equipped with modern technology and is accessible over extended hours to assist students during their studies with us. Students have free access to their email and to use the internet facility for personal use during their enrolment with us also, provided this use does not contravene Kingddom Institute of Management policy regarding illegal use of technology.

### 7. Industry Focused Programs

Broad practical, industry and professional participation in teaching through on-campus guest presentations and tutorials as well as planned field trips and excursions provide our students with a variety of on-the-job skills.

### 8. Cultural Diversity

We promote cultural diversity and encourage all of our students to become leaders in

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demonstrating culturally diverse practice. Kingggdom Institute of Management actively encourages new ideas and programs identified by all members of the Kingggdom Institute of Management community which lead to enhanced understanding and tolerance of culturally and linguistically diverse practice.

## 9. Enhanced Employment Prospects

Through our industry focused and driven programs, our enhanced networks and industry's participation in our learning and assessment programs, students from Kingggdom Institute of Management are supported by students support services to develop links with major employers, further develop skills to assist them in becoming job ready and prepare generally for the workforce.

## 10. Student Support Services

*Our Student Support Service strives to provide the very best welfare and academic support for our students. With our commitment to ensure a personalised service that meets your needs, our small campus, low class numbers and personal approach to your education, allows us to interact with you as often as you need.*

Kingggdom Institute of Management is located at Unit 2/1 Station Street, Subiaco in Western Australia. We occupy modern, state of the art, facilities that exceed minimum standards for education and training environments in Australia.

Located close to the Central Business District (CBD) of Perth, Kingggdom Institute of Management is very easily accessed by both private and public transport. Travel takes within 5 minutes by public transport.

Kingggdom Institute of Management is a fully equipped educational facility comprising teaching rooms, student facilities, text reference library, and computer & free WIFI access provide a simulated learning and assessment environments and office administration area.

## OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

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## CONTACT INFORMATION AND EMERGENCY CONTACTS

### Kingddom Institute of Management Main Contact Details

Kingddom Institute of Management  
Unit 2/1 Station Street  
SUBIACO WA 6008  
AUSTRALIA  
Phone: +61 8 9381 3023  
Website: <http://www.kingddom.edu.au>  
Email: [studentsupportteam@kingddom.com](mailto:studentsupportteam@kingddom.com)

**Office Hours: Open Monday – Friday 8.30am – 5.00pm**

### Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

### Department of Immigration and Border Protection (DHA)

Dial 131 881  
836, Wellington Street, West Perth WA 6005

### Facilities & Resources:

#### Computer Facilities

Our facilities provide students with technology to maximise their learning experience during their time with us. The campus provides students with extended access to our computers. We also provide backup services where students are able to speak with system support professionals should they experience any problems.

In addition, Kingddom Institute of Management provides its students with additional technological facilities including photocopying, printing and scanning. All of these services have been provided to make your time with us a positive, convenient and enjoyable experience.

#### Internet

Students are able to access the internet throughout the student areas for the purposes of academic study, research and administrative tasks. You are able to access the internet for private use, but this is to be kept to a minimum when others are requiring the service for academic purposes.

Internet cafes are abundant in Perth CBD and are suggested for personal use. For a listing of internet cafes in Western Australia:

<http://www.perthwalkabout.com/Essentials/internet-cafes.html>

#### Pastoral Care

Kingddom Institute of Management recognises the importance of the spiritual dimension to human life and its value in building a caring community of students and staff and enriching the quality of life for all.

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Students have access to a Multi-Faith Prayer Room available during semester operating hours. Washing facilities are also available.

Other pastoral, theological (visiting religious representatives) and recreational activities will be advertised in the Student Lounge area.

## **TRANSPORT:**

### ***Public Transport***

To travel on Transperth bus, train and ferry services you need to buy a ticket\*. With a valid Transperth ticket, you can use any combination of bus, train and ferry services. Transperth has two types of ticketing, cash tickets and SmartRider, Transperth's electronic ticketing system. Transperth recommends SmartRider as it always ensures that you pay the appropriate and lowest fare.

Transperth's public transport service area is divided into nine zones, which are defined by circles centred on Perth city. Your fare is calculated by the number of zones you travel through on your journey. If you travel within the one zone, you will be charged a 1-zone fare. If you travel over a zone boundary into another zone, you will be charged a 2-zone fare and so on.

When you buy a Transperth ticket you don't just buy a single ride on the bus, train or ferry, you buy between two to three hours of travel on any Transperth service. For journeys up to 4 zones, you have two hours to transfer between services. For trips covering 5 to 9 zones, you have three hours. The transfer period commences at the time of the ticket purchase or first validation of your SmartRider card.

For further information about public transport in Perth including ticketing, timetables and concessions, contact:

Transperth 13 62 13  
Interstate callers: (08) 94281900  
(public transport in Perth, 12 languages)  
<http://www.transperth.wa.gov.au>

Timetables for buses can often be provided by the driver on request, or by telephoning the bus company. Bus companies are listed in the Yellow Pages telephone directory under 'Bus and coach scheduled services'.



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## Taxis

Perth taxis are easy to spot - they are all white in colour and display a 'Taxi' sign on the roof of the vehicle. Drivers must wear a uniform and display their identity cards on the dashboard of their car. Taxis operate 24 hours a day in most parts of Australia.

Taxi ranks are clearly identifiable by signposts and usually located in busy areas, like the CBD. You can also hail a taxi that is not at a rank providing that the rooftop light is illuminated.

A meter on the dashboard of the taxi shows the fare. If travelling in a taxi late at night (midnight - 5am) you will pay an additional surcharge. Taxis will also charge for a phone booking.

Taxi companies are listed in the Yellow Pages telephone directory under 'Taxi cabs'.

## City Circle (Cat) Bus

The City Cat Bus service is a free service around central Perth and Fremantle. The Cat takes passengers up major streets to move you easily around the city. The Busses and routes are colour coded to help you get around easier. New gas busses have been added to the fleet.

To catch the free Cat bus service, just wait at any of the specially marked stops on the route.

Cats run around the inner city every 10 to 15 minutes, seven days a week between 6am and 7:30pm (except Christmas Day, Good Friday and Anzac Day). On Sundays and public holidays, the service starts at 8:30am. Please check the times at <http://www.transperth.wa.gov.au/UsingTransperth/Highfrequencybusservices.aspx> for slight variations in times.

## Emergency Medical and Hospital Services:

### **Royal Perth Hospital**

Wellington Street, Perth  
Phone: 9224 2244

### **Peel Health Campus**

110 Lakes Road, Mandurah  
Phone: 95318000

### **Fiona Stanley Hospital**

11 Robin Warren Drive, Murdoch  
Phone: 6152 2222

### **Sir Charles Gairdner Hospital**

Hospital Avenue, Nedlands  
Phone: 9346 333

### **Princess Margaret Hospital for Children**

Roberts Road, Subiaco  
Phone: 9340 8222

### **St. John of God, Midland Public Hospitals**

1 Clayton Road, Midland  
Phone: 9462 4000

### **Armadale-Kelmscott Memorial Hospital**

3056 Albany Highway, Mount Nasura  
Phone: 9391 2000      Phone: 934 53333

### **Rockingham General Hospital**

Elanora Drive, Cooloongup

## Medical Centres

International students are able to access free medical services with participating general practitioners. You will need to present your OSHC Card at the time of your appointment which enables medical practices to bulk bill Overseas Student Health Cover (OSHC) patients by claiming electronically their consultation fee directly with nib health insurance. Closest Medical centre to Subiaco is,

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## **Herdsmen Medical Centre**

12, Pearson Place, Churchlands, WA 6018

Phone: (08) 9383 7111

## **COURSES PROVIDED BY KINGGDOM INSTITUTE OF MANAGEMENT**

Kinggdom Institute of Management offers the following courses:

### **BSB40215 Certificate IV in Business**

#### **COURSE DESCRIPTION**

BSB40215 - Certificate IV in Business concentrates on developing the skills required to effectively manage people in the workplace and focuses on the importance of financial aspects when making decisions.

#### **DURATION**

The course is provided through a face to face delivery mode and/or online study mode with a period of self-study and work-based training required and assessments are conducted using written and practical assessment methods. While the course duration may vary from student to student, it is suggested that this course will be delivered and assessed over a 56-week period with students completing 48 weeks face-to-face training or online study at Kinggdom Institute of Management and 8 weeks in the workplace.

#### **COURSE ENTRY REQUIREMENT**

International Students wishing to study at Kinggdom Institute of Management are required to satisfy minimum International Language English test requirements and provide evidence of the English test result as a part of the Enrolment process.

### **BSB41415 Certificate IV in Work Health and Safety**

#### **COURSE DESCRIPTION**

BSB41415 - Certificate IV in Work Health and Safety course is relevant to supervisors, union representatives, safety committee members, safety officers and others who identify and manage workplace health & safety hazards. Additionally, you will learn how to contribute to WHS in a workplace environment, including aiding in the implementation of WH&S strategies to control risks and emergency procedures.

#### **PATHWAYS**

After achieving the BSB41415 - Certificate IV in Work Health and Safety, students may enroll in BSB51315 - Diploma of Work Health and Safety

#### **DURATION**

The course is provided through a face to face delivery mode and/or online study mode with a period of self-study and work-based training required and assessments are conducted using written and practical assessment methods. While the course duration may vary from student to student, it is suggested that this course will be delivered and assessed over a 42-week period with students completing 34 weeks face-to-face training or online study at Kinggdom Institute of Management and 8 weeks in the workplace.

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## **COURSE ENTRY REQUIREMENT**

International Students wishing to study at Kingggdom Institute of Management are required to satisfy minimum International Language English test requirements and provide evidence of the English test result as a part of the Enrolment process.

## **BSB50615 Diploma of Human Resources Management**

### **COURSE DESCRIPTION**

BSB50615 - Diploma of Human Resources Management will give you the skills to effectively manage people and HR services, including workforce planning, recruitment, performance management, HR policies and processes and strategic human resource systems.

### **DURATION**

The course is provided through a face to face delivery mode and/or online study mode with a period of self-study and work-based training required and assessments are conducted using written and practical assessment methods. While the course duration may vary from student to student, it is suggested that this course will be delivered and assessed over a 45-week period with students completing 37 weeks face-to-face training or online study at Kingggdom Institute of Management and 8 weeks in the workplace.

## **COURSE ENTRY REQUIREMENT**

International Students wishing to study at Kingggdom Institute of Management are required to satisfy minimum International Language English test requirements and provide evidence of the English test result as a part of the Enrolment process.

## **BSB51315 Diploma of Work Health and Safety**

### **COURSE DESCRIPTION**

BSB51315 – Diploma of Work Health and Safety course develops the skills and knowledge required to work as a WHS practitioner in a wide variety of work health and safety contexts. Students will gain the skills to recognise, evaluate and manage health and safety hazards in the workplace.

### **DURATION**

The course is provided through a face to face delivery mode and/or online study mode with a period of self-study and work-based training required and assessments are conducted using written and practical assessment methods. While the course duration may vary from student to student, it is suggested that this course will be delivered and assessed over a 39-week period with students completing 31 weeks face-to-face training or online study at Kingggdom Institute of Management and 8 weeks in the workplace.

## **COURSE ENTRY REQUIREMENT**

International Students wishing to study at Kingggdom Institute of Management are required to satisfy minimum International Language English test requirements and provide evidence of the English test result as a part of the Enrolment process.

The BSB Business Services training package specifies the following entry requirements for this qualification:

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All core units in BSB41415 Certificate IV in Work Health and Safety or equivalent competencies; and Equivalent competencies are predecessors to the following units which have been mapped as equivalent:

- BSBWHS402 Assist with compliance with WHS laws;
- BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes;
- BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control;
- BSBWHS405 Contribute to implementing and maintaining WHS management systems; and
- BSBWHS406 Assist with responding to incidents.

## SELECTION AND ENROLMENT

**Website:** <http://www.kingdom.edu.au>

### A. Western Australia Year 12 Students

Overseas students who are currently studying year 12 at a Western Australia secondary school:

- Complete and submit an Enrolment Form for International Students (CRICOS) form.

### B. All Other Overseas Applicants

- Apply directly to us by completing and submitting an Enrolment Form for International Students (CRICOS) -<http://www.kingdom.edu.au> or contact Student Administration (+61 8) 9381 3023
- Include with your application all relevant documentation to support your application i.e. academic results and qualifications, including Year 12 results, and the relevant application fee in \$AUD.
- If required, include with your application a certified copy of the results of your IELTS test.

Applicants will be notified by an email regarding the success of their application. Overseas applicants who receive an offer from us will be sent a Letter of Offer together and Course Acceptance Agreement.

Accept the offer by completing the Letter of Offer and Course Acceptance Agreement, pay the required fees, include your Pre-visa assessment results (if applicable) and submit these documents to Kingdom Institute of Management. Once we have received your signed Course Acceptance Agreement and your payment you will be issued with a Confirmation of Enrolment (COE), enabling you to apply for your student visa.

Apply to the Department of Immigration and Border Protection for a Student Visa. Refer to the Department of Home Affairs (Previously known as DHA) website <http://www.border.gov.au/Trav/Stud> for detailed information regarding the visa application process.

## Course Fees

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**Website:** <http://www.kingddom.com.au>

Tuition fees for overseas students are contained in the course brochure available on our website or at Student Administration. You must pay the first payment period tuition fees at the time of accepting a place in one of our courses. Fees for subsequent terms, fees must be paid in full prior to the commencement of the new term. Students will not be permitted to attend classes unless they have paid any tuition fees that they have outstanding.

Students are responsible for all other costs including books and living expenses. Fees must be paid in full by the due dates. Failure to do so may result in exclusion from the course and the cancellation of your student visa.

Fees for commencing students may increase from year to year, however the tuition fee applicable in the year of a student's commencement will remain unchanged while the student remains continuously enrolled in the course. If the student suspends or defers their studies, then the tuition fee payable on resumption will be applicable to the course fees for that year.

## ELIGIBILITY TO APPLY

**Website:** <http://www.kingddom.com.au>

In order to be eligible to apply for a place in one of our courses, overseas students must have:

1. For a vocational course, a minimum educational qualification equivalent to a Western Australia Year 12.
2. ALL courses - proof of suitable English Language Proficiency.

Documentary evidence of educational qualifications must be included in your application.

If you need to establish how the educational level of the qualification you have completed overseas compares with an Australian qualification, you can apply for an educational assessment from Overseas Qualification Unit:

[https://internationaleducation.gov.au/services-and-resources/pages/\\_\\_\\_\\_\\_qualifications-recognition.aspx](https://internationaleducation.gov.au/services-and-resources/pages/_____qualifications-recognition.aspx).

The results of this assessment should be included with your application. Alternatively, send an email to our Admissions Department stating your country and your highest qualification title [reception@kingddom.com](mailto:reception@kingddom.com)

## ESOS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students Act 2000 (ESOS) and the National Code.

The ESOS Act and associated legislation protects the interests of overseas students by providing tuition and financial assurance. To find out more about the ESOS framework and how it protects

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your rights [click here to visit the ESOS section of the Department of Education website.](#)

## Fee Refunds

Our fee refunds align with Australian Government requirements for CRICOS approved providers as outlined under legislation (Education Services for Overseas Students Act 2000). Full details are available in our refund policy and on your contractual documentation.

You must read this information carefully for your own protection. An administration fee applies to all fee refunds, except where Kinggdom Institute of Management is in default within the meaning of the ESOS Act 2000; in which case no administrative fee is applied.

## UNIQUE STUDENT IDENTIFIER (USI)

### Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Kinggdom Institute of Management can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

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To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

## **Reduction of Course Duration as a result of Credit or RPL**

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Kingggdom Institute of Management will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

## **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Kingggdom Institute of Management has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the head office.

## **VISAS**

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Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<http://www.border.gov.au/Trav/Stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Kinggdom Institute of Management and including assistance with visas.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

## ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Perth, Western Australia at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- A valid passport with a valid student visa
- Original birth certificate and other identification
- Original educational qualifications and subject outlines of any previous qualification(s)
- Make sure you also have a copy of your passport and record the serial numbers of your traveller's cheques in case they get lost



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- Your electronic Confirmation of Enrolment form (eCoE) and Letter of Offer from Kingdom Institute of Management.

Health Documents – You should also bring any letter from your regular doctor regarding medications that you use, optical prescriptions if relevant and any necessary Health Insurance documents and receipts.

Driver's Licence - You may drive on a valid overseas licence indefinitely if you have a temporary visa (including a student visa), provided the licence is either in English or is accompanied by an official English translation or you have an International Driving Permit. For your International Driving Permit to be valid, you must also carry your overseas license when driving.

## Suggested Personal Items

Other optional items that we suggest could include an alarm clock, bath towels and toiletries, bedding or sleeping bag, dictionary (bilingual), umbrella, calculator, camera, cassette recorders for your classes.

It is advisable to include toiletries, bath towel, and a set of clothes in your hand luggage, in case your luggage is misdirected en route to Perth.

The normal allowable weight for an economy class passenger on international flights is 20kg.

Australia's public mains power supply is 240 volts, 50 Hz. If your communications equipment operates at a different voltage or different power line frequency, you must not connect that item of equipment to the Australian public mains power network or a telecommunications network. Electric plugs typically have three flat pins, one of which is an earth pin. You may need to purchase an adaptor or have the plugs changed when you arrive.

## ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at [www.aqis.gov.au](http://www.aqis.gov.au)

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## ARRIVING IN AUSTRALIA

### Getting from Location airport to your accommodation

All international students will arrive into Perth via Perth's International Airport. Our airport is approximately 35 minutes from the city and is located on Horrie Miller Drive, accessed via Tonkin Highway.

Taxi services and the Perth Airport Connect Shuttle busses operate transportation to the city. The Perth Airport Connect Shuttle service departs every 50 minutes between 06:20 and 01:00. All services are daily including public holidays. A one-way ticket will cost you AUD\$15. The Perth Airport CONNECT bus stop is conveniently located on the forecourt of Terminal 3 (T3).

From Terminal 1 and 2 - please take the free terminal transfer bus to T3 where the CONNECT shuttle departs. This journey takes approximately 15 minutes.

From Terminal 4 - please follow signs to the CONNECT shuttle bus, the bus stop is a short covered walk from T4.

For three or more people travelling together, a taxi is the best value to or from the airport. You can hail a taxi in front of the domestic or international terminal buildings. A taxi from the airport to the city will cost between \$AU35 and \$AU40 depending on traffic.

### Airport Reception Service

Kingddom Institute of Management offers International Students an Airport Reception Service. This service will cost AUD\$100 per student and our Kingddom Institute of Management representative from Student Support can then arrange transfer to our campus during business hours. If you are arriving outside of business hours and/or are requiring transfer to your accommodation your service will be arranged accordingly and on an individual basis.

If this service is required you will need to complete the "Airport Reception Request" form and fax it to us or email [reception@kingddom.com](mailto:reception@kingddom.com) the details to Student Support **at least one week prior to departure**. You will be contacted to confirm this request by email.

Should there be a change of departure time or flight number after you have sent the form, please contact Kingddom Institute of Management with your new details as soon as possible.

Our Kingddom Institute of Management representative will be easily identifiable. Domestic passengers will be met in the baggage claim area of the domestic terminal.

If you are arriving at the International Airport, your representative will be waiting at "The Meeting Point" area which is located at Perth international Airport, Terminal 1, from your arrival gate.

Do not leave the airport until your representative arrives.

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If you cannot locate the representative in the baggage claim area of the domestic terminal or at the International Airport Meeting Point, please wait for delays that may have occurred for 20 minutes and then if still not met; contact Kingddom Institute of Management on (08) 9381 3023 regarding this matter or, if after-hours, contact Kingddom Institute of Management representative, Sarang Dhawan on 0401229785.

If a relative or friend is meeting you and arranging your temporary accommodation, you will not need to request airport reception. After you have settled in, contact Student Support (08) 9381 3023 for a guide of what to do next. We are there to help you settle in as quickly as possible so that you may concentrate on preparing for your studies.

If you arrive after hours or at the weekend when we are not open, please contact us as soon as possible on the next working day.

Currency exchange can be completed at the airport at the Travelex Money Exchange located in the arrivals area of the International Terminal.

## Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

## Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Perth you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

## ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel.

Kingddom Institute of Management can recommend several budget backpacker/hostel (shared facilities, dormitory style) options where you can take some time to explore Perth and other

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accommodation alternatives.

Please refer to our website <http://www.kingggdom.com.au> or Student Administration for further information and contact details of recommended hostels. Student Support can assist you to make arrangements for temporary accommodation.

## Private rental

A private rental is where you sign a lease for a whole apartment or house.. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

## Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

## Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international Student, you have the same renting rights as local residents. *It is expected that the student would be treated as a member of the family. All Homestay families have completed comprehensive police and facilities check.*

*Kingggdom Institute of Management recommends Homestay as it is a perfect way to help improve your English and understand the Australian way of life while living with a carefully selected friendly Australian family.*

*Student Support can assist you with the application processes.*

Homestay Direct – [www.perthhomestay.org](http://www.perthhomestay.org)

Student Accommodation Services – [www.perthstudentaccommodation.com/](http://www.perthstudentaccommodation.com/)

*Costs of Homestay range depending on the services provided (full board including food or just board) but are generally around AUD\$130 - \$230 per week. The advantages of staying with a host family are to give you more opportunity to learn:*

- English
- Experience Australian culture
- Learn about city sites and local areas around campus
- Good solid understanding of local amenities
- Share accommodation options.

*Most Homestay families will also live in close proximity to public transport allowing students to have easy access to get around the city for studying and social purposes.*

*Kingggdom Institute of Management can provide you with brochures on a range of other temporary*

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accommodation choices as outlined on our website.

**It is recommended that some form of accommodation is arranged prior to travel. We are more than happy to assist you with your needs.**

## Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit [www.immi.gov.au](http://www.immi.gov.au)

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical schooling/education costs in Perth are as follows

2018 Annual Fee	Mainstream
Kindergarten (not compulsory)	\$7,505
Primary (Pre-primary to Year 6)	\$14,009
Lower Secondary (Yr 7 - 10)	\$16,615
Upper secondary (Yr 11 - 12)	\$18,243

Extracted 23 May 2018 from

<https://www.tafeinternational.wa.edu.au/your-study-options/study-at-school/school-tuition-fees>

To find out more about application processes and costs go to:

<https://www.tafeinternational.wa.edu.au/your-study-options/study-at-school/school-tuition-fees>

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

## Books

The cost of reading material and books for your studies will vary depending on the qualification you are completing. You may be asked to purchase reading materials and books which you will need to have allowed for in your expenses. These purchases can be in the vicinity of AUD\$400-\$600. Kingggdom Institute of Management has extensive library resources but still advises that recommended texts be purchased.

## Food Shopping

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Food shopping in Perth can be quite an adventure offering a large range of choice in gourmet food and cuisines due to our multicultural society. Supermarkets are readily available in both the city centre as well as suburban shopping centres.

As Kingddom Institute of Management is centrally located there are numerous shops in close proximity. Supermarkets often have extended trading hours and when closed there are many 24-hour convenience stores available at garages. You will, however, usually pay more for your purchases at these stores.

Kingddom Institute of Management is also located close to a variety of markets where supplies of fresh meat, seafood, fruit and vegetables are available. There are also speciality ethnic grocery stores in this vicinity.

For a comprehensive guide to food outlets for check out this internet link:

<http://www.yourrestaurants.com.au/wa/perth/>

The table below illustrates some indicative costs for a sample of food items.

Food Item	Cost \$AUD	Food Item	Cost \$AUD
Rice (1kg bag)	1.50	Bananas	2.50/kg
Dozen medium eggs	4.80	Oranges	2.20/kg
Milk 2 litre	2.00	Tomatoes	6.00/kg
2kg White sugar	1.80	Chicken (pieces)	9.00/kg
Butter (500g)	2.97	Beef (mince)	8.00/kg
Apples	2.70/kg	Pork (mince)	12.00/kg

Extracted 15 June 2016 from <http://shop.coles.com.au/online/national>

## Eating Out

Perth is renowned for its international cuisine and abundant eateries. It caters for all cultural requirements. Kingddom Institute of Management is centrally located in vibrant Station Street and is in close proximity to many of the city's eating precincts.

**Chinese/Asian** – Subiaco Square -29 Station Street, Subiaco

**Vietnamese** – Pho Subiaco Square -29 Station Street, Subiaco

**Greek** - George's Meze Restaurant - 26 Denis Street, Subiaco

**Italian** - Funtastico Restaurant -12 Rokeby Rd, Subiaco.

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**Middle Eastern and Vegetarian** – Subiaco Square -29 Station Street Subiaco

For information on other cuisines, cafes, restaurants, pubs etc., please refer to the following internet links dedicated to reviewing Perth's eating scene:

<http://www.yourrestaurants.com.au/wa/perth/>

<http://www.eatingwa.com.au/>

<http://www.theguide.com.au/Restaurants.aspx>

## Health

### Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

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You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.



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## BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [www.border.gov.au/Trav/Stud](http://www.border.gov.au/Trav/Stud)

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at [www.fairwork.gov.au](http://www.fairwork.gov.au)

## YOUR SAFETY

Australia is a safe country. However, its always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

## SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

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## CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

## COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

## STUDENT CODE OF CONDUCT

### Students' Responsibilities

All students, throughout their training and involvement with Kingddom Institute of Management, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Kingddom Institute of Management in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.

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- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Kingggdom Institute of Management if any difficulties arise as part of their involvement in the program.
- Notify Kingggdom Institute of Management if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

## **Students' Rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Kingggdom Institute of Management holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Kingggdom Institute of Management on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## **COURSE EXPECTATIONS AND REQUIREMENTS**

The training and assessment offered by Kingggdom Institute of Management focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component and self-study.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## **ATTENDANCE AND HOMEWORK REQUIREMENTS**

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of self-study each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will

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guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

You will also be required to complete approx. 12 hours per week homework (self-study) Your trainer will provide you with the homework tasks to be completed on the last day of your class each week. There is an expectation that the work will be completed, and you will have gained the knowledge to assist you to advance to the next stage of each unit.

## ASSESSMENT ARRANGEMENTS

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will ask them any questions you have.

### Submitting your assessments

You must submit assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Tasks will not be accepted without a signed cover sheet.

Assessments can be submitted either directly to the trainer/assessor or sent by registered mail to: Unit 2/1 Station Street, SUBIACO WA 6008, or submit all your assignments via the online learning system by login into the Eduworks matrix LMS.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Work will be marked within 28 days of receipt. Your assessor will provide you with feedback and confirm the outcome of the task on the Task Cover Sheet.

### Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

You can have 1 further attempts to complete the task and achieve a Satisfactory outcome (a reassessment fee will apply). You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the second attempts, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome.

This may incur an additional fee for self-funded students as identified in the fees and charges information.

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## Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

## Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## WORK PLACEMENT ARRANGEMENTS

*Work based training placements are scheduled for each course. Work based training placements will be for a range of hours depending on the qualification, or as negotiated with and agreed to by Kingggdom Institute of Management, the student and host employer.*

*To be eligible for a work-based training placement student must have achieved satisfactory course progress up to the entry point of the respective work-based training placement and must be authorised by the Administration Coordinator.*

*The objective of the work-based training placement is to introduce the student to a professional working environment relevant to their intended career. The student should endeavour to gain a global understanding of the host organisation and its relevant functions.*

*With a view to future employment, work-based training placement an ideal way to:*

- *Become known within the organisation;*
- *Find out if it is indeed a career the student wishes to pursue; and*
- *Assist with recruiting as many employers actively recruit new staff from their placement students and often keep evaluations on file for recruiting purposes.*

*On completion of the work-based training placement, the student should be able to:*

- *Develop an understanding of the workings of relevant organisations and the interrelationships of such organisations;*
- *Develop and integrate knowledge and skills in generic practice;*
- *Develop a knowledge of the variety and range of different types of employment relevant to the industry;*
- *Develop an understanding of the role of a professional in the relevant industry;*

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- Develop the practiced skills of a professional in the relevant industry; and;
- Promote an understanding of the organisational and political context of the organisation.
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The work-based training placement consists of a range of hours in total over the spread of the entire course duration with a host organisation and includes observation, training and work experience. Each block of work-based training placement must be completed in a different vocational outcome, setting or field of practice but can be within the same agency (Workplace Supervision must be completed by different people if work-based training placement is conducted in the same agency).

The work-based training is negotiated and organised by the Administration Coordinator in consultation with students and host agencies, and is based on student preferences and career aspirations, availability of placements and specific requirements of host employers. Kingddom Institute of Management, the host employer and the student will be required to enter into a written agreement detailing the nature of the services to be provided to the student and ensuring that all required legal and educational protections are afforded to the student. When required, this written agreement will be freely provided to the regulating body by Administration Coordinator within the specified timeframe.

The subject includes various assessment components including an evaluation completed by the Administration Coordinator and Workplace Supervisor at the conclusion of the work-based training placement.

## **BEFORE COMMENCING THE WORK BASED TRAINING PLACEMENT**

Students must ensure that:

- All relevant paperwork, such as application forms and contracts are completed;
- Police checks are completed, and reports provided to Administration Coordinator (where relevant);
- Work based training placement dates are communicated to the Administration Coordinator; and
- They find out as much as they can about the host employer: the work their agency performs, the types of roles available within the organisation, the structure of the organisation and the career prospects within the organisation. Use sources such as
  - Websites;
  - Annual reports; and
  - Publications by and/or about the agency

## **STUDENT PLAGIARISM, CHEATING AND COLLUSION**

Kingddom Institute of Management has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

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If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact reception to discuss your support needs.

## WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

## EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Kingddom Institute of Management provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

# International Student Handbook

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For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

## Centrelink

Telephone: 131021                      Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full-time course you may be eligible for benefits through Centrelink.

## Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629              Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

## Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

## Kids Help Line

Telephone: 1800 55 1800              Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

## Fair Work Australia

Telephone: 1300 799 675              Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

## Reach Out

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.



## Telephone Crisis Counselling

There are various telephone counselling services including **Lifeline** which offer free crisis counselling 24 hours per day, 7 days per week. You may be feeling desperate, just need to talk to somebody, or want to use their specialist financial, gambling or youth counselling services.

Alcohol & Drugs.....	9442 5000
Centre Against Sexual Assault.....	9340 1828
Gambler's Help .....	1800 622 112
Samaritans Crisis Line .....	9381 5555
Lifeline.....	131 114
Child Protection .....	9340 8222
Family Help Line.....	9223 1111
Women's Domestic Violence Helpline.....	1800 007339 (free) or 9223 1188
Victims of Crime Helpline .....	1800 818 988 (free) or 9425 2850
Mental Health Emergency Response Line .....	9224 8888
Men's Referral Service.....	9428 2899
Parent Line .....	6279 1200
Quitline .....	137 848
Poisons Information Centre.....	131 126
Maternal and Child Health Line .....	1800 55 1800

## MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Kingddom Institute of Management will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Kingddom Institute of Management uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Training Manager will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

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You may appeal Kingggdom Institute of Management's decision to report you to DHA. However, an appeal will only be considered if Kingggdom Institute of Management has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Kingggdom Institute of Management is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

## COURSE TRANSFER

The purpose of this policy is to ensure that:

- Kingddom Institute of Management does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.
- Kingddom Institute of Management has a policy and process for assessing student applications to:
  - transfer from Kingddom Institute of Management before completing six months of their principal course
  - transfer to another course provided by Kingddom Institute of Management

This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### **Key Requirements as per Standard 7: Overseas Student Transfers**

#### **When an overseas student requires a release to transfer**

Generally, overseas students cannot transfer between registered providers prior to completing six calendar months of their principal course. There is one exception for school sector students.

This means the transfer restriction applies to a student during all courses they undertake prior to the principal course.

## DEFINITIONS

**DET** means Department of Education and Training

**DHA** means Department of Home Affairs

**PRISMS** means Provider Registration and International Student Management System (PRISMS)

**Principal Course** means generally the final course of study covered by the overseas student's visa, transfer requirements apply to all courses of study prior to the overseas student's principal course

**Six Months** means six calendar months from the date that the student commences their studies

**Course Package** means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

**Registered Provider** means an Australian education provider approved to offer courses to overseas students and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

## POLICY

- *All decisions made by Kingddom Institute of Management with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.*

### 1. Transferring from another registered provider

- *Kingddom Institute of Management will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:*
  - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
  - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
  - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### 2. Transferring to another registered provider

- *For Kingddom Institute of Management students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:*
  - *the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after fully engaging with Kingddom Institute of Management's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).*
  - *there is evidence of compassionate or compelling circumstances. (refer to the ESOS Act for the definition)*
  - *Kingddom Institute of Management fails to deliver the course as outlined in the student agreement.*
  - *there is evidence that the student's reasonable expectations about their current course are not being met.*
  - *there is evidence that the student was misled by Kingddom Institute of Management or an education or migration agent regarding Kingddom Institute of Management or its course and the course is therefore unsuitable to their needs and/or study objectives.*
  - *an appeal (internal or external) on another matter results in a decision or recommendation to release the student.*
- *A transfer to another course will not be granted where:*
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be accessed, provided or offered to the student. In this case, the student will be requested to wait a further 6 weeks before applying for a transfer to another registered

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provider during which time the full range of support services will be accessed and provided to the student.

- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.

***In order for a request for transfer to be considered and a letter of release provided, students must have fee payments up to date, provide a valid offer of enrolment from another registered provider, a typed letter stating the reason for the application for transfer and any evidence to support their claim e.g. Medical certificates etc.***

***Arrange to meet the Student Support team by making an appointment with the receptionist at Kingddom***

***Attend the meeting***

***The outcome of the student's application for course transfer will be provided in an email/ post within 20 working days of receipt of application.***

***Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.***

- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with Kingddom Institute of Management's Fees and Refunds Policy and Procedures.

### 3. Transferring to another course offered by Kingddom Institute of Management

- Students may transfer to another course offered by Kingddom Institute of Management in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to:
    - o better meets the study capabilities of the student; and/or
    - o better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Kingddom Institute of Management will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

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- *Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Kingddom Institute of Management's Fees and Refunds Policy and Procedure.*

## 4. Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <http://www.border.gov.au/Trav/Stud/More/Changing-courses>

## 5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Kingddom Institute of Management does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Kingddom Institute of Management's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20-working day period or the student withdraws from the course.

## DEFERRAL, SUSPENSION AND CANCELLATION

*The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Kingddom Institute of Management and where Kingddom Institute of Management can initiate the suspension or cancellation of the student's enrolment.*

*This ensures compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.*

### 1. Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
  - major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
  - a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. (Supported by police or psychologists' reports).
  - inability to begin studying on the course commencement date due to delay in receiving a student visa.

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- where Kingggdom is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Kingggdom Institute of Management considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- Kingggdom will inform all students that deferment, suspension of enrolment may affect his or her student visa.
- Students wishing to suspend their enrolment must apply in writing to Kingggdom a minimum ten (10) working days prior to the requested suspension date unless evidence of extenuating circumstances preventing them from contacting Kingggdom is provided.
- Where a student-initiated deferral or suspension of enrolment is granted, Kingggdom will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.
- Students falling into this category will be reported as a Student Course Variation in PRISMS in accordance with Section 19 (1) of the ESOS Act with the following timeframes:
  - a. - within 14 days of the decision for students under 18; or
  - b. - within 31 days of the decision for all other students.

## 2. Provider initiated suspension or cancellation or non-commencement of studies

- Kingggdom Institute of Management may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - Misconduct by the student such as breach of Student Code of Conduct (as outlined in the Student Handbook and Written Agreement) or plagiarism, collusion or cheating on assessment tasks.
  - The student's failure to pay an amount he or she was required to pay Kingggdom as stated in the written agreement.
  - A breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Kingggdom's Course Progress and Attendance Policy & Procedures.
  - Non-commencement of a course on the agreed start date without a revised course offer from Kingggdom.
- Where Kingggdom Institute of Management suspends or cancels a student's enrolment, before imposing a suspension or cancellation, Kingggdom Institute of Management will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of the following:
  - To seek advice from DHA on the potential impact on their student visa (via the website or help line).
  - Of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.

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- Where a student's safety is at risk, Kingggdom may immediately suspend or cancel a student without providing this advice and the 20 working day appeal period.
- Where a student chooses to access Kingggdom's internal appeals process in relation to this decision, the cancellation or suspension will not take effect or be reported in PRISMS until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where a student chooses to access an external appeals process, DHA will still be notified via PRISMS.
- Unless an internal appeal is in process or granted, all provider-initiated suspension, cancellations or deferrals of studies will be reported as a Student Course Variation and a Student Default in PRISMS in accordance with Section 19 (1) and (2) of the ESOS Act within the following timeframes:
  - within 14 days of the decision for students under 18; or
  - within 31 days of the decision for all other students and
  - as soon as practicable where the student has breached course progress/attendance requirements.

### 3. Student initiated cancellation of studies

- Kingggdom Institute of Management will inform all students that cancellation of enrolment may affect his or her student visa.
- Students may initiate cancellation of their studies at any time during their course, by completing a Withdrawal Form.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Kingggdom's Course Transfer Policy and Procedure.
- This will be reported as a Student Course Variation and a Student Default in PRISMS in accordance with Section 19 (1) of the ESOS Act i.e. -
  - within 14 days of the decision for students under 18; or
  - within 31 days of the decision for all other students.

### 4. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.
- All cases will be logged on the Deferral, Suspension and Cancellation Register and forwarded to the CEO upon updating.

### 5. Publication

- This policy is provided to students in the International Student Handbook, which is provided to students prior to or upon commencement of a course, and also via Kingggdom's website at [www.website.com.au](http://www.website.com.au).

## CHANGE IN VISA STATUS



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Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Kingddom Institute of Management will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at [www.border.gov.au/Trav/Stud](http://www.border.gov.au/Trav/Stud) or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Kingddom Institute of Management, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Kingddom Institute of Management will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Kingddom Institute of Management will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

## ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Kingddom Institute of Management holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying.

Access to records may be provided by:

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- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

## **Amendment to records**

If a student considers the information that Kingdom Institute of Management holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Kinggdom Institute of Management will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

## LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

### Workplace Health and Safety

Under the Occupational Safety and Health Act 1984, Kinggdom Institute of Management must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Kinggdom Institute of Management has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Kinggdom Institute of Management emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### Harassment, victimisation or bullying

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Kingggdom Institute of Management is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Kingggdom Institute of Management will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Kingggdom Institute of Management Complaints and Appeals procedure and detailed in this Handbook.

## Equal opportunity

The principles and practices adopted by Kingggdom Institute of Management aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Kingggdom Institute of Management.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Kingggdom Institute of Management provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

## PRIVACY POLICY

In collecting your personal information Kingddom Institute of Management will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes...
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at our website.

## FEES, CHARGES AND REFUNDS

### Fees and Charges

#### *Certificate IV in Work Health and Safety*

<b>Enrolment Fee (Non Refundable)</b>	AUD\$200	Non Refundable
<b>Total Tuition Fee</b>	AUD\$12,600	See the Course Outline available on our website.
<b>Non-Tuition Fees</b>	AUD\$300	

#### *Diploma of Work Health and Safety*

<b>Enrolment Fee (Non Refundable)</b>	AUD\$200	Non Refundable
<b>Total Tuition Fee</b>	AUD\$12,600	See the Course Outline available on our website.
<b>Non-Tuition Fees</b>	AUD\$300	

#### *Certificate IV in Business*

<b>Enrolment Fee (Non Refundable)</b>	AUD\$200	Non Refundable
<b>Total Tuition Fee</b>	AUD12,600	See the Course Outline available on our website.
<b>Non-Tuition Fees</b>	AUD\$300	

#### *Diploma of Human Resources Management*

<b>Enrolment Fee (Non Refundable)</b>	AUD\$200	Non Refundable
<b>Total Tuition Fee</b>	AUD\$12,600	See the Course Outline available on our website.
<b>Non-Tuition Fees</b>	AUD\$300	

### Additional Fees and Charges – Non Tuition Fees

<b>Re-assessment</b> All course fees include one (1) attempt per assessment per unit. Where an additional assessment is required in order to achieve competency, this additional re-assessment fee will be charged per additional assessment task.	\$165
<b>Re-issuing of testamur and statements of results</b> All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	\$60
<b>Recognition of Prior Learning</b> Charges If applicable or any calculations for this e.g. application fee deduction/charge per unit (does this affect course cost? E.g if they are assessed through RPL this may bring down course costs on a per unit basis?)	\$200  \$100

# International Student Handbook

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## Refunds Policy

- 1.1 In the event that the student provides written notice of cancellation from a course where the course duration is more than 10 weeks, and refunds due to an international student's visa cancellation or refusal (student default), the refund for the amount of fees paid in advance will be calculated as follows:
- i. Student's failure to start the course at the location on the agreed starting day and student's withdrawal from the course on or before the agreed starting day:  
Total Course fees (all tuition fees and non-tuition fees received) minus the lesser of the following amount:
    - a) 5% of the amount of courses fees received
    - b) \$500
  - ii. Student's failure to start the course at the location on the agreed starting day and student's withdrawal from the course after the agreed starting day:  
The Weekly tuition fee \* weeks in default period (calculated from the day on which the student was withdrawn)
- 1.2 In the event that the student provides written notice of cancellation from a course where the course duration is more than 10 weeks and Refunds due to an international student withdrawing (Not due to visa refusal or cancellation), the refund for the amount of fees paid in advance will be calculated as follows:
- i. Notification more than 10 weeks before the commencement date:  
Full refund of all course fees paid less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses will be retained by Kingddom Institute of Management.
  - ii. Notification more than 4 weeks and up to 10 weeks before the commencement date:  
70% of fees paid in advance will be refunded less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses will be retained by Kingddom Institute of Management.
  - iii. Notification 4 weeks or less before the commencement date:  
40% of fees paid less maximum of 10% or \$1000, whichever is the lesser for administrative expenses will be refunded.
  - iv. Notification after the commencement date and during the first four weeks:  
40% of fees paid less maximum of 10% or \$1000, whichever is the lesser for administrative expenses will be refunded.
  - v. Notification after the 4<sup>th</sup> week of the commencement of the course:  
No refund will be paid.
- 1.3 In the event that the student provides written notice of cancellation from a course where the course duration is less than 10 weeks, the refund for the amount of fees paid in advance will be calculated using the Cancellation Date\* as follows:
- i. Notification more than 10 weeks before the commencement date:  
Full refund of all course fees paid less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses will be retained by Kingddom Institute of Management.
  - ii. Notification more than 4 weeks and up to 10 weeks before the commencement date:  
70% of fees paid in advance will be refunded.
  - iii. Notification 4 weeks or less before the commencement date:  
No refund will be paid.
- 1.4 If Kingddom Institute of Management cancels the enrolment of the student from a course because the applicant has seriously breached the Terms and Conditions of Kingddom Institute of Management, no refund of the semester's fees and not less than 40% of fees applicable to a subsequent semester.
- 1.5 In the unlikely event that Kingddom Institute of Management is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 10 working days of the day on which the course ceased to be provided by Kingdom Institute of Management. Alternatively, enrolment in another suitable course by Kingdom Institute of Management may be offered at no extra cost. The applicant has the right to choose between refund of unspent pre-paid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.



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1.6 Any refund due will be processed within 4 weeks by cheque or electronic funds transfer.

\*The date the written advice of cancellation is received by Kingdom Institute of Management is considered the Cancellation Date. The Cancellation Date is the date used for the calculation of any refund of monies paid in advance.

A guide to refund amounts and conditions is published on the Kingddom Institute of Management website.

Application for a refund of tuition fees must be made in writing on the 'Application for Refund' form available from Kingddom Institute of Management' administration department or the website, stating reasons and relevant details and supported by appropriate documentation where appropriate. This must be submitted to Kingddom Institute of Management' administration department. **Payments of any outstanding debts to Kingddom Institute of Management must be made before a refund will be processed.** Refund applications will not be processed where the signature on the Application for Refund does not match the Student's signature on this Course Acceptance Agreement.

All refunds must be approved by the CEO or their authorised delegate. Exemptions to the refund conditions may occur where the student has extenuating, or compassionate grounds as determined by the CEO or delegate.

Approved refunds are paid directly to the student or the person who made the payment. Under no circumstances will a payment be made to a third party without the written consent in English of the student or the person who made the payment. All refunds are made in Australian dollars, paid directly into the nominated bank account. The student or the person who made the payment will be required to sign a Refund Authority form to authorise payment to a third party.

Kingddom Institute of Management will provide the student and/or employer with a statement detailing the outcome of the refund application, calculation and payment of the refund.

Students are referred to Kingddom Institute of Management Complaints and Appeals Procedure available from the Kingddom Institute of Management administration department or from the Kingddom Institute of Management website if they wish to appeal the implementation of this Policy.

This refund policy does not remove the student's right to take further action under Australia's consumer protection laws.

## COMPLAINTS AND APPEALS

### 1. Nature of complaints and appeals

- Kingddom Institute of Management responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of Kingddom Institute of Management and including education agents.
- Any student or client of Kingddom Institute of Management.
- Complaints may be made in relation to any of Kingddom Institute of Management's services and activities such as:
  - the application and enrolment process
  - marketing information

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- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student
- An appeal is a request for a decision made by Kingggdom Institute of Management to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Kingggdom Institute of Management

## 2. Principles of resolution

- Kingggdom Institute of Management is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Kingggdom Institute of Management ensures that complaints and appeals:
  - Are responded to in a professional, consistent and transparent manner.
  - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Kingggdom Institute of Management will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Kingggdom Institute of Management, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## 3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Kingggdom Institute of Management's head office at 2/1 Station Street, Subiaco, Western Australia - attention to the administration team

When making a complaint or appeal, provide as much information as possible to enable Kingggdom Institute of Management to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.

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- Suggestions about how the matter might be resolved.

## 4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

## 5. Resolution of complaints and appeals

- Some or all members of the management team of Kingggdom Institute of Management will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
  - For domestic students that choose to access this policy and procedure, Kingggdom Institute of Management will maintain the student's enrolment while the complaints and appeals process is ongoing.
  - For international students, Kingggdom Institute of Management will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Kingggdom Institute of Management maintains the student's enrolment as follows:
    - If the appeal is against Kingggdom Institute of Management's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Kingggdom Institute of Management's decision to report.
    - If the appeal is against Kingggdom Institute of Management's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Kingggdom Institute of Management will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

## 6. Independent Parties

- Kingggdom Institute of Management acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Kingggdom Institute of Management.

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- For domestic students, the independent party recommended by Kingggdom Institute of Management is TBA (note this can't be ASQA) who have a cost of \$TBA per matter, however complainants and appellants are able to use their own external party at their own cost. Domestic students may also access the external complaint avenues indicated below free of charge.
- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
- Kingggdom Institute of Management will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Kingggdom Institute of Management.

## 7. External complaint avenues

- Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** [ntch@education.gov.au](mailto:ntch@education.gov.au)

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Kingggdom Institute of Management's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Kingggdom Institute of Management in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:

- **Domestic students:** <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>
- **International students:** <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

For other stakeholders:

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- Information about the process and information you should provide is available here:  
<https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>
- The Overseas Student Ombudsman (OSO)  
International students may complain to the OSO if their complaint is in relation to Kingggdom Institute of Management:
  - refusing admission to a course
  - course fees and refunds
  - course or provider transfers
  - course progress or attendance
  - cancellation of enrolment
  - accommodation or work arranged by your provider
  - incorrect advice given by an education agent.
  - if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Kingggdom Institute of Management.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:  
<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

## 8. Records of complaints and appeals

Kingggdom Institute of Management will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

## ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Kingggdom Institute of Management reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Kingggdom Institute of Management is not permitted to do so by law.

Kingggdom Institute of Management must have a valid USI on file for the student for a qualification or Statement to be issued.

### Re-Issuing Statements and Qualifications



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Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.



## STUDENT FORMS

A selection of Student forms can be found on our website or contact Kingggdom reception at [studentsupportteam@kingggdom.com](mailto:studentsupportteam@kingggdom.com)