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# **Student Policy Handbook**

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## INDEX

<b>1.</b>	<b>CLASSROOM EXPECTATIONS and ATTENDANCE POLICY</b>	<b>4</b>
<b>2.</b>	<b>COMPLAINTS AND APPEALS PROCESS</b>	<b>5</b>
<b>3.</b>	<b>EXAMINATION, ASSESSMENT AND PLAGIARISM POLICY</b>	<b>6</b>
<b>4.</b>	<b>COURSE COMPLETION WITHIN EXPECTED DURATION</b>	<b>9</b>
<b>5.</b>	<b>SATISFACTORY COURSE PROGRESS AND INTERVENTION POLICY</b>	<b>9</b>
<b>6.</b>	<b>RELEASE LETTERS AND TRANSFER POLICY</b>	<b>9</b>
<b>7.</b>	<b>COURSE CREDIT AND RPL</b>	<b>11</b>
<b>8.</b>	<b>DEFERRING, SUSPENDING OR CANCELLING A STUDENT’S ENROLMENT</b>	<b>13</b>
<b>9.</b>	<b>FEE PAYMENT POLICY</b>	<b>23</b>
<b>10.</b>	<b>REFUND POLICY</b>	<b>15</b>
<b>11.</b>	<b>YOUNGER OVERSEAS STUDENTS AND STUDENTS SUPPORT SERVICES</b>	<b>16</b>
<b>12.</b>	<b>COPYRIGHT AND INTERNET USE POLICY</b>	<b>19</b>
<b>13.</b>	<b>DISCRIMINATION, HARASSMENT, RACISM AND CODE OF BEHAVIOUR</b>	<b>19</b>

**Purpose**

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Every RTO and CRICOS provider needs to comply with VET Quality Frameworks and ESOS Standards along with other rules and legislation related to this sector. This document will guide employee, future and existing students of Jabin Hopkins Institute of Technology to comply on some standards as per given scope.

### Scope

This Document will cover the requirements of:

#### Standards for RTOs 2015

- Standard 1.12 : Offering RPL
- Standard 3.5 : Course Credit
- Standard 5 : Learners are Properly Informed
- Standard 6 : Complaints and Appeals
- Standard 7.3 : Fees Protection
- Standard 8.5 : Compliance with Legislation
- Standard 8.6 : Clients are Informed of Changes

#### ESOS (National Code 2018)

- Standard 2 : Recruitment of an overseas student
- Standard 3 : Formalisation of enrolment and written agreements
- Standard 5 : Younger overseas students
- Standard 6 : Overseas student support services
- Standard 7 : Overseas student transfers
- Standard 8 : Overseas student visa requirements
- Standard 9 : Deferring, suspending or cancelling the overseas student's enrolment
- Standard 10 : Complaints and appeals

#### Others

- Requirements of Tuition Protection Services (TPS)


### Applies To

The policy will directly apply to the staff who will be responsible for the above scope and all future and existing students.

### Distribution

The policy is to be made available for information and direction and must be filed in the policy and procedure manual. It is also available to learner to advise the policy and procedure to the above scope. Future and existing students may find the copy of this policy guide in the given location:

- Website ([www.jabinhopkins.edu.au](http://www.jabinhopkins.edu.au))
- Student Information Portal/MOODLE
- JHIT Portal or LAN
- Reception or admin office

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
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## 1. CLASSROOM EXPECTATIONS and ATTENDANCE POLICY

### CLASSROOM EXPECTATIONS

- ✓ You must attend the classes as per your course requirements.
- ✓ You must come to class on time. If you are more than **15 minutes late**, you may be marked as **absent for the Session/Lesson** or your time will be adjusted.
- ✓ You must always ask your teacher for permission to leave the class no matter what the reason.
- ✓ If you are in the computer room doing your work during class time and you have no permission from your teacher to be there, you will be marked as absent for that lesson. Lesson time is not a time for you to be in the computer room doing your homework or setting your own study agenda.
- ✓ **Mobile phones** are not to be used in class. Students are not to receive phone calls during training hours. Important messages are to be left at reception, which will then be passed onto you.
- ✓ If your address and other contact details change, you must inform Jabin Hopkins Institute within **7 working days** of your change of address. JHIT recommend you to reconcile your address and contact details every six months with us to avoid any mismatch in the record. JHIT also recommend you to send your contact details when we issue a letter for updating the contact details.
- ✓ No eating or chewing of gum during class.
- ✓ You may have drinks such as water, coffee, tea, juices and other *non-fizzy* drinks. However, fizzy drinks such as Coke are not permitted in class.
- ✓ If you are going to be absent from school, please ring reception, so that the teacher can be informed. **JHIT** campus reception phone number is: **+61 8 8223 3557**.
- ✓ You are expected to behave courteously and respectfully at all times towards staff and fellow students.
- ✓ All homework set by the teacher must be completed by the due date. If you cannot complete homework on time, you must see your teacher *beforehand* and ask for an extension.

### ATTENDANCE POLICY

ATTENDANCE POLICY has been updated with a new "**Attendance Policy and Procedures**". Please find the copy of the policy as a separate document on JHIT website in [Policies and Procedures](#) section.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
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## 2. COMPLAINTS AND APPEALS PROCESS

Above all, we want your time at Jabin Hopkins Institute to be a happy one. If you have a grievance concerning any aspect of your life at Jabin Hopkins Institute, the college has a complaints and appeals process that you can access to help you solve your problem. We welcome any type of complaints to rectify and improve quality of our services that may include but not limited to:

- The institute
- Our staff
- Learners
- Third parties who provide service on behalf of us

### **The procedure to follow is:**

**Step 1)** Discuss the problem informally with your teacher/staff member.

**Step 2)** Make an appointment to consult the student counsellor. If you are unsure who to consult, please contact the Admin Office and they will direct you to the student counsellor.

**Step 3)** If you are not satisfied with the outcome of Steps 1 and 2, make an appointment to speak with the Campus Manager/ Chief Executive Officer who will endeavour to resolve your problem.

**Step 4)** Should you be dissatisfied with the outcomes of Steps 1-3, you may access the college's formal *internal* appeals process. We encourage you to follow the given steps but you may start formal process any time if you wish to.

To start the formal process you must put your complaint in writing, including your desired outcomes. In this case, you are highly recommended to use COMPLAINTS & APPEALS FORM. You can collect the form from the portal or reception staff.

The college will acknowledge in writing and commence the process within 10 working days of receiving your formal written complaint. Both parties may bring a *support person* to any relevant appeal meetings. We will finish the Complaint or Appeal process as soon as practical. If the process takes more than 60 days, we will:

- advise in writing of the reasons of delay
- regularly updated in writing

You will be given a **written statement of the outcome** of the complaint or appeal, including reasons for the decision within 10 working days of concluding the internal review. If you are successful in the process, Jabin Hopkins Institute will immediately implement the outcome. If you are unsuccessful, you have option to appeal for the review of the decision. Once the statement of the outcome of the appeal has been finalised, Jabin Hopkins Institute will send you the outcome statement by post, email or phone and a copy will be kept in file.

Please note that you have option to appeal for reviewing decisions including assessment decisions, made by us or a third party providing services on our's behalf.


**Step 5)** Should you be dissatisfied with the outcome of Step 4, you may access an *external* arbitrator, whereby someone outside the college will hear your case. If you decide to appeal externally, you have **10 days** from the date that appears at the head of the statement of outcome (ref. Step 4) within which to appeal to an external arbitrator and, at the same time, notify Jabin Hopkins Institute that you intend to appeal externally. If you have not appealed within the 10 days period, Jabin Hopkins Institute will consider the appeal or complaint as finished.

One body that is willing to act as an independent arbitrator at no or minimal cost to yourself is:

### **Overseas Students Ombudsman (OSO)**

Level 11, 25 Grenfell St, Adelaide SA 5000  
 Phone: 1300 362 072 (Enquiries 9am -5pm Monday to Friday (AEST))  
 Fax: 02 6276 0123  
 Email: [overseas.students@ombudsman.gov.au](mailto:overseas.students@ombudsman.gov.au)  
 Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

Jabin Hopkins Institute will honour the independent arbitrator's decision.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
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Further, Jabin Hopkins Institute will maintain your enrolment during the appeal process, unless the Institute fears for the safety and wellbeing of the student and/or people the student may encounter, in which case the Institute may cancel the student's enrolment. The student, however, can still appeal from his or her Australian residence or home country.

Student does not require to pay any additional fees for appeal process.

### **3. EXAMINATION, ASSESSMENT AND PLAGIARISM POLICY**

#### **Examination**

- Students can only have writing implements on their desk, nothing else. Personal belongings must be placed next to them on the floor.
- Students must fill out their personal details on the exam paper.
- If a student is found in breach of the Jabin Hopkins Institute Exam Policy Agreement, Jabin Hopkins Institute reserves the right to cancel the student's examination. The student will then have to discuss the matter further with the teacher and/or Principal with regards to resitting the exam.
- Before the commencement of the exam, exam supervisors will be visiting each student to mark their attendance, check that the student has filled out his/her personal details on the exam paper correctly, and to collect their signed Jabin Hopkins Institute Exam cover sheet.
- Once students have completed their exam, they must turn their exam paper over and place it on the right hand corner of the desk for collection.

#### **ENTERING/LEAVING EXAM ROOM**

- Students must quickly and quietly seat themselves upon entering the exam room and are not permitted to relocate the chairs and desks.
- Students are not allowed to enter the exam room, if they arrive after the 10 minute silent reading period at the beginning of the exam.
- Students are allowed to leave the exam room early, if they have completed their exam but not within 15 minutes of the end of the exam.


#### **COMMUNICATION DURING THE EXAM**

- Students are not to engage in any form of communication (verbal, written and gesticulation) with other students once they have entered the exam room. Failure to comply will result in the student being requested to leave the exam room immediately.
- Students may only communicate after they have completed their exam and are outside the exam room.
- Mobile phones are to be switched off, not on silent mode, during the exam. If found otherwise, students will be requested to leave the exam room immediately and Jabin Hopkins Institute reserves the right to cancel the student's examination.
- At the discretion of the teacher, students will be allocated 10 minute silent reading time at the beginning of the exam. NO writing or marking on the exam paper is permitted during this time. Students may ask the teacher questions to clarify words, but not to obtain answer(s) to the exam question(s).
- Only English is allowed in the examination room. Other languages are not permitted.

#### **TOILET BREAKS**

- Students must raise their hand to ask for permission to go to the washroom or to leave the exam room early, and must do so QUIETLY.
- Students are not permitted to enter the computer room during their washroom visit, and will have an exam supervisor accompanying them to the washroom

#### **IF YOU ARE ABSENT FROM AN EXAMINATION**

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

- Students must contact Jabin Hopkins Institute by phone on (08) 8233 3557 to inform of non-attendance, if they are unable to attend the exam.
- Individual teaching departments may have additional requirements for passing their units. Please check with your teacher, if you are not aware of the additional requirements that apply.

### Assessment

#### Due Dates and Extensions

- Students will be informed of due dates for assessments at the beginning of the unit or subject of study. If the date is not informed then default due date applies, as follows:
  - Student will be allowed for two weeks from the date training finished for the first submission
  - Student may be allowed for another two weeks for the re-submission.
  - If candidate fails to submit in first two weeks from the day training has finished but in 4 weeks, then no resubmission may be allowed.
  - Due date may vary between courses if specified by the trainer and or course instructions
- Assessment due date refers to the date for submission of any material or attendance at a scheduled activity to satisfy assessment requirements.
- It is the student's responsibility to submit required material or attend and participate in scheduled assessments. If the student is unable to meet an assessment due date, the student may request an extension to the trainer.
- An extension of assessment activities may be granted where a student in significant circumstances which include but not limited to compassionate grounds, sickness, literacy and numeracy requirements of the student. A trainer may ask to see evidence of progress towards the assessment activity before granting an extension.
- If it is graded assessment, trainer may grant only the Pass (No Credit and Distinction) depending on circumstances.

#### Resubmission

Resubmission is the submission of an assessment activity after a student has revised it, and participation again in an assessment event, because the original did not demonstrate that the assessment requirements were met.

- Students have a right to at least one resubmission per assessment activity/event if the pass criterion for an assessment has not been met.
- Further resubmissions may be permitted by the trainer on a case-by-case basis. This is usually due to special circumstances where a student is able to provide justification for their request; such circumstances include, but are not limited to compassionate grounds, sickness, literacy and numeracy requirements of the student and intervention policy. Student may need to pay extra fees for further resubmissions.
- If it is graded assessment, the only grade available on a resubmission is a Pass (No Credit and Distinction).
- In all cases the due date for re-submission and remarking will be declared by the trainer in negotiation with the student and will be based on reasonable time frames with due consideration for the workloads of all concerned.


#### Deferred Assessment

Deferred assessments are assessments provided at an alternative time which may require by trainer or student.

- Deferred assessments may be organised by trainer if required in any special circumstances.
- Deferred assessments may be granted where the student has demonstrated satisfactory course progress or otherwise met course requirements and is unexpectedly unable to participate in an assessment. This is usually due to special circumstances where a student is able to provide justification for their request; such circumstances include, but are not limited to: compassionate grounds, sickness supported by a doctor's certificate, employment obligations supported by the employer.
- The usual grading rules applied for deferred assessment.

#### Consequence for not complying with assessments conditions

- If a student does not attend a scheduled or rescheduled assessment activity or submit work on the agreed due date, then a Fail or NYC result will be recorded. The agreed due date includes first submission, resubmission, extension or deferred assessment due date.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

- If an international student fails to demonstrate competency in regular training and assessment arrangement, then extra support services may provide through Course Progress Intervention Policy Procedures. Please refer to **Course Progress Intervention Policy Procedures** for details.

### Plagiarism and Cheating

In a study environment, cheating means to act dishonestly in any way so that the assessor of the work accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned.

Plagiarism is to copy work without acknowledging the source and is a form of cheating.

JHIT will not tolerate plagiarism or cheating, and a penalty may be imposed if you are accused of either.

It is cheating to:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a trainer.

It is not cheating to:

- discuss assignments with trainers or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or other system of referencing.

Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

### Penalties


If you are suspected of cheating, the trainer will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, the trainer may come to one or more of the following decisions:

- Trainer may mark the relevant assessment NYC
- Trainer may ask you to explain the situation as part of the investigation
- If it is a minor or unintentional offence, you may need to undergo an alternative form of assessment or you may be asked for reassessment.
- If it is a serious offence and you will fail the unit or module.
- Repeated offences of cheating – minor or serious – will result in failure of the unit or module plus a record on your student file.

You will be advised of all penalties through student information portal result or course progress section.

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing according to the Compliant and Appeal policy.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO



#### **4. COURSE COMPLETION WITHIN EXPECTED DURATION**

Policy for "COURSE COMPLETION WITHIN EXPECTED DURATION" has been embedded with new "**Progress, Completion and Intervention Policy and Procedures**". Please find the copy of the policy as a separate document on JHIT website in [Policies and Procedures](#) section.

#### **5. SATISFACTORY COURSE PROGRESS AND INTERVENTION POLICY**

SATISFACTORY COURSE PROGRESS AND INTERVENTION POLICY has been updated with a new "**Progress, Completion and Intervention Policy and Procedures**". Please find the copy of the policy as a separate document on JHIT website in [Policies and Procedures](#) section.

#### **6. RELEASE LETTERS AND TRANSFER POLICY**

Students must stay with their provider for at least six months of Principal course.

##### **Granting a release letter**

If a student wishes to transfer before completing six months of Principal course, Jabin Hopkins Institute will grant a release letter only in circumstances where the transfer is in the overseas student's best interests, including but not limited to where JHIT has assessed that:

1. the overseas students are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy to assist the student.
2. there is evidence of compassionate or compelling circumstances
3. the institute fails to deliver the course as outlined in the written agreement
4. there is evidence that the overseas student's reasonable expectations about their current course are not being met
5. there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course
6. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
7. The transfer is in the best interests of the student's further studies.

If Jabin Hopkins Institute is satisfied that the student's reasons for requesting a release letter satisfy at least one of the above criteria, Jabin Hopkins Institute will grant a release letter.

If Jabin Hopkins Institute has agreed to issue a release letter to go to other provider, **it will only be granted, if a student has provided the college with a valid enrolment offer from another registered provider** to which the student wishes to transfer.


The release letter will advise the student to contact Department of Home Affairs to check if a new student visa is required.

##### **Refusing a release letter**

Conversely, Jabin Hopkins Institute will refuse to issue a release letter, if the college considers one of the following holds true:

- a. the student has no valid reason to transfer
- b. a transfer would be detrimental to the student's welfare and/or studies.
- c. the student may avoid being reported to PRISMS, as a result of the transfer.

The student will be notified for the reason of release refusal and will be recorded in their file.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
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### **Issuing release letters to students under 18 years of age**

If the student is under 18 years of age and not living with his/her parent or nominated relative,

- a. The offer letter must indicate that the new provider has accepted responsibility for the student's accommodation and general welfare. The new provider will need to consult with Jabin Hopkins Institute about the exact date on which the new provider will take over responsibility for the care of the student. This date must be indicated clearly on the offer letter. If no date is indicated, Jabin Hopkins Institute will not issue a release letter.
- b. Jabin Hopkins Institute must have written confirmation that the student's parents/guardians support the transfer.

### **Cost**

A release letter will be issued *at no cost* to the student but subject to clear all other dues.

### **Applying for a release letter**

If a student wishes to get a release letter, he/she must put his/her request into writing, sign it and submit it to the college.

The student also has a right to discuss his/her request for a release letter with the Institute. However, for the student's request to be processed, a *written application*, as outlined in the previous paragraph, is required.

Jabin Hopkins Institute will respond within 10 working days to a student's written application for a release letter. In its response, Jabin Hopkins Institute will give its reasons for refusing/granting the release.

If a student is refused a release letter, the student has a right to appeal by using Jabin Hopkins Institute's grievance procedures. The student must access the grievance procedures within *20 working days* of receiving notification of the college's refusal to grant a release letter.

### **Filing release letter applications**

A student's request for a release letter and the college's written response will be kept in the student's file.

### **Transfer from other provider**


If students transfer from other provider within six months of their principal course, they must submit a release letter issued by the principle course provider and the release must allow students to go any provider or Jabin Hopkins.

If the release letter is issued to go to any specific provider rather than Jabin Hopkins than it is not acceptable by this institute.

Student may be refused to enrol until releasing provider have not recorded the release in PRISMS.

### **Reporting Procedures of Release and Cancellation Requested by Student**

- No appeal process will be followed but Cancellation Request form to fill by student with supporting
- The date student will lodge the request with supporting will consider as Student Default date for the reporting purpose
- TPS Director will be notified by 5 days of the default
- JHIT will cancel the CoE within 14 days of the default
- Refund will be made within 28 days of the default date if institute owed any money and money may be collected as per refund policy if any instalment owed by the student for the study period
- JHIT will report the outcome of the default by next 7 days.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

## **7. COURSE CREDIT AND RPL**

Jabin Hopkins Institute is happy to exempt a student from enrolment in part of a course as a result of the student's previous study or work/life experience.

### **What is Course Credit and RPL?**

#### **Course Credit**

Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a **competency currently held**. This includes academic credit and recognition of prior learning.

Shortly, Exemption from enrolment on the basis of current competency.

#### **Recognition of Prior Learning (RPL)**

The acknowledgment of skills and knowledge that have been gained through training, work, or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the units of competency (elements and performance criteria) as described in the relevant endorsed Training Package.

Shortly, Assessing competency on the basis of skills and knowledge that have been gained through training, work, or life experiences.

### **Procedure**

#### **Recognition of Prior Learning (RPL)**

1. Candidate obtains a RPL Application Kit from reception or website
2. Candidate fills in application form and provides supporting documents in original to make copy
3. The application and supporting documents is analysed by academic department/ Assessor
4. Conversation with Assessor and demonstrate the competency
5. Outcome documentation and finalising enrolment process
6. If gap identified then arranging further training
7. Issuing qualification and/ or Statement of Attainment


#### **Course Credit**

1. Student obtains a Course Credit Application form from reception or website
2. Student fills in application form and provides supporting documents in original to make copy
3. The application and supporting documents is analysed by academic department
4. Written or verbal confirmation given to the student about outcome
5. Outcome recorded in student's file
6. Making adjustment in student study program and notifying student
7. Reporting to PRISMS if study program is going to shorten due to the course credit or RPL
8. Issuing qualification and/ or Statement of Attainment on completion

### **Rules or Guideline**

#### **Recognition of Prior Learning (RPL)**

1. No RPL will be granted against lower level unit of competency if it is not supported by the sufficient work experience
2. JHIT may refuse to assess RPL application for any unit, if it is not listed in JHIT's training and assessment strategy as assessment process may vary between the units and assessor may not have competency for the unit

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

3. RPL can be granted on the basis of prior training or work experience or both but it should comply with principle of assessment
4. Charge will be made for RPL and it may vary between times, units and situation
5. No RPL word will be written in Statement of Attainment but candidate record will represent that the outcome reached through RPL process

### Course Credit

1. Course credit will be granted if the unit listed directly under the current packaging rules of the qualification regardless JHIT training and assessment strategy
2. No Statement of Attainment will be issued for the unit considered as course credit as it is already been issued by other RTO
3. No course credit may be granted for the qualification if the unit is not directly listed under the current packaging rules of that particular qualification
4. No course credit will be granted if the unit is from lower level qualification
5. No course credit will be granted if unit code and/or title mismatch with the unit list of the current packaging rules of that particular qualification
6. No course credit may be granted if the unit supersede by new one until it is equivalent as per training package
7. Candidate must show original Statement of Attainment in the course credit process to make a copy for filling
8. No charge will be made for course credit

### **Is my course shortened, as a result of obtaining course credit or RPL?**

Not necessarily. Please read the section below for more details:


- 1) If the units for which you have obtained course credit or RPL are run at the **beginning or end of your course**, your CoE start and/or end dates will be adjusted accordingly to reflect the shortening of your course load, as a result of Jabin Hopkins Institute granting you course credits or RPL.
- 2) If units for which you have formally obtained course credit or RPL are conducted **mid- course** (that is, at any time other than the beginning or end of your course), you may apply to have your studies **temporarily suspended** for the duration of the unit for which you have been granted course credit or RPL.
- 3) If your suspension is for more than 6 months, your student visa may be affected. Please contact DHA for further information.
- 4) All temporary suspensions, regardless of their duration, must be reported to DHA, via PRISMS.

### **Are any costs involved in applying for course credit or RPL?**

Depending on the nature of your application and the amount of time it takes to process your application, Jabin Hopkins Institute may charge the student a fee for processing an application. This is because processing the application may involve Jabin Hopkins Institute staff having to conduct special tests for the applicant, organise excursions to workshops where a student's competences can be tested in an appropriate work environment, etc. The applicant will be required to reimburse Jabin Hopkins Institute for the time taken and costs involved to process the student's application for course credit / RPL.

However, if the application for course credit only involves cross-checking that the units completed at another institute are from exactly the same training package and correspond in code and name to those units taught by Jabin Hopkins Institute, then **no fee will charged**.

See Fees detail section or contact Admin department for details of Fees.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

## **8. DEFERRING, SUSPENDING OR CANCELLING A STUDENT'S ENROLMENT**

Policy for "DEFERRING, SUSPENDING OR CANCELLING A STUDENT'S ENROLMENT" has been updated with a new "Deferment, Suspension and Cancellation of Enrolment Policy and Procedures". Please find the copy of the policy as a separate document on JHIT website in [Policies and Procedures](#) section.

## **9. FEES PAYMENT POLICY**

### **Do I Need to Pay the Full Course Fees in the Time of Enrolment?**

Student needs to pay the tuition fees for first study period where the course consist more than one study period plus the enrolment and resources fees. JHIT may allows student to pay fees in instalment having signed the instalment schedule and or direct debit arrangement approved.

### **If not paying in instalments, when are my fees due?**

Students must pay tuition fees by the end of the first week of the start of a new study period where a study period or a semester is approximately 6 calendar months or 20 academics weeks excluding breaks. A term is 10 academic weeks excluding breaks. Please also note that study period start and end date may vary between students according to their course start date.

JHIT does not collect payment prior to two weeks of the new study period but may receive in advance if student willing to pay and the fees paid in advance will be kept in separate reserve account.

### **When will JHIT notify you of fees due?**

JHIT may not send invoice to student until otherwise requested by student or their agent as fees payment information given in the offer and agreement. If payment plan approved, student will pay as per payment plan agreed, otherwise payment for full study period must be paid within first week of the study period start.

### **How Does Payment Will be Recorded?**

Every Payment made by student will be recorded in the JHIT system and student will be issued by written receipt with Name, Id, Date and the Amount paid. The payments also will be reported to PRISMS as per TPS directions.


## **PAYING FEES IN INSTALMENTS**

Students may apply to pay fees in instalment. In this case students need to sign an instalment schedule along with credit terms and conditions, and if it is approved then only students can pay the fees according to the instalment schedule but not after 3<sup>rd</sup> date of the scheduled month. Student should keep in their mind that instalment is an extra support, not mandatory service of the agreement.

So, if students fail to pay the fees as per scheduled instalment at any point of the course/schedule, JHIT can charge fine, cancel instalment facilities and cancel the enrolment/CoE. If enrolment cancelled for non-payment of fees or instalment, the final collectable fees will be calculated as per refund policy plus fine and debt collection cost.

## **WHAT HAPPENS, IF THE STUDENT DOES NOT PAY FEES ON TIME?**

### **STAGE 1: ISSUING WARNING LETTER FOR NON-PAYMENT OF FEES**

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

If you have not paid your fees (including instalments) by the due date, you will be issued a warning letter and student will be charged late payment fees. Student should pay outstanding dues and late fine within the days specified in the letter to avoid being reported to debt collector.

### **STAGE 2: REPORTING TO DEBT COLLECTION AGENCY.**

If student fail to pay the outstanding dues on time, JHIT will send student details to debt collection agency to collect the dues. The process may start at any point if students fail to pay your fees on time. Student must note that debt collection process may incur some extra cost to cover the the cost of debt collection.

### **STAGE 3: NOTIFICATION OF INTENTION TO REPORT TO DEEWR FOR NON-PAYMENT OF FEES.**

If students fail to pay outstanding dues even after issuing warning letter, and if the student has not made any arrangement with JHIT, the student will be issued a *Notification of intention to report to DEEWR, via PRISMS, for non-payment of fees.*

From the issue date indicated in the *Notification of intention to report the student to DEEWR for non-payment of fees*, the student will have 20 working days within which to appeal the Institute's intention to report the student for non-payment of fees.

### **STAGE 4: REPORTING TO TPS DIRECTOR AND CANCELLATION OF COE.**

If student fails to pay and/or decision goes against the student then the student default will be identified and the following actions will be taken:

- As per TPS direction the default will be notified to TPS Director via PRISMS
- CoE will be cancelled within 14 days of the default identified
- Student information may be forwarded to debt collection agencies if student owed any tuition fees


### **LATE PAYMENT FINE POLICY**

1. Student may not be charged any fine for the current instalment paid by 7<sup>th</sup> of the month but **0.3% per day** or 2.1% per week fine will be charged for balance dues starting from 8<sup>th</sup> of the month.
2. Fine will be calculated on the day when payment received if falls beyond 7<sup>th</sup> of the month. Let's say as of 8<sup>th</sup> of the month due is \$1000, student paid \$500 on 18<sup>th</sup> of the month. Here student will be charged 0.3% for 10 days on \$1000. Remaining \$500 (1000-500) will keep continuing to be charged until paid. Let's say student has \$750 instalment in the following month and paid in full \$1250 (500+750) on 10<sup>th</sup> of the month. Here student will be charged fine for:
  - 22 days on \$500 (12 days from last month and 10 in this month)
  - 3 days on \$750 (no fine for first 7 days for the current instalment)
3. Students will be responsible to pay fine with the regular instalment, if they fail, it will be added in their course fee and JHIT may hold parchment and any other letter until they clear all dues.
4. JHIT may consider not charging fine for particular student if there is valid reason of late payment but subject to approval from JHIT authority.

### **What are the non-compulsory fees in addition to the tuition, resources and enrolment fees:**

The non-compulsory fees may include:

1. Penalty for paying fees late – 0.3% per day or 2.1% per week.
2. Reassessment fee - \$250 max per unit
3. Deferment of Confirmation of Enrolment - \$250 for every deferment
4. RPL processing fees - Same as the course fees but may vary between courses and circumstances
5. Change or extension of e-CoE - \$150 for every change or extension
6. Penalty for non-attendance in orientation program: \$200. An alternative orientation date may be considered if student lodge a request within one week of course start date.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

7. Re-issue of a testamur and ID card \$50 and \$10 respectively.
8. 2% surcharge if payment made by credit card and money transfer fees to be paid by students if there any.

### **Fees charged for Deferment, Suspension and Cancellation**

1. For any reason if students enrolment is cancelled then the receivable course fee will be decided on the basis of Refund Policy, please refer to the Refund Policy.
2. Monthly instalment must be paid during the deferment or suspension period until otherwise taken any permission/approved from the college.
3. Student must pay their all dues according to Fee Payment and Refund Policy. Regardless of their enrolment, exist or cancelled. Failure to pay, JHIT will send your details to debt collection agency that requires student to pay any extra cost associated to collect the dues with original dues.

## **10. REFUND POLICY**

### **Introduction**

JHIT's policy on the refund of tuition fees and other course money for international students has been developed in accordance with the ESOS Act, TPS Direction and the National Code 2018. This policy applies equally to all new and re-enrolling students unless otherwise stated.

In the unlikely event that JHIT defaults, the student has the right to choose whether he or she would prefer a full refund of course fees, or to accept a place in another course. If the student chooses a placement in another course, JHIT will ask the student to sign a document to indicate that he or she accepts that placement.

### **Agreement**


1. **No refund will be made for the enrolment fee** whether it is provider or student default and before or after the course commencement as this is the administrative cost associated with enrolment process.

### **Refund in Case of Provider Default**

2. The unexpended tuition fees will be refunded within 14 days in case of the provider default:
  - a) If the institute is unable to commence the course at the location on the agreed date. This clause will not apply if the student agrees the commencement date changed.
  - b) The course delivery is not fully completed because Jabin Hopkins Institute of Technology has a sanction imposed by a government regulator and the student has not withdrawn from the course before the default day.
  - c) Jabin Hopkins Institute of Technology may arrange for another course, or part of a course, to be provided to students as an alternative to refunding course money. Where the student agrees to this arrangement, Jabin Hopkins Institute of Technology will not be liable to refund the money owed for the original enrolment.
  - d) Refund in case of provider defaults, will be calculated as follows:
    - a. Weekly tuition fee = (total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.
    - b. Weeks in default period = (number of calendar days from the default day to the end of the period to which the payment relates) / 7
    - c. Refund amount = weekly tuition fee × weeks in default period

### **Refund in Case of Student Default**

3. In case of student default/withdrawal from the course, the following terms and conditions apply:
  - Withdrawal 10 weeks or more prior to start date: FULL (100%) tuition fees will be refunded.
  - Withdrawal 5-9 weeks prior to start date: 75% tuition fees will be refunded.
  - Withdrawal 4 weeks or less prior to start date: NO (0%) refund for the semester/study period.
  - Withdrawal from concurrent semester/study period or term: Same as above rules applicable.
  - Transferring to other provider after getting VISA on JHIT CoE: NO refund until 6 months of the principal course.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO



- The refund will be paid within 4 weeks of the refund application date if there any refund payable to student.
- If provider refuses to provide or continue providing the course because of non-payment of fees, breaches visa condition and misbehaviour, the provider will follow the appeals process. But the provider may not follow the appeals process if student withdraws from the course or does not commence the course or re-join after break.

#### **Refund in Case of Visa Refusal or Cancelled**

4. Visa refused prior to course start date: FULL (100%) refund except the enrolment fee. But onshore applicant must pay fees till the default date (the date requested for cancellation by the student), if the course start date already passed. Refund in case of Visa Refusal, will be calculated as follows:
  - a. Weekly tuition fee = (total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.
  - b. Weeks in default period = (number of calendar days from the default day to the end of the period to which the payment relates) / 7
  - c. Refund amount = weekly tuition fee × weeks in default period
  - No refund if visa refused due to false and misleading information, but to pay a semester fees.
  - No refund if visa cancelled due to actions of the students, but to pay a semester fees.
5. The default or withdrawal date is the date when student notifies the provider about their intention of cancellation in writing.
6. Student must pay the balance if the refund amount comes negative, means no refund but to pay the remaining dues.
7. Refund shall be made to or via agent if student paid through the agent, until different arrangement made.

## **11. YOUNGER OVERSEAS STUDENTS AND STUDENTS SUPPORT SERVICES**

### **YOUNGER OVERSEAS STUDENTS**

Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate.


Jabin Hopkins Institute of Technology currently is not enrolling any overseas student under 18, Please contact admin department to confirm your eligibility before enrolment.

### **STUDENT SUPPORT POLICY & PROCESSES**

Students are better prepared for learning when they are healthy, safe and happy. This is the aim of the student support team at Jabin Hopkins Institute of Technology. The student support team is aware that fulfilling students' needs is not a simple matter; consequently, Jabin Hopkins Institute is continuously improving its services, facilities and resources to meet these needs. At Jabin Hopkins Institute, the student support team strives to provide all students with an environment that best nurtures their needs and provides the students peace of mind through the reassurance of a strong support network.

#### **Student Support Staff**

- Student support team aim to provide guidance, advice and support to all students in the areas of general knowledge, counseling, welfare, critical incidents, employment, academic services and any other area that meets the needs of the student.
- Student support team aim to continuously improve the resources, faculties and their own skills by assessing students' needs and implementing action plans for improvement.
- Student support team make themselves available to students when required. Except in emergencies, student support staff are available to students from Monday to Friday when students do not have scheduled classes. In emergencies, however, the support team may make themselves available at other times.
- Student support staff must ensure that they are trained in the School's critical incident policy and be able to implement the policy quickly and efficiently, as needs arise.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO



- Student support team should ensure that they are familiar with Education Services for Overseas Students (ESOS) Act.

**The various roles of a Student Support Team members are outlined below:**

### 1. General Student Support

Staff are required to provide guidance, advice and support to students in the following areas:

- How to access information about attendance, fees and grades
- How to access information about the complaints and appeals procedure
- IT support – assisting students with computers and providing training, if needed
- How to access the library
- Public transportation
- How to apply for Course Credit and RPL
- Employment opportunities
- Educational support – referring students to specialist teachers for development in skills
- How to print and photocopy documents
- Student ID cards – making and distributing
- School facilities and resources – making them available, as student needs arise

### 2. Counselling

All staff deemed part of the student support team is responsible for counseling students. Guidance and support must be provided in the following areas:

- career paths
- educational issues
- time management
- financial hardship
- personal issues that are impacting on student's studies
- cross-cultural issues
- assistance for special needs
- learning support options
- other services (for those seeking long term counseling and support)
- critical incidents such as sexual harassment and grievances

### 3. International Student Support: settling into Adelaide and Australian life


The main priority of the International Student Support Team is to support and aid the student's transition into life and study in Adelaide.

- Organise, where requested by student, for airport pickup
- planning orientation days or weeks for new students
- assist students in finding accommodation that suits the student's needs: rentals / shared accommodation and homestay
- advice and assistance with personal matters and cross-cultural issues
- give advice and assistance in establishing a bank account, accessing health services, emergency health services, recreational services and welfare support.
- help in accessing legal services
- information on visa conditions relating to course progress and attendance
- give advice and assistance on various recreational activities students can participate in around Adelaide and the surrounding areas.

### Student Counseling Process

The Student Support Team needs to be the first port of call for the student.

- One member of the Student Support Team will be appointed to oversee and monitor the counseling process.
- The appointed person will counsel the student and maintain a written record of the meeting. The counsellor will initiate an action plan with the student which will help the student meet his/her needs.
- The counsellor will check on the student's progress by arranging to meet with the student on a regular basis. These meetings must be documented and continued until the issue or complaint is resolved.
- If a complaint or an issue cannot be solved at the counseling sessions then the student will be referred to the Campus Manager or CEO. (Note: The CEO should be the last port of call for the student. Every attempt to solve the issue or complaint should be made by the counsellor prior to referral to the CEO.)
- All language or literacy issues must be referred to the ESL or relevant department, as soon as possible. The counsellor must continue to monitor the student's progress.
- Once the counseling process is complete, the counsellor needs to record this by briefly outlining the reasons for deeming the counseling process to be complete.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

- All original counseling notes must be kept in the student file.
- A copy of all counseling notes will be placed in STUDENT COUNSELING FILES.

### Critical Incident Process

A critical incident can be defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. If this has resulted the critical incident policy must be processed.

- Jabin Hopkins Institute of Technology has developed a Critical Incident Policy with accompanying Procedures to follow. The policy and procedures document appears as a separate document
- Critical incidents are not limited to, but could include:
  - missing students;
  - severe verbal or psychological aggression;
  - death, serious injury or any threat of these;
  - natural disaster; and
  - issues such as domestic violence, sexual assault, drug or alcohol abuse.
  - Non-life threatening events could still qualify as critical incidents.
- Any new member of staff to be appointed as a student support member must be trained immediately in the critical incident policy and procedures.

### Complaints and Appeals Process

Any new member of staff to be appointed as a student support member must be trained immediately in the student complaints and appeals policy and procedures.

### Orientation Process

It is the student support staff's responsibility to ensure the following is covered during the orientation process for new students.

- Students are aware of the :
  - Who the student support staffs are, when they are available and where the student can contact them.
  - Academic services
  - Counseling services
  - Welfare services
  - Employment services
  - Facilities and resources available
  - Employment services
  - legal assistance available
  - Complaints and appeals process
  - Sexual harassment policy.
  - Any information seen as relevant for new international students.

### Meeting students needs


In order to meet the needs of students, the student support staff will be responsible for obtaining information about their needs and using this information to continuously improve JHIT's facilities and resources.

Process for obtaining evidence:

- Distribute the student satisfaction survey to students at least each semester.
- Analyse and make a report on the survey findings.
- Use this information to create action plans for improvement and development.
- Complete the improvement and document in the continuous development file.

Process for staff meetings and establishing improvement needed:

- Support Staff must hold a staff meeting regularly and, as needs arise
- Meetings are to be planned in advance and staff are asked to prepare for the meeting prior to the set date
- The staff meetings are to be documented
- Improvement action plans are to be initiated at staff meetings and staff roles and responsibilities assigned.

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

## **12. COPYRIGHT AND INTERNET USE POLICY**

### **Copyright**

Students at JHIT, must abide by the provisions of the Copyright Act, 1968, including the digital copyright amendments. Student must not use JHIT equipment and facilities to infringe copyright by copying or communicating copyright information either in print or digitally, except for reasonable portions required for research and study.

For study and research purposes, you may generally allowed to copy 10%, or one chapter of a book, or one article per issue of a journal. It may be possible to copy more in some circumstances.

Please see the Australian Copyright Council website (<http://www.copyright.org.au>).

### **Internet Use Policy**

Students at JHIT must use information technology (IT) resources in an efficient, responsible and accountable manner. They must only be used for study-related purposes, and not for private business, non-course related or political purposes.

Students may download materials from the Internet within reason, and in line with copyright regulations. The amount they can download will depend on the needs of the educational program.

They must not transmit, retrieve, store or display any topics or forums that deal with:

- sexually explicit material
- hate speeches
- offensive material
- material regarding illicit drugs or violence
- material regarding criminal skills and/or illegal activity
- material of a defamatory, discriminatory or harassing nature.

At no time are they permitted to:

- attempt unauthorised access to resources, such as hacking
- mass email non-educational messages to groups or individuals
- use equipment in any way that would reflect unfavourably on JHIT.

All IT and internet use may be monitored by staff and management, and action will be taken against any student who uses IT resources inappropriately.


## **13. DISCRIMINATION, HARASSMENT, RACISM AND CODE OF BEHAVIOUR POLICY**

### **Discrimination**

Direct discrimination is treating someone less favourably on the grounds of their age, gender, sexual orientation, religion, race, pregnancy status or other identifiable group covered in equal opportunity legislation. Indirect discrimination is where everyone is treated the same regardless of their circumstances, with the result that one group is disadvantaged.

Discrimination may take different forms and may affect your ability to participate in or succeed in your chosen course of study. Some examples include:

- harassment and bullying by a staff member or other students

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

- excluding a potential student from a course or failing them because they can't fulfil a course requirement in the standard way, such as not making reasonable adjustments to course delivery or assessment for someone with a disability
- excluding someone from a course because of an assumption made about their employability

If you feel discrimination is occurring and you are comfortable to, you can:

- speak directly to your trainer about it
- seek advice and support from a student counsellor
- follow compliant and appeal process for dealing with the issue

Contact the Equal Opportunity Commission for advice and lodge a complaint if you feel that JHIT is not dealing satisfactorily with the situation.

### Harassment and Bullying

Harassment generally involves conduct, comments or displays that make you feel intimidated, humiliated, offended, embarrassed, belittled, degraded or otherwise causes offence. Examples of harassment may include:

- unwelcome remarks, jokes, innuendo, or taunting
- written or verbal abuse or threats
- racial slurs
- displays that may cause offence
- use of terminology that reinforces stereotypes
- vandalism or physical assaults
- condescending or patronising behaviour that undermines self respect or adversely affects performance or working conditions.

If you are being harassed, you may:

- experience an inability to concentrate
- miss information in class
- be fearful for your physical safety
- not feel confident to speak in class if the harasser is in the same class
- not feel confident to access resources around the campus in case you bump into the harasser
- experience stress and anxiety that may lead to illness and can affect all your relationships
- feel that you can't come to classes and withdraw from study altogether.

JHIT is committed to ensure a safe and healthy learning environment, and must deal with a harassment issue effectively and immediately if it arises. If you are being harassed in class and you feel comfortable to, speak to your trainer. You can also discuss the problem with a Student counsellor, who can offer you information about the Compliant and Appeal policy and your options for dealing with the complaint.

If the harassment is serious and continues despite your efforts to deal with it, you may need intervention such as mediation or an investigation, which may result in disciplinary action against the harasser. The Student counsellor can assist you with lodging a formal complaint if this is necessary.

### Sexual Harassment


Student support staff will be responsible for providing guidance, support and acting on any claim relating to sexual harassment.

The Commonwealth Sex Discrimination Act makes sexual harassment unlawful.

A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person's behaviour that is sexual in nature. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Sexual harassment is unwanted and unwelcome sexual attention. It may be sexual harassment when someone:

- stares or leers at a person

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

- persists in asking a person out after they have said no
- tells dirty jokes or displays offensive print material in a person's presence
- makes unwelcome comments about a person's sex life
- touches or brushes against a person on purpose
- tries to force a person to have sex.

Note: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

1. When an incident of sexual harassment occurs, all staff involved must:
  - ensure that all complaints are treated seriously and confidentially
  - adopt a spirit of conciliation rather than confrontation, but ensure that the alleged harasser understands the unacceptable nature of sexual harassment
  - apply the rules of procedural fairness and natural justice.
2. After completion of any investigation the Campus Manager and or CEO, in consultation with a student support member will decide if further action is required.
3. If the Campus Manager and or CEO decides that the complaint should not be handled at school level, the matter should be referred to the appropriate body.

Students are also able to make a complaint to the appropriate legislative body, such as the Equal Opportunity Commission or the police. Please note that assault and stalking are criminal offences and can be prosecuted by the police.

### **Racism**

Racial discrimination is behaviour which disadvantages people on the basis of real or supposed membership of a particular racial or ethnic group. Racial harassment is attitudes or behaviour based on false assumptions or social myths. Examples of racial discrimination or harassment may include:

- racist graffiti
- demeaning jokes concerning a person's racial ethnic and background
- physical assault.

JHIT acts against racism through clear codes of behaviour and discipline. If you are subjected to racism, we strongly encourage you to protest against it and make use of the Compliant and Appeal policy.

### **Student Code of Behaviour**

JHIT is committed to provide students with a safe, supportive and intellectually challenging study environment. Students enrolled in JHIT will share classes and facilities with staff and other students. It is expected that students will behave in a manner that is acceptable to the wider community.

JHIT values:


- difference and diversity
- respect and cooperation
- tolerance
- academic debate
- freedom of expression balanced with social responsibility

All students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

### **Student Expectations**

JHIT expects its students to:

- treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare, contribute to the orderly, effective and safe functioning of JHIT,
- follow the Occupational Health and Safety policies and procedures,

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO

- comply with all lawful directions given by staff while on JHIT property or engaged in a JHIT controlled or sponsored activity,
- comply with JHIT's commitment to the prevention and elimination of unlawful discrimination,
- abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on JHIT property or engaged in a JHIT controlled or sponsored activity, including the online environment,
- abstain from acts of self-harm,
- access and use only that JHIT property to which they are entitled to have access and are qualified to use and to use it in a careful and responsible way,
- adhere to program requirements and class norms established in class,
- ensure that information of, or held by, JHIT or other students is not accessed, used or published inappropriately, and
- make timely payment of any fee, charge or penalty imposed by JHIT.

### **Unacceptable Behaviour**

Unacceptable behaviour may include:

- disobeying any reasonable direction by a JHIT staff member
- acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes
- failing to return library or other loaned JHIT property by the required date
- viewing or distributing offensive material via the internet, email or other means
- discrimination, harassment and victimisation
- bullying and intimidation
- racist or sexist comments
- behaving in a disruptive manner, such as swearing, yelling or using offensive language
- using mobile phones during classes
- illegal use of drugs or alcohol
- stealing, vandalising or causing wilful damage to JHIT property
- endangering the safety of yourself or others
- assaulting or attempting to assault anyone while on JHIT premises
- inappropriate possession of guns, knives or other weapons while engaging in JHIT activities.

### **Consequences of Unacceptable Behaviour**

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A lecturer can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens JHIT property, you may be suspended by the JHIT.


Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police may be contacted in cases of possible criminal behaviour.

### **Who to contact for further information**

- Trainers are responsible for setting the tone within a learning environment and upholding the principles of the JHIT Student Policy.
- Campus Manager and CEO are responsible for resolving complaints in the learning environment.
- Student counsellors have information about JHIT policies and procedures and can assist you in resolving issues. They provide confidential counselling, and may arrange or facilitate meetings between you and trainers or other students.

### **Need More Information?**

Admin Department  
 Jabin Hopkins Institute of Technology  
 Level 2 & 4, 135 Pirie Street  
 Adelaide, SA 5000  
 Phone: +61 8 8223 3557  
[www.jabinhopkins.edu.au](http://www.jabinhopkins.edu.au)

	CRICOS No: 03189B	Doc No: POL-013	First Issue	Latest Issue	Approved By
	National Code: 40345	Version No: 10.00	2009/2010	10.02.2020	CEO