



**TIIS**  
THE INSTITUTE  
OF INTERNATIONAL  
STUDIES

# Student Handbook 2026



The Institute of International Studies (TIIS) Pty Ltd trading as  
**The Institute of International Studies (TIIS)**

ABN: 37 605 540 547 CRICOS Provider Code: 03705J, Provider No: PRV14085

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# Introduction

The purpose of the Student Handbook is to assist you with your studies and student life while enrolled at TIIS. It is important that you read and understand the content and its implications.

The Handbook outlines the policies and procedures governing the professional operation of TIIS. Students are expected to comply with the rules and policies of TIIS as published in this Handbook and online at the Institute's website: TIIS – The Institute of International Studies

Each new student will be required to attend an Orientation Program before commencing their studies. During the Orientation session, students will be provided with the opportunity to ask questions and seek clarification on any matters related to their studies at TIIS.

It should be noted that student-related policies change from time to time. Changes will always be reflected in the on-line version of this Handbook and elsewhere on the TIIS website. In the event of a dispute, the on-line version will always be considered the definitive source.

## Welcome Message

Welcome to The Institute of International Studies (TIIS), a registered institution of higher education (Provider No: PRV14085, CRICOS Provider No: 03705J).

The programs offered at TIIS have been developed in response to the growing demand for professionally trained accounting, business and IT professionals. They are designed to provide the skills and attributes that are needed to either start or further the career prospects of both international and domestic students.

TIIS takes great care to ensure that the learning will be a productive, fulfilling and rewarding experience. TIIS will provide students with the assistance and guidance required to maximize the benefits of learning at TIIS.

Our academic staff are professionally qualified, experienced and passionate about their profession – a passion they will share with students.

I trust that students will enjoy their learning journey with TIIS.

Sincerely,

Anand Karuppiah  
Chief Executive Officer

# Part I: About The Institute of International Studies

At TIIS, our academic programs are meticulously designed to align with the ever-evolving needs of various industries. We understand that education should be a direct bridge to your future career, and we've woven this philosophy into the very fabric of our institution.

Upon completing your degree at TIIS, you'll emerge equipped with the essential tools and knowledge needed to confidently enter the workforce. To facilitate this transition, TIIS actively connects its courses to industry-accredited standards wherever feasible. For instance, graduates of our Master of Professional Accounting Advanced program become eligible for accreditation with respected institutions like CPA Australia and Chartered Accountants Australia and New Zealand (CAANZ). These strong ties to industry stakeholders ensure you enter the global job market, meeting its increasing demand for skilled professionals.

## Our Vision

TIIS is committed to providing quality higher education programs to prepare TIIS graduates For Today and For Tomorrow.

## Our Mission

The Mission of TIIS is to produce high-quality, professionally oriented and work-ready graduates. TIIS will foster a culture of quality and excellence in:

- learning and teaching,
- staff development,
- student services, and
- administration.

## Our Core Values

TIIS is committed to:

- Quality education focusing on social and cultural inclusion
- Respecting and fostering diversity
- Ethical and sustainable practices
- Rigorous standards of scholarship
- Work-focused outcomes
- Innovation and flexibility in its approach to teaching and learning

# Campus Locations

Explore immersive learning at TIIS in Sydney and Melbourne. The Sydney campus, situated in the heart of the CBD, is a bustling learning hub, while the centrally located Melbourne campus offers a dynamic atmosphere.

TIIS campuses prioritize the physical learning environment in contemporary education, ensuring a blend of modernity, accessibility, and a committed approach to nurturing educational journeys. Meticulously designed spaces characterize TIIS campuses, fostering an environment conducive to academic and social pursuits. A seamless learning experience awaits with well-furnished student lounge areas, contemporary classrooms, and cutting-edge IT facilities.

## **Locations:**

### **Sydney**

13-15 Smail St, Ultimo NSW 2007

### **Melbourne**

Level 1, 112 Newquay Promenade, Docklands, VIC 3008

# Main Contacts

Please note that the student service officer at TIIS has been designated as the official point of contact for overseas students. TIIS ensures that the designated officer has access to up-to-date details of the TIIS support services. TIIS CEO is available via email and phone in case of emergency. If the phone is not answered, please leave a message and it will be responded to within the next working day.

**Phone:** +61 2 8098 0702

**Email:** [info@tiis.edu.au](mailto:info@tiis.edu.au)

**Website:** [www.tiis.edu.au](http://www.tiis.edu.au)

**Marketing:** [marketing@tiis.edu.au](mailto:marketing@tiis.edu.au)

**IT Support:** [itsupport@tiis.edu.au](mailto:itsupport@tiis.edu.au)



# Part II: Courses and Application Process

## Overview

The Institute of International Studies (TIIS) upholds the principle that all applicants to a TIIS course are treated fairly and equitably. Applicants are accepted only if their attributes/history suggest they have a reasonable likelihood of success in completing the program for which they are seeking entry. TIIS will have open, fair, clear, and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Students will be selected on merit based on the published criteria. TIIS will ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

## Courses Offered

### Business (Sydney and Melbourne Campus)

- Bachelor of Business (BBus)  
Specialisations: Marketing, Accounting, Management
- Graduate Certificate in Business Administration (GCBA)
- Master of Business Administration (MBA)  
Specialisations: Marketing & Entrepreneurship, Global Business

### Accounting (Sydney Campus)

- Graduate Certificate of in Professional Accounting (GCBA)
- Master of Professional Accounting (Advanced) (MPAA)

### Information Technology (Sydney and Melbourne Campus)

- Bachelor of Information Technology (BIT)  
Specialisations: Cyber Security, Web & Mobile Applications Development
- Graduate Certificate of Information Technology
- Master of Cyber Security (MCS)

## TIIS Qualifications

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed within 21 days of the course completion.

**Competencies to be achieved during training are detailed in the TIIS brochure.**

# Part III: Pre-arrival Information

## Student Visa Requirements

According to the Department of Home Affairs (DHA), to be granted a student visa, you must provide evidence that satisfies the assessment criteria relevant to your situation. These criteria include financial capacity, English language proficiency, genuine temporary entrant (GTE) status, and your ability to comply with visa conditions.

For full details, visit the official **Australian Government website**.

## Dependents

Dependents of persons holding a student visa are required to pay full fees in any school, college, or university that they enrol in while in Australia.

## Overseas Student Health Cover

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation, commonly referred to as health funds, before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing OSHC through this link - **Overseas Student Health Cover (OSHC) fact sheet**.

## Full Time Study

International students are required to study at a full-time study load. The only reason you may undertake a reduced study load is if you need to enrol part-time to complete a course of study where you are repeating one or more failed units for the first time.

International students are not entitled to undertake a reduced study load due to credit transfer, exemptions, or to repeat failed units more than once. Students in this situation will be guided



by their course coordinator on what alternative subjects may be available or which subjects from later years can be undertaken to ensure a 100% full-time study load.

Please be aware that if your attendance drops below 80% over any two-week period, TIIS is required to review your involvement, provide counselling, and if poor attendance persists, report you to the Department of Home Affairs (DHA). Such a report may result in a breach of your visa conditions.



# Part IV: Orientation

## Orientation Program

A compulsory orientation program is provided for all new students arriving on campus at the beginning of their course. The following information provides students with guidance for various support services:

- Academic Matters by Dean/Program Coordinator
- Introduction to TIIS Learning Center and Support at Learning Center by Librarian
- Introduction to TIIS Moodle-Learning Platform
- Introduction to Intro to TIIS Resources and IT facilities by IT Manager
- Introduction to TIIS Workplace Safety and Health Policy and Procedure by TIIS WHS representative
- TIIS Student Support Services by TIIS Student Services Team Leader Student Life at TIIS
- Compulsory Forms to be completed

## Campus Facilities

TIIS offers a supportive and inspiring learning environment across its two centrally located campuses:

- **Modern Classrooms** are equipped with audio-visual and presentation technology
- **Student Lounge Areas** for relaxation, collaboration, and socialising
- **Learning Centre** with academic support and peer mentoring services
- **IT Facilities** with computers, internet access, and printing/scanning services
- **Free Wi-Fi** across the entire campus
- **Meeting and Consultation Spaces** for one-on-one support or group discussions
- **Library Access** (digital and physical resources available through the Learning Centre)
- **Kitchenette Facilities** with seating, microwave, fridge, and hot/cold water access.



# Part IV: Student Support

## Student Support Services

The following support services are available and accessible to all TIIS students. TIIS will provide students with contact details of professionals to refer matters to that require further follow-up action. Any referrals made by TIIS are at no cost to the student, but where an external service is used, fees and charges may apply to the student.

## Counselling Services

There are many issues that may affect a student's social or personal life. TIIS Student Support Officers can provide general advice and refer to internal sections of TIIS in a range of issues, including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be of concern. If the Student Support Officer feels further support may be required, a referral to program coordinators or the Dean or the CEO will be organised.

TIIS has engaged in a counselling service for students in need of professional counselling support. The Student Counsellor of TIIS is available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Student Counsellor, who may refer them to an appropriate external service. The Student Counsellor is responsible for ensuring students have access to the services they need to help them live and study in Sydney and Melbourne. If you are unsure who to approach about your problem, please feel free to see our Student Counsellor, who can give you guidance and support. The Student Counsellor can help you with issues such as the following:

- Accommodation - help with finding a homestay, apartment or shared house
- Career Support Workshops – help finding work in Sydney
- Confidential, free counselling for personal problems and referrals to outside services such as Alcohol and Drug Information Services, Lifecare, Credit Help Line, etc.
- English language difficulties
- Assistance with the Grievance and Appeals process.

Should you need such services, contact the **Student Counsellor** for an appointment or speak to the Student Services at **02 8098 0702**.

For further information and services to help international students stay physically, mentally and emotionally healthy, please refer to Study Australia – Student health and wellbeing support.

## Academic Support

TiIS monitors students' academic progress closely. Students are encouraged to seek assistance whenever required during their enrolment at TiIS. TiIS offers individual academic support to students in addition to their regularly scheduled sessions when it is identified that students are not making academic progress or at the request of students.

To assist students with their studies and assessments, academic workshops or one-on-one support are available in the following format:

- Individual academic counselling
- Regular academic support workshops to improve study and assessment skills
- Additional tutorials upon request
- Peer support groups

The Learning Centre is the Institute's hub for academic assistance. Students can book an appointment for one-on-one support with the learning support officer at [learningcentre@tiis.edu.au](mailto:learningcentre@tiis.edu.au)

Contact your lecturer, academic support officer or the academic mentor for further information about the academic support that is available to students at TiIS.

## Social Programs

TiIS organises social events throughout the year to provide opportunities for all students to mingle and socialise. These events include the following:

- Lunch with the CEO/Dean
- Excursion and sightseeing events
- TiIS Sporting events
- Christmas parties
- Cultural festival

## Personal Safety Services

Safety is the top priority for all members of TiIS community, including our international students. TiIS treats all Work, Health, and Safety (WHS) matters seriously and has a WHS policy to ensure the safety of TiIS staff and students on campus. A designated WHS officer is available at TiIS to deal with personal safety and health issues on campus.



Students are encouraged to always exercise common sense. On campus, please refer to TIIS Campus Safety and Security and Emergency Procedures.

While Australia is generally safe and welcoming, it is essential to know what to do in case of emergencies or unforeseen circumstances when off-campus.

The NSW Police Force has produced a safety video specifically for students studying in NSW. We encourage you to watch the video as it covers a range of topics and tips on how to stay safe and get help if needed.

***Enjoy living in Australia and stay safe!***

## **Financial Assistance/Support**

Students must make tuition fee payments according to the payment schedule as listed in the letter of offer signed between the student and TIIS. The tuition fee payment might present some students with extreme hardship due to unforeseen reasons or exceptional circumstances, such as a pandemic. Where genuine hardship exists, a student may seek financial support from TIIS.

A student is required to apply for TIIS financial support via the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting the application, for example:

- Financial hardship: bank statements, which indicate financial status
- Medical grounds: medical certificates stating the nature of the condition, duration
- Exceptional circumstances beyond the control of the student, etc.

## **Employment Assistance**

TIIS keeps in close contact with local businesses and industry groups to identify suitable internship and/or employment opportunities for students.

Throughout your course, TIIS staff will assist the students to gain employment by providing self-development activities such as writing effective resumes, interview preparation and the like. Notices of such a service are available from the TIIS Learning Centre Notice Board.

## **English Language Support**

A learning needs analysis survey is collected at the Orientation Day to identify students who might need English language support. TIIS will allocate a qualified ELICOS Trainer to attend

1-hour English support lesson to TIIS Students on a demand basis. TIIS will provide a list of students in need of English language support to an ELICOS College, who will enrol the students in its relevant English for Academic Purposes Program for at least 2 hours a week for a duration nominated by TIIS. And TIIS will cover the relevant costs.

## Students Engagement Activities

TIIS Students will be invited to a meeting with the CEO/Dean at scheduled meetings to ensure their learning needs are addressed at appropriate levels.

TIIS Students are invited to complete the following surveys to ensure that their feedback is heard and acted upon:

- TIIS Learning Needs Survey
- Unit Feedback at the end of each study period
- Lecturer Feedback at the end of each study period
- Feedback on TIIS Learning Experience
- Feedback on your education agents
- Students Exit Survey

TIIS has a Student Ambassador Program, and nominated student ambassadors have a pivotal role in shaping the TIIS community and the student experience. Find out more about the **Student Ambassador Program – TIIS**.

TIIS also invites students to participate in the TIIS Mentoring/Peer Support Programs.





# Part V: Living in Australia

## Study in Australia

Information about Australian education, living in Australia, including estimated cost of living, visa, and travel, etc.

For information about studying in Australia, please refer to ***“Study Australia”***, the Australian Government’s official resources for international students.

## Health and Wellbeing

For information and services to help international students to stay physically, mentally, and emotionally healthy, please refer to ***“Health and Wellbeing | Study Australia.”***

TlIS has an up-to-date list of medical professionals who are within easy access of the campus. Any student with medical concerns should inform the Student Support Officer, who will assist them in finding appropriate medical assistance. Alternatively, you can Google search for medical centers close to TlIS or near your accommodation.

Note: It is mandatory/compulsory for international students to have a valid overseas student health cover/insurance for the period of their visa. Medical costs in Sydney can be very expensive, and from our experience, it is economical for students to have overseas health cover to bear this cost in case of a medical emergency. If you need more information regarding overseas health cover, please do not hesitate to contact the Student Services Officer, who can refer you to your OSHC provider. Alternatively, you can visit: **Study Australia – Overseas Student Health Cover**

## Working in Australia

Getting a job in Australia can be exciting – it’s a great way to learn about Australia, meet people and make some money while you study. While every workplace is different, remember, international students have the same workplace rights as all other workers in Australia.

When you start a new job, there’s a lot to learn. The Fair Work Ombudsman (FWO) has some great information, including handy facts to help you understand your rights at work. Watch a few short videos busting some common work myths and read on to find out more at **Fair Work Ombudsman Youtube Account**.

For more information on your rights in the workplace, please visit the Welcome to the Fair Work Ombudsman website

## Job search websites

- Seek
- CareerOne
- Indeed
- Check also dedicated Facebook Pages and Groups

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa. Immigration laws allow students to work for a limited number of hours, currently 48 hours per fortnight. However, work is not easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their studies. For more information on working with a student visa, please visit the **Immigration website**.

## Useful Phone Numbers

Phone numbers for organizations in Australia that students may find useful are as follows:

TIIS Office Phone	61 2 8098 0702
Emergency after hour contact with – TIIS CEO	0419 270 566
Department of Immigration and Border Protection (DIBP)	13 1232
Health Services Australia (Medical Examination)	02 8396 0600
Public Transport Information Line (Timetables, routes etc.)	13 15 00
Telstra Telephone Directory Service	12 23
Telstra International Directory Service	12 25
Lifeline Counselling Service (Telephone Counselling)	13 11 14
Translating and Interpreting Service (24 hours)	13 14 50
Domestic Violence Line (24 hours)	1800 656 463
Centre-link Multilingual Contact Centre	13 12 02
Australian Taxation Office (ATO)	13 28 61



# Part VI: Policies and Legal Procedures

## Unique Student Identifier (USI) Policy and Procedure

TIIS is required to collect and report your students' Unique Student Identifier (USI) numbers to prepare for the implementation of USI requirements commencing from 01 January 2023.

TIIS will require a USI from all students to graduate and receive their award at TIIS. This includes:

- all students who started before and after 2021;
- all Australian domestic students; and
- all onshore international students

TIIS asks that all continuing students at TIIS to get their USI as soon as possible.

- TIIS ensures that it will not include the Student's USI on either the qualification or statement of attainment. This requirement is specified within the Student Identifiers Act 2014.
- TIIS ensures that any USI provided to TIIS by a student must be verified with the USI Registrar.
- Student Identifier details and all related documentation under the control of TIIS will be kept secure.
- TIIS ensures that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption described in Clause 3.6 (b) of the Standards for RTOs 2015 applies, TIIS will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated transcript prepared by TIIS.
- TIIS ensures that it maintains the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

The USI data access guidelines under the Student Identifiers Act 2014 are available from **USI Website**

# TIIS Policies

TIIS maintains a comprehensive set of academic, administrative, and student support policies to ensure the delivery of quality education and student wellbeing. All students are expected to be familiar with TIIS policies, as they outline students' rights, responsibilities, and the standards of conduct expected while studying at TIIS.

## Legislative Requirements

As an accredited provider of higher education in Australia, TIIS operates within the following national legislation that ensures quality education, student protection, workplace fairness, and inclusive, safe learning environments. These laws serve the following key objectives:

### 1. Quality Assurance in Education

Ensures that TIIS meets national standards in delivering higher education and support services:

- **Higher Education Standards Framework (Threshold Standards) 2021**

As an accredited provider of higher education, TIIS must meet and continue to meet the requirements of the new HES Framework. Higher Education Standards Framework (Threshold Standards) 2021.

- **National Code of Practice for Providers of Education and Training to Overseas Students 2018**

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training, and research.

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

### 2. Academic Integrity and Intellectual Property

Protects intellectual property rights and promotes ethical academic practices:

- **Copyright Act 1968 and Copyright Amendment (Digital Agenda) Act 2000**

Students must comply with Australian copyright laws and licensing agreements when using intellectual property, including software, digital content, and printed materials.



All software installed on TIIS computers or provided by the Institute is licensed. Copying or sharing this software is strictly prohibited unless explicitly allowed by the license agreement.

- Under the Copyright Act, the following guidelines apply:
- You may copy up to 10% of a publication, one chapter of a book, or one article per journal issue for study or research purposes.
- Copying beyond this limit may require payment of copyright royalties or special permission.
- You must not copy, share, or install software unless the license permits it.
- These rules apply to both printed and digital/web-based materials.

For more information about your copyright responsibilities, please contact Student Services or visit:

- Australian Copyright Council

### **3. Student and Staff Safety**

Promotes a physically and psychologically safe campus environment:

- **Work Health and Safety Act 2011**

WHS is designed to protect the health, safety and welfare of all at work, including all staff, students and visitors.

All staff and students have a duty to take care of their own health and safety and that of others.

### **4. Anti-Discrimination and Equal Opportunity**

An essential part of providing equal opportunity to students is to have a learning environment that is free from any form of discrimination or harassment.

Australia has legislation which makes it unlawful to discriminate against a person based on race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer's responsibility, pregnancy, religion, political opinion, or social origin.

- **Access and Equity**

TIIS integrates and applies equal opportunity and affirmative action principles in all its operations and is committed to providing a learning environment where all students are given equal opportunity to achieve their learning goals, that is free from any form of harassment or discrimination.

It is important that if a student has any disability or impairment, whether it is temporary or permanent, that may inhibit their ability to access or participate in learning programs, they advise an SIIT staff member. SIIT will then provide learning and assessment strategies that are appropriate for these students so that they have similar opportunities as other students to participate and complete their course of study.

The following legislation applies:

- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination and Other Human Rights Legislation Amendment Bill 2009
- Disability Discrimination Regulations 1996

- **Equal Employment Opportunity Act 1987**

Discrimination occurs if an employee is treated less favorably based on a prohibited ground of discrimination (sex, age, race, etc.). This is direct discrimination.

Indirect discrimination occurs where there is a requirement for all, but it impacts certain groups (such as people of a certain gender) and is not reasonable in the circumstances.

- **Racial Discrimination Act 1975**

Racial discrimination occurs when someone is treated less fairly than someone else because of their race, colour, descent or national or ethnic origin.

Racial discrimination can also occur when a policy or rule appears to treat everyone in the same way but has an unfair effect on more people of a particular race, colour, descent or national or ethnic origin

- **Age Discrimination Act 2004**

Aims to eliminate, as far as possible, discrimination against persons on the grounds of age in the areas of work, education, access to premises, etc.

Aims to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older.

- **Sex Discrimination Act 1984**

The Sex Discrimination Act 1984 promotes gender equality and aims to eliminate discrimination and harassment in public life, including in education and the workplace.



Under this Act, it is unlawful to discriminate against a person based on:

- sex or gender identity
- Marital status
- Pregnancy or potential pregnancy

The Act also seeks to:

- Eliminate sexual harassment in all areas of public life
- Promote the recognition and acceptance of the equality of men and women

All TIS students and staff are expected to uphold these principles and contribute to a respectful and inclusive learning environment.

- **Harassment**

Australia has legislation which makes it unlawful to harass another person, and this law applies to behaviour within TIS premises. Harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated, and usually (but not always) repeated. It covers a wide range of behaviours, ranging from subtle intimidation to more obvious aggressive tactics.

Consistent with the principles of access and equity, students have the rights to be:

- Treated with respect, fairness and without discrimination.
- Free from all forms of intimidation or harassment.
- Learn in a supportive environment without interference from others.

Students also have a responsibility to ensure their behaviour allows the rights of other students and staff to be respected.

- **Sexual Harassment**

It is the responsibility of all students and staff to contribute to a learning environment that is free from sexual harassment.

Examples of sexual harassment may include, but is not restricted to, the following:

- Distribution or display of offensive pictures or written material.
- Repeated unwelcome requests for social outings or dates.
- Offensive comments about a person's appearance, dress or private life.
- Unsolicited comments, messages, or telephone calls of a sexual nature.
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

The Commonwealth Sex Discrimination Act 1984 makes it unlawful to engage in any form of sexual harassment. Disciplinary action will be taken against anyone found to have committed sexual harassment.

- **Victimisation**

TIS is committed to protecting students and staff from any threatening behavior that arises as a result of a person exercising their right to complain about possible behavior that is discriminatory or harassing. Victimisation is threatening or harassing a person because they:

- Have made a complaint or intend to make a complaint.
- Are acting as a witness or intend to act as a witness.
- Are supporting a victim or intend to support a victim.

Note: Any incident that may involve victimisation must be reported to the CEO as soon as possible.

## **5. Privacy and Data Protection**

Safeguards the personal and sensitive information of students and staff:

- **Privacy Act 1988 / Privacy Amendment Act 2004**

The Privacy Act 1988 (Privacy Act) was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies and organisations with an annual turnover of more than \$3 million, and some other organisations, handle personal information.

The Privacy Act includes 13 Australian Privacy Principles (APPs), which apply to some private sector organisations, as well as most Australian Government agencies. These are collectively referred to as 'APP entities'.

## **6. Workplace Rights and Employment Standards**

Outlines fair work conditions for all employees and international student workers:

- **Fair Work Act 2009 (Fair Work Act)**

The Fair Work Commission is Australia's national workplace relations tribunal. It was established by the Fair Work Act 2009 (Fair Work Act) and is responsible for administering the provisions of the Fair Work Act.

The Commission's powers and functions include:

- dealing with unfair dismissal claims
- dealing with anti-bullying claims
- dealing with general protections and unlawful termination claims



- setting the national minimum wage and minimum wages in modern awards
- making, reviewing, and varying modern awards
- assisting the bargaining process for enterprise agreements
- approving, varying, and terminating enterprise agreements
- making orders to stop or suspend industrial action
- dealing with disputes brought to the Commission under the dispute resolution procedures of modern awards and enterprise agreements
- determining applications for right of entry permits
- promoting cooperative and productive workplace relations and preventing disputes.

Fair Work Ombudsman has prepared a Fact Sheet for International Students. And This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the Fair Work Infoline on 13 13 94 or visit [www.fairwork.gov.au](http://www.fairwork.gov.au)

Informing students and staff of any changes to legislative and regulatory requirements that affect the services delivered.

TIIS will try to keep students and staff informed about any changes to legislative and regulatory requirements via the following means:

- publishing updates on legislation on students learning platform
- sending regular newsletters to staff and students
- publishing online information about relevant changes via news updates on its website.

# Part VII: Emergency Contacts and Procedures

## Emergency Procedures

EMERGENCY PROCEDURES 13-15 Smail St, Ultimo NSW 2007 Level 1, 112 Newquay Promenade, Docklands, VIC 3008	
EMERGENCY	WHAT TO DO:
FIRE	<p><b>If you discover a fire on your floor:</b></p> <ol style="list-style-type: none"><li>1. Warn anyone in immediate danger.</li><li>2. Advise the floor warden or other wardens.</li><li>3. If trained and it is safe to do so, attempt to extinguish the fire.</li><li>4. If not safe, or if directed, evacuate via the nearest safe exit. Close doors behind you.</li><li>5. If safe, secure important documents and other valuables.</li><li>6. Follow the instructions of your wardens.</li></ol>
MEDICAL	<p><b>If a medical emergency arises on your premises:</b></p> <ol style="list-style-type: none"><li>1. Check for danger to yourself, the casualty, and bystanders.</li><li>2. Advise your first aiders.</li><li>3. Call an ambulance if required (dial 000).</li><li>4. Advise the ambulance of access details.</li><li>5. Notify your floor warden.</li><li>6. Assist as best you can.</li></ol>
BOMB THREAT	<p><b>If you receive a bomb threat:</b></p> <ol style="list-style-type: none"><li>1. Notify the police.</li><li>2. Tell your floor warden – but do not create panic by telling other personnel.</li><li>3. Your floor warden will take any further action that is required.</li></ol> <p><b>If a suspicious object is found:</b></p> <ol style="list-style-type: none"><li>1. Do not touch it – clear the area.</li><li>2. Advise your floor warden immediately.</li><li>3. Prevent other personnel from going into the area near the object.</li><li>4. Your floor warden will advise you of any further action you should take.</li></ol>



## EVACUATION PROCEDURES

1. In the event of an evacuation, please follow the instructions of the floor wardens:
  - Leave the building via the nearest fire exit.
  - Do not use lifts/elevators.
  - Provide assistance where required.
  - Proceed to the assembly area.
  - Follow instructions from emergency authorities and building security personnel.
  - Do not return to the building until the “all clear” is given.
2. If you are facilitating a learning and assessment program, evacuate after all participants have left the room. Take the participant attendance sheet with you.

### Important Note:

Let the fire warden know:

- The nature of the problem (e.g. fire, medical, emergency, assault)
- The location of the emergency, and your name & telephone extension you are calling from.

## Students' Emergency Contacts Support:

ORGANISATION	PHONE CONTACT
<b>Medical Emergency Contacts:</b>	
<b>Nearby Sydney Campus:</b>	
<b>Medical Centers with General Practitioners:</b>	
Broadway Medical Centre Medprime	Shop 20/89-97 Jones St, Ultimo NSW 2007 Website: <a href="http://www.medprime.com.au">www.medprime.com.au</a> (02) 8349 4775
Ultimo Medical Practice	82 Mountain St, Ultimo NSW 2007 Website: <a href="http://www.ultimomed.com.au">www.ultimomed.com.au</a> (02) 9212 1400
<b>Dental Clinics:</b>	
Bupa Dental Broadway	Unilodge Building, Shop 14/185/211 Broadway, Ultimo NSW 2007 Website: <a href="http://bupadental.com.au">bupadental.com.au</a> (02) 9280 1054

Floss Dental Broadway Dentist	86 Mountain St, Sydney NSW 2007 Website: <a href="http://www.flossdental.com.au">www.flossdental.com.au</a> (02) 9212 7119
Hayat Dental Clinic	1/180-182 Broadway, Chippendale NSW 2008 Website: <a href="http://hayatdental.com.au">hayatdental.com.au</a> (02) 9030 0247
<b>Near Melbourne Campus:</b>	
<b>Medical Centers with General Practitioners:</b>	
Premier Health Partners	8 Wominjeka Walk, West Melbourne VIC 3003 Website: <a href="http://www.premierhealthpartners.com.au">www.premierhealthpartners.com.au</a> (03) 93297077
Victoria Harbour Medical Centre	850 Collins St, Merchant St, Docklands VIC 3008 Website: <a href="http://www.victoriaharbourmedicalcentre.com.au">www.victoriaharbourmedicalcentre.com.au</a> (03) 96291414
<b>Dental Clinics:</b>	
New Quay Dental Cosmetics	19 Aquitania Way, Docklands VIC 3008 Website: <a href="http://www.nqdentalcosmetic.com.au">www.nqdentalcosmetic.com.au</a> (03) 96025587
MC Dental Docklands	10/677 La Trobe St, Docklands VIC 3008 Website: <a href="http://www.mcdental.com.au">www.mcdental.com.au</a> (03) 86088970
<b>National Emergency Contacts:</b>	
Police / Ambulance / Fire If you are in immediate danger, require an ambulance or there is a fire.	000 [Triple zero]
<b>Crime Stoppers national</b> To report criminal information please call. For more information and <b>locations</b> follow this <a href="#">link</a>	1800 333 000 Website: <a href="https://crimestoppers.com.au/">https://crimestoppers.com.au/</a>



<p><b>1800RESPECT</b></p> <p>This is a 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.</p>	<p>Call 000 if you are in danger or call 1800 737 732 or text the number 0458 737 732</p> <p>Website: <a href="https://1800respect.org.au/">https://1800respect.org.au/</a></p>
<p><b>Social abuse</b></p> <p>Social abuse is behavior that aims to cut you off from your friends, family or community. It can also involve attempts to harm your relationships or reputation. Social abuse can be a form of <b>domestic and family violence</b>. If you or someone you know is experiencing social abuse, you can call 1800RESPECT.</p>	<p>1800 737 732, text <b>0458 737 732</b> or visit this <b>website</b> for online chat and video call services</p> <p>Website: <a href="https://1800respect.org.au/">https://1800respect.org.au/</a></p>
<p><b>MensLine Australia</b></p> <p>MensLine Australia offers free online chat with a professional counsellor anywhere, anytime. 24/7 telephone counselling support for men with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationship, stress, and wellbeing. A focused session lasting for up to thirty minutes. Your online counsellor will advise you when your session is coming to a close. For more information, please click <a href="#">here</a>.</p>	<p>1300 789 978</p> <p>Website: <a href="https://mensline.org.au/">https://mensline.org.au/</a></p>
<p><b>Lifeline</b></p> <p>24/7 Crisis Support. Short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe. Confidential one-to-one support with a trained Lifeline telephone crisis supporter. Anyone in Australia can speak to a trained Crisis Supporter over the phone, any time of the day or night. Click <a href="#">here</a> to find your local Lifeline Centre</p>	<p>13 11 14</p> <p>Website: <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a></p>

<b>Beyond Blue</b> 24/7 qualified support for you or someone else. Information and support to help everyone in Australia achieve their best possible mental health - earlier, easier, together. See also Beyond Blue <b>Resource Library</b> for more information	1300 224 636 <b>Website:</b> <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
<b>Australian mental health services</b>	13 11 14 24 hours a day, 7 days a week. <b>Website:</b> <a href="https://www.healthdirect.gov.au/australian-mental-health-services">https://www.healthdirect.gov.au/australian-mental-health-services</a>
<b>Suicide Call Back Service</b> is a free nation-wide service providing 24/7 phone and online counselling to people affected by suicide.	<b>1300 659 467</b> <b>Website:</b> <a href="https://www.suicidecallback-service.org.au/">https://www.suicidecallback-service.org.au/</a>
<b>Poisons Centre</b>	13 11 26
<b>National Home Doctor</b>	13 74 25
<b>State Emergency Contacts:</b>	
<b>Legal Aid NSW. Women's Domestic Violence Court Advocacy Services.</b> Support services for women experiencing domestic and family violence. The Women's Domestic Violence Court Advocacy Services (WDVCAS) are free services for women experiencing domestic and family violence anywhere in NSW. We are available in every town and suburb across the state.	You can call 1800 WDVCAS (1800 938 227) and entering your postcode. You will be connected to the service in your local area. Domestic Violence Unit (DVU) 1800 979 529 <b>Website:</b> <a href="https://www.legalaid.nsw.gov.au/">https://www.legalaid.nsw.gov.au/</a>
<b>NSW Domestic Violence Line</b>	on <b>1800 65 64 63</b> . Available 24/7
<b>Vic Safe Steps crisis response line</b>	1800 015 188
<b>TIIS Contacts</b>	
<b>Student Support</b>	<b>Phone:</b> +61 2 8098 0702 <b>Email:</b> <a href="mailto:info@tiis.edu.au">info@tiis.edu.au</a> <b>Website:</b> <a href="http://www.tiis.edu.au">www.tiis.edu.au</a>
<b>Marketing</b>	<a href="mailto:marketing@tiis.edu.au">marketing@tiis.edu.au</a>
<b>IT Support:</b>	<a href="mailto:itsupport@tiis.edu.au">itsupport@tiis.edu.au</a>



# Student Handbook (Acknowledgement Form)

This form must be signed and returned to TIIS following Orientation Session and before course commencement.

**Declaration:**

I have read and understand the materials contained within the TIIS Student Handbook. I acknowledge that this, and the most up-to-date information, is available to me through the TIIS website and related course documents.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date**      \_\_\_\_/\_\_\_\_/\_\_\_\_

**Disclaimer**

As an accredited higher Education Provider, TIIS does not:

- Claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider.
- Guarantee a successful education assessment outcome for the student or intending student.

This Student Handbook is the property of The Institute of International Studies (TIIS) Pty Ltd. This handbook is provided for guidance ONLY, while every effort is made to provide accurate, legal, and complete information to students.

The Student Handbook is accurate and correct at time of publication. TIIS endeavours to ensure that this brochure is updated in time of change. For accurate and updated information, please contact **+61 2 8098 0702** or email at **info@tiis.edu.au**.