



STUDENT HANDBOOK



2017



Australian Institute of Business and Management Pty Ltd

T/A

King's Own Institute (KOI)

ABN 72 132 629 979 CRICOS Provider Code: 03171A

King's Own Institute is a premier higher education institute offering accredited undergraduate and postgraduate business degrees in management, accounting and postgraduate degrees in TESOL.

Market Street Delivery Location

(+ Head Office)

Level 1, 31 Market Street
Sydney NSW 2000 Australia
Phone +61 2 9283 3583
Fax +61 2 9283 3683
Email ask@koi.edu.au

Kent St Delivery Location

(+ Academic Services and Library)

Levels 1 and 5, 545 Kent Street
Sydney NSW 2000 Australia
Phone +61 2 8268 3170
Email academic@koi.edu.au
library@koi.edu.au

Disclaimer

This Student Handbook is intended to assist both new and re-enrolling students at KOI Sydney and the information is provided in good faith. Every effort has been made to ensure that details and information contained in this Handbook are accurate at the time of printing (see below), but some elements may change from time to time. For the most current information, contact ask@koi.edu.au or visit the KOI website www.koi.edu.au.

While KOI provides some third party information for the benefit of readers of this Handbook, KOI makes no warranty, guarantee or promises concerning the content or accuracy of the third party information contained within the Handbook. Any third party links provided are done so to assist readers. However KOI does not endorse the content of these external websites or accept any responsibility for the links provided.

Readers of this Handbook are advised to check details relevant to them with the appropriate area of KOI. KOI accepts no responsibility or liability for loss or damage incurred as a result of reliance on the information contained in the Handbook, or for incomplete or inaccurate information.

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Welcome Message

Welcome to King's Own Institute (KOI)



We are proud to welcome you to King's Own Institute in Sydney Australia: a tertiary level institution that brings together the best in resources, equipment and people. King's Own Institute blends the traditions of higher education with today's modern global village.

King's Own Institute offers many advantages: personal, professional and commercial, and is quickly establishing a reputation for superior education. Just how famous King's Own Institute will become and how quickly depends on our graduates. We share your success. King's Own Institute has assembled key people to assist your academic journey. They all have long and successful careers and distinguished records of achievement in universities, the military, diplomatic service, business and industry.

We confidently assure you of a sound, professional education and a special, enjoyable learning experience.

We welcome you and look forward to shaping your career with King's Own Institute.

Sincerely,

Dr Doug Hinchliffe
CEO & Dean



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About KOI

KOI Values

The Vision of King's Own Institute (KOI) is to deliver excellent quality higher education and learning support to local and international students, to prepare them in a unique way for professional careers in the Australian and global communities.

The Teaching and Learning approach aims to ensure that the courses meet the needs of today's employers for quality higher education and prepare graduates for professional careers in accordance with the vision and core values of KOI for quality, excellence and service:

- Quality and excellent standards in products and service delivery to enhance the learning experience
- Opportunities for individual success
- Customer service focus
- Valuing people through relationships with students, graduates, clients, staff and partners
- Innovation, setting standards and trends in programs and delivery
- Teamwork

KOI's courses are designed to provide students with the knowledge, skills and graduate attributes of communication, information and technological skills, critical thinking and creative skills, problem solving skills, ethical and cultural sensitivity, leadership and teamwork skills, a lifelong learning philosophy and professional judgement.

Professional Recognition

The Bachelor of Business (Accounting) satisfies the educational membership requirements for *Chartered Accountants Australia and New Zealand (CAANZ)*, *CPA Australia (CPA)*, and the *Institute of Public Accountants (IPA)*.

The Master of Accounting and the Master of Professional Accounting satisfy the educational membership requirements for *Chartered Accountants Australia and New Zealand (CAANZ)* and *CPA Australia (CPA)*.

Students interested in membership of any of the above mentioned professional bodies are advised to contact the professional bodies directly.

KOI Delivery Locations

KOI currently has 2 (two) delivery locations, both in Sydney's CBD close to *Town Hall Station* and *George Street* bus stops. The delivery locations are a short 7 minute, 650 metre walk, apart.

Subject(s) of study may be delivered at either location, but KOI makes every effort when developing a trimester timetable to ensure that the majority of students will only attend one delivery location on any given day.

The Market Street location also houses *KOI Reception*, the *CEO and Dean's Office*, and the *Marketing, Finance and Accounts, Admissions, Academic Services* and *Student Services Departments*.

The Kent Street location also houses the *Academic Department*, the *KOI Library* and the computer lab.



KOI Location Details	
Market St	Kent St
Level 1, 31 Market St, Sydney NSW 2000	Levels 1 and 5, 545 Kent St, Sydney NSW 2000
Phone: +61 2 9283 3583	Phone 1: +61 2 8268 3170
Fax: +61 2 9283 3683	
Email: ask@koi.edu.au	Email: library@koi.edu.au ; academic@koi.edu.au
Website: www.koi.edu.au	Website: www.koi.edu.au

Key Contact Sections <i>(listed alphabetically)</i>	
Section	Email
Academic Services	academic@koi.edu.au
Admissions	admissions@koi.edu.au
Assessment extension Requests (current students only)	academic@koi.edu.au
Counselling and Engagement Office	sean.ohanlon@koi.edu.au
Finance and Accounts	accounts@koi.edu.au
IT	itsupport@koi.edu.au
Library	library@koi.edu.au
Marketing / General Enquiries	ask@koi.edu.au
Official transcripts, letters of enrolment	reception@koi.edu.au
Reception	reception@koi.edu.au
Student Services	studentserv@koi.edu.au

KOI Key Management / Staff Contacts			
First Name	Last Name	Position	Email
Dr Doug	Hinchliffe	CEO & Dean	doug@koi.edu.au
Dr John	Jones	Deputy Dean and Registrar	john@koi.edu.au
Dr Scott	Dickson	Deputy Dean & Academic Director	tba
Mr Chandra	Sundaresan	Deputy Dean & Director Student Services, Admissions and IT/IS	chandra@koi.edu.au
Mrs Joanna	Dai	Director of Information Services	joanna.dai@koi.edu.au



Dr Yeon	Kim	Associate Dean (Research & Scholarship), Senior Head of Programs Economics and Statistics	yeon.kim@koi.edu.au
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Mr Jun	Yang	IT Manager	jun@koi.edu.au
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Dr Ross	Spence	Head of Program Management UG	ross.spence@koi.edu.au
Dr Yeon	Kim	Head of Program Economics and Research	yeon.kim@koi.edu.au



2017 and 2018 Public Holidays

KOI observes all National and NSW Public Holidays and is closed on those days. If any classes fall on a public holiday, a makeup class is scheduled so you will not miss any opportunity to learn. You can find when your makeup classes are by checking your subject outlines and checking with your teachers.

Public Holidays	Date (2017)	Date (2018)
New Year's Day	01 January	01 January
New Year's Day Public Holiday	02 January	N/A
Australia Day	26 January	26 January
Good Friday	14 April	30 March
Easter Monday	17 April	02 April
ANZAC Day	25 April	25 April
Queen's Birthday	12 June	11 June
Labour Day	02 October	01 October
Christmas Day	25 December	25 December
Boxing Day	26 December	26 December

Key Dates

Enrolments – Enrolments are open for four (4) weeks as indicated on the next page. All new and continuing students must attend KOI (Market Street Delivery location) during this period to enrol for the trimester. While enrolments are open for four (4) weeks, it is highly recommended that you enrol during the first two (2) weeks so you will be able to participate in the very important first two weeks of class.

Start of Classes – the first day of a trimester. Depending on your timetable, your classes may not start on the first day of the trimester, but will be during the first week. It is important to attend your first classes, as this is when your teachers will explain the assessments to you in detail, and begin teaching you the theory of the subject.

Census Date – The Census date is an important date for **Domestic students**. The **Census Date** is the official deadline for finalising your enrolment and fees for each teaching session, and the last day you can withdraw without incurring academic penalty or apply for a refund of tuition fees. International students should refer to the *International Student Refund Policy* regarding financial implications of withdrawing.

Final Exams – a one week period when all final exams are held. If you miss your final exam for illness or some other reason beyond your control, or are unavoidably too late and are not permitted to enter, you must apply for a deferred exam or you will fail the subject. However there is **NO GUARANTEE** you will be granted a deferred final exam.

Results Released – trimester results are released on this day, but not yet official – this gives you a chance to check your results and query any issues or problems you genuinely feel are not correct.

Certification of Completion – The **Certification of Completion** date is the date on which the KOI Academic Board officially approves and finalises all results for the trimester with the exception of unfinalised deferred exams and Review of Grade applications. These grades are certified when finalised.



2017 Key Dates

Trimester 1, 2017		Census Date: 07 April 2017
27 February – 24 March 2017	Enrolments	
13 March 2017	Start of Classes	
23 April – 30 April 2017	Mid Trimester Break	
11 June – 18 June 2017	Study Review Week	
19 June – 24 June 2017	Final Examinations	
25 June – 09 July 2017	KOI Vacation	
04 July 2017	Results Released	
07 July 2017	Certification of Completion	
Trimester 2, 2017		Census Date: 04 August 2017
26 June – 21 July 2017	Enrolments	
10 July 2017	Start of Classes	
20 August – 27 August 2017	Mid Trimester Break	
08 October – 15 October 2017	Study Review Week	
16 October – 21 October 2017	Final Examinations	
22 October – 05 November 2017	KOI Vacation	
31 October 2017	Results Released	
03 November 2017	Certification of Completion	
Trimester 3, 2017		Census Date: 01 December 2017
23 October – 17 November 2017	Enrolments	
06 November 2017	Start of Classes	
24 December 2017 – 07 January 2018	Mid Trimester Break	
11 February – 18 February 2018	Study Review Week	
19 February – 24 February 2018	Final Examinations	
25 February – 11 March 2018	KOI Vacation	
06 March 2018	Results Released	
09 March 2018	Certification of Completion	



2018 Key Dates

Trimester 1, 2018		Census Date: 06 April 2018
26 February – 23 March 2018	Enrolments	
12 March 2018	Start of Classes	
22 April – 29 April 2018	Mid Trimester Break	
10 June – 17 June 2018	Study Review Week	
18 June – 23 June 2018	Final Examinations	
24 June – 08 July 2018	KOI Vacation	
03 July 2018	Results Released	
06 July 2018	Certification of Completion	
Trimester 2, 2018		Census Date: 03 August 2018
25 June – 20 July 2018	Enrolments	
09 July 2018	Start of Classes	
19 August – 26 August 2018	Mid Trimester Break	
07 October – 14 October 2018	Study Review Week	
15 October – 20 October 2018	Final Examinations	
21 October – 04 November 2018	KOI Vacation	
30 October 2018	Results Released	
02 November 2018	Certification of Completion	
Trimester 3, 2018		Census Date: 30 November 2018
22 October – 16 November 2018	Enrolments	
5 November 2018	Start of Classes	
23 December 2018 – 06 January 2019	Mid Trimester Break	
10 February – 17 February 2019	Study Review Week	
18 February – 23 February 2019	Final Examinations	
24 February – 10 March 2019	KOI Vacation	
05 March 2019	Results Released	
08 March 2019	Certification of Completion	



General Information

Orientation

Orientation sessions for undergraduate and postgraduate students are held in the week immediately before the beginning of each trimester. The specific dates and times will be available during enrolment.

Attendance at orientation sessions is important as the sessions provide new students with information to help and advice on how to make the most of your studies at KOI.

The orientation sessions begin with a welcome from the CEO and Dean and the introduction to key KOI management and staff. Orientation sessions also provide information about KOI facilities, policies and procedures, classroom manners, attendance, progress, and other important information about services and support available to help you in your studies.

Statement of Fairness and Equal Opportunity

KOI recognises its moral and legal responsibilities to commit to the fundamental values of honesty, integrity, equal opportunity and fairness and justice that act as the basis for KOI's business as a registered provider of higher education courses.

KOI is committed to ensuring the integration of the principles of equal opportunity for all staff and students in its policies, procedures, decisions and operations, based on the principles that:

- all members of the KOI community have the right to be treated fairly and equitably
- there is equitable access to education for students and equitable access to conditions and benefits of employment for all staff
- all members of the KOI community are entitled to a work and study environment free from unlawful discrimination, harassment, vilification, bullying or other adverse and inappropriate behaviours
- diversity is respected and appreciated as contributing to the richness of the teaching learning environment
- an inclusive and flexible environment, including the implementation of special measures when required, provides the best outcomes for the varied needs of the diverse staff and student community;
- staff and students have the right to raise complaints in good faith under KOI's *Complaints and Appeals Policy* without fear of retaliation or victimisation (see Student Rights, pages 22 - 23 for more information).

These principles are applied through KOI's policies and procedures. For example:

- Clearly defined entry criteria are used for making decisions about the selection of students and staff. Student Entry criteria and application procedures detailed in the *Admissions and Enrolment Policy* and are published on the KOI website (www.koi.edu.au) for the information of students and those seeking to enrol with KOI.

Criteria and standards of performance for each assessment task are explicitly articulated and made available to all students at the commencement of the study period in *Moodle* subject pages and all *Subject Outlines*.

Marks and grades awarded to students are based on merit in relation to prescribed academic standards and against specified marking criteria.

All reasonable efforts are made by to ensure that assessment tasks are designed to be contextually relevant and culturally inclusive, and to avoid bias or other unintended negative outcomes resulting from assessment design. Particular account is taken for student diversity, including international student cohorts from non-English speaking backgrounds.

Students with identified disabilities or special needs can request assessment tasks to be modified to ensure equal access and opportunity by contacting the Academic Services Section (Level 1 Kent St, academic@koi.edu.au). KOI will endeavour to satisfy any such reasonable requests whenever possible.



Statement of Privacy

KOI is bound by the *Australian Privacy Principles (APPs)* under the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* with respect to the collection, use and disclosure of personal information. Full details of KOI's approach to privacy can be found in the *Privacy Policy* on the KOI website www.koi.edu.au (*Policies and Forms* tab).

KOI's privacy principles:

- KOI will only collect personal information from you with your prior knowledge and consent.
- KOI will maintain the confidentiality and privacy of staff and student information.
- KOI will only use personal information provided by you for the purpose for which it was collected.
- KOI will ensure that your personal information will not be disclosed to other parties except if required by law or other regulation, or with your express permission.
- KOI will take all reasonable precautions to keep personal information secure and to protect personal information from loss, misuse or alteration. All personal information will be removed from KOI's systems when it is no longer required except for archival requirements.

Requirements to achieve a KOI qualification

To receive an award, students are required to successfully complete all subjects of study in the qualification (course) they are enrolled in. Please see the course overviews on the KOI website www.koi.edu.au (*Courses* tab) for specific course and award requirements.

Please note: To receive graduation documentation, students must have paid all fees and other outstanding charges and fines owing to KOI.

KOI Courses

KOI currently offers the following undergraduate and post graduate courses

Undergraduate: Diploma of Accounting
Diploma of Management
Bachelor of Business (Accounting)
Bachelor of Business (Management and Finance)

Postgraduate: Graduate Certificate in Business
Graduate Diploma of Business
Master of Accounting (Standard)
Master of Professional Accounting (Standard)
Graduate Certificate TESOL
Graduate Diploma TESOL
Master of Arts TESOL

Course Summaries, Course Overviews & Subject Descriptions for above courses can be found on the KOI website www.koi.edu.au (*Courses* tab).

Enrolments/ Re-enrolments

Enrolments are open two (2) weeks before the beginning of each trimester (see *Key Dates* pages 9 and 10) and remain open for four (4) weeks. Students are advised to enrol within the first two (2) weeks of the enrolment period to avoid missing out on classes that fill quickly, and to maximise their learning opportunities by enrolling before the first classes of the trimester.

Enrolments open between 9.00 AM and 4.30 PM Monday to Friday at Level 1, 31 Market St Sydney.

New Students must complete the *Student Contact Details Form* and provide evidence of meeting the conditions of their *Letter of Offer and Written Agreement*. Students will receive their computer access details and KOI student email address during the enrolment process. They must obtain their Student ID card from the *Library* located at Kent St.

All Students must speak with a Course Adviser to choose subjects, plan a timetable, sign on the *Course Planner* for subjects chosen, meet accounts staff for payment of fees and receive a timetable.



Timetables are displayed in the enrolment waiting room for students to pre-plan prior to commencing of enrolment. There is no guarantee that timetable chosen by a student will be allocated to the student, as pre-requisites MUST be taken into account by the Course Advisors, and lectures and tutorials are allocated based on availability. At all times KOI attempts to take into consideration a student's timetable preferences, but in many cases it may not be possible to give students the exact timetable that would most suit them. KOI manages class sizes and timings to give all students the best chance of gaining quality access to their lecturers and tutors.

Payment Information

All tuition and related fees are payable directly to KOI. All current tuition fees and other non-refundable and incidental fees and charges are available on the KOI website under *Fees & Payments* <http://koi.edu.au/wp/future-students/fees-payment/>. Subject tuition fees are calculated as a portion of the total course fee, based on the subject's contribution to the Equivalent Full Time Study Load (EFTSL) for the course.

All tuition fees are paid in advance each trimester with the terms set out in KOI's *Fees Policy* (KOI website www.koi.edu.au (*Policies and Forms* tab), and the terms and conditions within the *Letter of Offer and Written Agreement* (hereafter referred to as the *Letter of Offer*).

Fees payable are calculated from the first trimester of enrolment and based on a student's enrolment details at the time the *Letter of Offer* is processed, provided the *Letter of Offer* is accepted within the timeframe stated and the student commences study in the stated trimester. If a student requests a new *Letter of Offer*, or decides to defer studies until a later trimester, tuitions fees and charges applicable at the later time will apply.

Fees may also vary from those stated on the *Letter of Offer* should a student, for any reason, extend or reduce the length of time the student is enrolled at KOI, and may be subject to increase.

Ongoing trimester tuition fees are payable prior to the commencement of each trimester when selecting subjects for enrolment. All tuition fees are payable unless the student withdraws prior to the dates specified in the relevant (*Domestic Student* or *International Student*) *Refund Policy* (KOI website www.koi.edu.au (*Fees and Payments* tab and *Policies and Forms* tab).

Students have the responsibility to purchase education materials and personal items including textbooks, stationery, photocopying, printing, postage, telephone calls, computer supplies, a calculator and study implements. Some subjects may require purchase of a software license for the duration of the subject.

Late Payments

Any student who has an overdue debt to KOI and does not make full payment ceases to be entitled to any privileges of KOI and KOI may, at its discretion, cancel the student's enrolment (automatically withdrawing access to KOI services including classes, email, library, insurance, etc.) and refuse access to official documentation (examination results, graduation, etc.).

Late payment fees may be charged to encourage students to pay their invoices by the due date or Census Date (as applicable), as shown in the *Letter of Offer and Written Agreement*. A late payment fee will apply to any fees paid after the due date or Census Date (as applicable) during a study period.

Non-payment of Fees

A student's enrolment may be discontinued for non-payment of fees. To be reinstated, cancelled students must pay all outstanding amounts, including late fees, and may be charged a reinstatement charge, depending on circumstances.

KOI will take appropriate legal debt recovery action where students default on payments.

Refunds

Under some circumstances students who withdraw from subject(s) of study may be eligible for a full or partial refund depending on timing of withdrawal and other circumstances.



For full details of Refunds please see the *Domestic Student Refund Policy* or the *International Student Refund Policy* (both available on the KOI website www.koi.edu.au (*Policies and Forms* tab)).

Statement of Tuition Assurance

Tuition Protection Scheme – International Students

Under the requirements of the *Education Services for Overseas Students (ESOS) Act 2000* KOI is required to protect international students in the event KOI ceases to provide a course of study in which a student is enrolled.

KOI has met the tuition protection requirements through current membership of the **Tuition Protection Service (TPS)**, an initiative of the *Australian Government* to assist international students whose education providers are unable to fully deliver their course of study. The *TPS* ensures that international students are able to either:

1. complete their studies in another course or with another education provider
- or
2. receive a refund of their unspent tuition fees.

In the unlikely event KOI is unable to deliver a course you have paid for and does not meet its obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the *TPS* will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For more information see the *Tuition Protection Scheme Overview for International Students* <https://tps.gov.au/StaticContent/Get/StudentInformation>.

Variation of Enrolment

Students may apply to change subjects, or withdraw from subjects of study during the enrolment period, following course advice and completion of the relevant documentation. Permission to change or withdraw may be dependent on course progression requirements and class availability.

Temporary Suspension of Studies by the Student

Should a student, for any reason, wish to interrupt studies (for example, a trimester break, emergency leave, late start, long-term medical leave) prior approval from KOI **MUST** be obtained, particularly for International Students.

To seek approval for a temporary suspension of studies, students need to complete and submit "*Intermission of Studies Form*" available at Reception and also on the KOI website www.koi.edu.au (*Policies and Forms* tab). Forms can also be emailed to reception@koi.edu.au. Requests should be submitted as soon as possible after the decision to apply for a temporary suspension of studies is made, as it may take up to ten (10) days to process. The outcome of the application will be emailed to the student's KOI student email address.

International students **MUST** gain approval for their temporary suspension of studies or risk cancellation of their eCoE as their absence may breach their student visa conditions. A student with a cancelled eCoE, who is outside Australia, may be refused re-entry by the *Department of Immigration and Border Protection (DIBP)*.

NOTE: On admission, new International Students must enrol for two (2) consecutive trimesters at KOI, and comply with the requirements under Standard 9 of the *National Code* by making every effort to complete their course within the expected duration of course as stated in the eCoE. International Students will be unlikely to be granted a break after their first trimester, or if academic progression is unsatisfactory.



Change of Course

Subject to the approval, students may apply to change their course of study after completing at least one successful trimester of study. Where possible, subjects of study gained in the first course will be transferred as internal credits into the second (new) course.

Approval of an application to change a course of study is not guaranteed. Where the change of course is a consequence of a course termination or due to failure to make satisfactory course progress, restrictions may apply to the enrolment in the new course.

Cancellation by the Student

Students who wish to withdraw their enrolment from some or all subjects of study after the Census Date must complete a *Withdrawal from Course/Cancellation of eCoE Request* form. They may also be required to attend and exit interview

Students who withdraw from subjects of study or course may be able to do so without financial or academic penalty, depending on the type of student (Domestic or International) and the timing and circumstances.

- The *Census Date* is the deadline for withdrawing without attracting academic penalty for domestic students.
- For financially related deadlines, please refer to the relevant *Refund Policy* (KOI website www.koi.edu.au (*Policies and Forms* tab)).

Depending on the circumstances, students who withdraw from subjects of study or courses after the *Census Date* or other relevant deadlines may apply for a refund of unused tuition fees and removal of academic penalty. Reversal of financial or academic penalties is dependent on the existence of special (compassionate and compelling) circumstances.

Cancellation by KOI

KOI may refuse an application for admission from any applicant, or may cancel a student's enrolment, on any one or more of the following grounds:

- the applicant/student has provided false or misleading information to KOI;
- the applicant has not met the conditions of their *Letter of Offer* by the last day the Enrolment period;
- the applicant/student has been reported as having provided false or misleading information to another higher education provider;
- the applicant has been found guilty of serious misconduct as a student previously at KOI or at another higher education provider;
- the student has been found guilty of serious misconduct while enrolled at KOI;
- the applicant/student is considered to be a potential danger to other students and/or staff; or
- the presence of the applicant/student at KOI is considered to be potentially detrimental to the wellbeing of other students and/or staff

KOI may also cancel a student's enrolment for:

- non-attendance;
- continued poor academic performance; or
- non-payment of fees.

If any student disobeys KOI's rules of behaviour or academic progression, the student will be issued with two warnings. If the student re-offends, KOI reserves the right to terminate the student's enrolment and, for International Students, cancel the student's eCoE with appropriate advice.

Please see the *Fees Policy*, the *Admissions and Enrolment Policy*, the *Assessment and Assessment Appeals Policy*, the *Course Progress Policy and Intervention Strategy*, the *Academic Misconduct Policy* and the *Student Misconduct (Non-Academic) Policy* on the KOI website www.koi.edu.au (*Policies and Forms* tab).



Deferral of Studies by the Student

An applicant who has received a *Letter of Offer* into a nominated course, non-award subject or cross-institutional study may apply to defer commencement of their studies. The same rules and deadlines apply as per **Cancellation by the Student** above.

The *Deferred Entry* option is available:

- Only in respect of the course to which the student requesting deferment has been admitted, i.e. Deferred Entry is non-transferable from one course to another.
- Only within available study periods, i.e. according to the normal course timetable. No special entry arrangements are available.
- On the provision that the student shall accept unconditionally any course changes that KOI implements during the period of deferment.
- For a period of deferment of not more than 12 calendar months unless otherwise approved by the CEO and Dean.

Requests for *Deferred Entry* must be made in writing accompanied by reasons and supporting documentary evidence. A request for *Deferred Entry* will be assessed on the basis of the reasons and supporting evidence provided. There is no automatic right to *Deferred Entry*.

KOI may revoke the approval for a student's *Deferred Entry* should KOI decide to phase out the course or subject prior to the deferred student enrolling, or demonstrate that, for reasons beyond its control, it will not be possible for the applicant to complete the course in an appropriate timeframe should the entry be deferred. In either case, KOI will take all reasonable steps to provide the deferred student with an alternative course to enrol in, subject to the student meeting the entry requirements of the new course.

The Department of Immigration and Border Protection (DIBP)

(International students only)

International students are responsible for ensuring their visa is kept current and visa conditions are met. International students without a current visa may not study at KOI.

International Students who need to renew their visas should make an appointment with the *Department of Immigration and Border Protection (DIBP)*. Visit the DIBP website for more information on visa conditions and other important information relating to student visas and visa renewals.

DIBP Website: www.border.gov.au

Studying in Australia webpage: www.border.gov.au/Trav/Stud

If you need a letter and transcript from KOI to support your visa renewal application, please complete a *Document Request Form* and submit it to *Reception*, or email it to reception@koi.edu.au as early as possible to avoid delays.

Being a KOI Student

Student ID (Identification) Card

Once you enrol with KOI, you will normally be issued with a photo *Student ID Card*. *KOI Student ID Cards* are issued by the *KOI Library*, Level 1, 545 Kent Street Sydney.

You will need your *Student ID Card* when attending exams and when registering your attendance in lectures and tutorials.

You can use your *Student ID Card* to borrow books from the library or for printing and photocopying. You may also be able to present your *Student ID Card* to get concession fares on admission to sports venues, entertainment centres, cultural events and tourist attractions.



- Domestic full-time students can use their *Student ID Card* to apply for concession fares on NSW public transport.
- International full-time students can apply for special *International student tickets and fares* with *Transport NSW* <http://www.transportnsw.info/international-students>.

If you lose your *Student ID Card*, you will need to apply for a replacement card at the *Library*. The replacement fee for lost *Student ID Cards* is \$10 paid to the library. The replacement card can normally be collected the next day after 12:00 PM.

Student Personal and Contact Details

Keeping Details Up To Date

Your personal and contact details, held by KOI for administration purposes, must be kept up to date.

When you enrol, you are asked to complete a *Student Contact Details Form* (pink form) providing relevant personal and contact details. Please take time to check and update your details in the *Student Portal* during enrolment to make sure your details are correct.

If you realise your details are incorrect or have changed during the trimester, you should advise KOI of any changes or adjustments by completing a new *Student Contact Details Form* available from *Reception*, Level 1, 31 Market St.

International students, as a condition of their visa (*Condition 8533*), **MUST** provide their Australian residential address within seven (7) working days after arrival. International students must also advise KOI of any changes to personal or contact details within seven (7) working days.

Domestic students should also keep their personal and contact information up to date to avoid missing any important information that KOI may send out, and to make sure all academic transcripts and other documents are produced correctly.

Some of the changes that might occur include (but are not limited to):

- ✓ change of address
- ✓ change of telephone number(s)
- ✓ change of email addresses
- ✓ change of marital status (may also include a change of name)
- ✓ change of visa status

Please see *Reception* to complete the appropriate form if any of your personal or contact details change.

Student Email Address

It is a condition of your enrolment as a student of KOI to regularly check and use your KOI student email address. Your student email account will be used for all communication by KOI staff and lecturers, and will also be used to send you information relating to your studies at KOI.

Failure to read or respond to emails sent by KOI staff and lecturers CANNOT be used as an excuse for missing class changes, examinations, assessments etc.

All KOI students get a new *Gmail* email account from KOI when you enrol. *Gmail* accounts can be accessed from anywhere by logging in via the *Gmail* login system (<http://accounts.google.com>).

Your email address will be **YOUR STUDENT ID@students.koi.edu.au** and your default password is your date of birth (**DDMMYYYY**) (**only numbers**).

For example, if your student ID is **12345678** and your date of birth is **27th of June 1990**, then your **email address** is: **12345678@students.koi.edu.au** and your default **Password** is: **27061990**. You **SHOULD** change your password after your first login for security purposes. KOI cannot be responsible for security of your student email account if you do not change the password and keep the password secure.



Requesting Documents

Current and previous students can order official documents to provide relevant organisations with details of enrolment and enrolment status at KOI, and incomplete and complete academic transcripts.

To apply for document(s), you will need to complete the *Document Request Form* (hard copy or electronically) and submit it to *Reception*, Level 1, 31 Market St. Sydney, or email it to reception@koi.edu.au. The *Document Request Form* is available from *Reception*, and also the KOI website www.koi.edu.au (*Policies and Forms* tab). All relevant information needs to be provided to avoid delays in producing the requested documents.

Document requests are processed as soon as possible, but may take up to five (5) working days under normal conditions. During busy periods such as enrolment and after the release of trimester results, requests may take a little longer. Some documents such as incomplete transcripts and replacement documents may attract fees – these are identified on the *Document Request Form*.

You will be contacted when your document(s) are ready.

Requests are only processed if:

- you have no fees or other charges outstanding;
- your student status is satisfactory;
- you meet the criteria for the specific document requested (see the *Document Request Form*);
- you have provided all additional requested information.

Student Code of Conduct

KOI is committed to providing a fulfilling and rewarding learning experience that assists students to achieve their full academic potential. The *Student Code of Conduct* is designed to help all students enjoy the student experience and accept their shared responsibility for maintaining a safe, ethical, harmonious and tolerant study environment. The *Student Code of Conduct* is based on the *Student Charter* (KOI website under *Policies and Forms* tab).

Student Rights

KOI recognises students' rights both as individuals and as students.

- As an individual, you have the following rights:
 - ✓ to be recognised as a member of the KOI community, with all associated rights of access; to KOI student services and facilities;
 - ✓ to be treated fairly and ethically with respect and dignity;
 - ✓ to be valued and heard;
 - ✓ to be supported, motivated, challenged and stimulated for the duration of your course of study;
 - ✓ to receive protection of privacy and confidentiality of personal information, subject to statutory requirements.
- As a student, you have the following rights:
 - ✓ to learn in an environment free of discrimination and harassment;
 - ✓ to learn in a supportive and safe environment;
 - ✓ to be provided with guidance and instruction from knowledgeable and competent teachers who are motivated and accessible and who provide timely direction and feedback on performance;
 - ✓ to be given information about assessment procedures at the beginning of the subject
 - ✓ to have access to, and information about, academic advice, student support services and counselling;
 - ✓ to make a valid complaint about a staff member or fellow student without fear of victimisation;
 - ✓ to receive feedback on academic progress in a timely manner;
 - ✓ to have access to KOI's *Complaints Management Process* (see the *Complaints and Appeals Policy* available on the KOI website www.koi.edu.au (*Policies and Forms* tab)).



Student Responsibilities

KOI expects its students to behave in a responsible and courteous manner at all times, as part of the social environment within KOI, and as a developing professional within their area of study.

- As an individual, you have the following responsibilities:
 - ✓ to treat all members of the KOI community respectfully and ethically, and avoid discrimination;
 - ✓ to follow normal safety practices (e.g. follow directions both written and verbal given by KOI staff);
 - ✓ to ensure that others within the KOI community are valued and heard.
- As a student, you have the following responsibilities:
 - ✓ to attend lectures and tutorials as allocated when enrolling. Attendance of a minimum of 80% of your classes is generally a requirement for satisfactory progress;
 - ✓ to read the information provided by KOI and be well informed about course and subject requirements and seek academic assistance if in doubt;
 - ✓ to engage actively with your studies and work to the best of your ability for the duration of your course of study;
 - ✓ to take responsibility for your own behaviour, education and self-directed learning including incorporating constructive feedback in your learning;
 - ✓ to undertake all assessment tasks and examinations honestly;
 - ✓ to submit all assessment tasks by the due date, or apply for an extension if there are exceptional circumstances (complete the relevant *Request for Extension Form* – available at *Reception* and on the KOI website www.koi.edu.au (*Policies and Forms* tab);
 - ✓ to accept and act on the advice and feedback given regarding academic performance;
 - ✓ to return or renew library resources on time;
 - ✓ to make sure your contact and personal details held by KOI are accurate and updated as necessary;
 - ✓ to comply with all current policies and procedures and academic requirements, and seek guidance if unsure.

Student Behaviour

KOI has expectations about the behaviour of its students as both individuals and students. These expectations are designed to allow all staff and students within KOI to work and learn in a safe, ethical, harmonious and tolerant environment.

- Students at KOI have responsibilities as both individuals and students:
 - ✓ not to damage or steal property;
 - ✓ not to enter the campus with drugs, alcohol or weapons or be under the influence of drugs or alcohol;
 - ✓ not to do anything that could offend or threaten others;
 - ✓ not to disrupt classes or use mobile phones or other communication devices in the classroom;
 - ✓ not to swear in classrooms and other learning areas;
 - ✓ not to smoke anywhere in campus buildings, or within 4 (four) metres of any building entrance where KOI is located;
 - ✓ not to eat or drink in the classrooms;
 - ✓ as far as possible, to communicate with other students and with staff in English when on campus.

Please see the *Student Misconduct (Non-Academic) Policy* on the KOI website www.koi.edu.au (*Policies and Forms* tab) for more information.

Academic Integrity

KOI takes Academic Integrity seriously as it impacts on the reputation of both KOI and its graduate students.

Academic integrity means acting with honesty and integrity in scholarship, and treating the work of others with respect. It includes the way you write assignments, behave during examinations, and behave towards other students, academics and staff in relation to assessments and exams.



All new KOI students are required to complete an *Academic Integrity Module* (found at the top on the Moodle home page <http://moodle.koi.edu.au/moodle/login/index.php>). Other resources to help you with referencing and other academic integrity techniques can also be found in the *Student Information Centre* in Moodle.

Good Academic Integrity Practices

Students benefit from their studies, and generally have a more productive and enjoyable life as a student when practicing good academic integrity. Some strategies recommended by KOI for good academic integrity include, but are not limited to:

- ✓ start assignments early so you don't feel the pressure to cheat;
- ✓ Talk to your lecturers or tutors, or ask to see the *Academic Manager* to get support and advice if you are having problems;
- ✓ make sure you understand how to reference your sources;
- ✓ don't leave your assignments lying around for others to read;
- ✓ make sure you take your USB sticks etc. out of the computers in the library or the labs;
- ✓ when photocopying or making notes from texts, make sure you record all bibliographic information;
- ✓ make sure your work clearly distinguishes between the ideas of others and your own ideas - if you're not sure how to do this, check with your lecturers and tutors about requirements for referencing;
- ✓ don't feel sorry for "friends" and let them "see your work – just to get some ideas".

Breaching Academic Integrity

Breaches of Academic Integrity are unacceptable, and include the following unacceptable behaviours:

- ✗ **plagiarism** – using someone else's words, images or ideas without identifying the source;
- ✗ **cheating** – includes attempting to cheat and assisting someone else to cheat – in assessments and exams;
- ✗ **fraud** – includes claiming sources not used in assessments (found in someone else's reference list), including made up data (fabrication) or changing data to suit an argument, and submitting work done by someone else;
- ✗ **academic misconduct** – includes but is not limited to stealing, bullying, bribing, altering or assisting to alter medical certificates or other documents used to gain an academic advantage, bringing notes into an exam when it is not allowed and continuing to work after time is called in an exam.

See the *Student Academic Misconduct Policy* for more information (KOI website www.koi.edu.au (*Policies and Forms* tab)) for more information about how KOI manages academic integrity and academic misconduct.

Good Study Practices

When you start your course at KOI, you may find academic life quite different to your previous studies at high school in Australia, or in higher education overseas. You will need to learn how to manage your time to complete your assessments on time and do your best in exams. Sometimes this needs a lot more self-discipline than you might realise, as it is often too easy to put assessments and study off in favour of paid work and/or recreation.

Some of the differences might include:

- less scheduled class time – KOI subjects usually have 1 x 2 hour lecture and 1 x 2 hour tutorial per week;
- you are expected to become an independent learner – i.e. you are responsible for completing the set reading, undertaking any further research and finishing any required assessment or other activities;
- more active discussion in tutorials – students are expected to participate and contribute to discussions;
- using a more analytical and less descriptive style of writing for assessments and exams – students are expected to contribute their own ideas and recommendations/conclusions supported by research and facts;



- less frequent assessments worth higher percentages of overall marks, for example, there may be only two (2) or three (3) assessments and a final exam in a subject.

Developing and keeping good study habits in your first trimester can give you a much better grade and a lot less stress throughout your course.

Some general tips to develop good study habits include:

- find out what sort of learner you are – visual, auditory or kinaesthetic (physical) – each style benefits from using different study methods;
- create a study timetable (and try to stick to it as much as possible);
- organise your study space;
- get the text book (and read it) – gives you much more information than can ever be given in classes;
- find a “study buddy” or form/join a study group;
- start assessments early – a good assessment response will take more time than you think, and time will let you make improvements on your first effort;
- study each week -you will find studying for your final exams much more productive.

Before class

Your *Subject Outlines* and *Moodle* subject pages will tell you what topics will be covered each week, relevant chapters from the text and other relevant information and readings:

- find out what the week's topic is;
- read the text chapter – then you will have a much better idea of what the lecturer is talking about - you won't be hearing it for the first time in class;
- prepare for class by making sure you have printed off all relevant material early to avoid printing queues;
- make sure you have all necessary writing material, pens, calculators etc.

During class

- take notes;
- listen and ask questions if you are unsure about something;
- actively participate in the class;

After class

- speak or email the tutor if you have any questions;
- speak to Academic Services if there are any issues with the class;
- review the lesson;
- complete any unfinished tutorial work;
- apply the lesson's theory to assessments if possible;
- go to the *Student Information Centre* in Moodle or attend EDC classes for assistance with English and hints for study and assessments.

Personal Emergencies

In the event that you (or your family) have a personal emergency that will affect your studies, you need to let KOI know as soon as possible.

Please contact the *Student Services Manager* in the first instance. You will need to provide full details and any supporting documentation so KOI can assist you in any way possible. All information provided will be treated in strictest confidentiality according to KOI's *Privacy Policy* (KOI website www.koi.edu.au (*Policies and Forms* tab)).



Course Delivery Information

Subject Outlines

The Subject Outline is an important official document containing important information about the subject for the trimester. Subject Outlines are updated every trimester and available via subject *Moodle* pages approximately 1 week prior to the commencement of session.

Subject Outlines contain the following information:

- Subject name, number, credit points, pre-requisite information
- Courses for which they are core or elective
- The name and contact details of the Subject Coordinator
- Subject description
- Learning Outcomes and how they contribute to the development of the graduate attributes of the course (learning outcomes describe what students will be able to do or understand on the completion of a subject)
- The weekly planner which indicates topics covered each week, relevant readings and expected work
- Assessment summary and all relevant assessment detail (supported by the *Assessment and Assessment Appeals Policy*) including:
 - a descriptive heading for each item
 - clear links between the assessment item and subject learning objectives/outcomes
 - the weighting of each assessment item
 - nature and extent of work required for each item, including details of group work where relevant
 - clear and detailed marking criteria
- The prescribed text (note: some subjects may not have a prescribed text) and other relevant readings and support sources such as Journals and websites to support the subject
- Summary information about:
 - Public holiday amendments to scheduled classes
 - Review of grades, deferred and supplementary exams and assessments
 - Late penalties and extensions
 - Plagiarism
 - Reasonable adjustment (for students with a disability)
 - The KOI Appeals Process

Students should download and read their Subject Outlines at the beginning of each trimester and ask their lecturers and tutors if they have any questions.

Textbooks

Each subject has a prescribed textbook as its main focus of study. Often lectures and weekly content are based on this text, so you will greatly improve your understanding of the subject, and do better in assessments and exams, if you have, read and use the text weekly.

KOI students can purchase their textbooks from KOI *Library*, payable by EFTPOS only. These can all be purchased at a 15% discount off the retail price, with the exception of TESOL titles that receive a 10% discount. You can refer to the textbook list at the Library counter or in *Moodle* for price information and other details.

Class Timing

KOI classes are normally two (2) hours duration. For each subject you will have 1 x 2 hour lecture and 1 x 2 hour tutorial each week.

- Monday to Friday - classes begin on the hour starting at 9.00 AM and every 2nd hour thereafter. The last class ends at 9.00 PM.
- Saturdays – classes begin on the hour starting at 9.00 AM and every 2nd hour thereafter. The last class ends at 5.00 PM.



Delivery Locations

KOI has 2 delivery locations: Levels 1 and 5 at 545 Kent St and Level 1 at 31 Market St.

If you do need to move from Kent St to Market St (or vice versa), the locations are only a short 7 minute, 650 metres walk apart.

Attending Classes

Attending lectures and tutorials is an important part of student life. Research has shown that full attendance and involvement in lectures and tutorials gives students an improved chance of success in their studies. Students who do not attend, or attend class only occasionally, tend to fail.

Attending class means you will be able to ask your lecturers/tutors questions about anything you don't understand. You will be given more detailed advice about how do assignments than is provided in the Subject Outline. You may also be given advice about the focus of exams. Attending lectures and tutorials also means you meet and get to know the other students who can become new friends and can help you to learn (as you can help them).

Regularly attending and participating in class shows that you are a serious and genuine student.

Good academic conduct includes:

- attending all classes on time as per your timetable;
- maintaining a minimum of 80% attendance;
- attending allocated lectures and tutorials as per the timetable given at enrolment.

Attendance at lectures and tutorials is recorded and, as part of its concern for students, KOI will be in contact with any students who fall below the 80% attendance level.

Study Load

The normal (full time) study load at KOI is 4 (four) subjects per trimester. This involves one (1) x 2 hour lecture and one (1) x 2 hour tutorial per subject per week. In addition, you are expected to do an additional five (5) to six (6) hours of study per subject per week at home (or in the library if that is more convenient), to adequately understand the subject content and manage the assessment load. See the *Student Workload Policy* (KOI website www.koi.edu.au (*Policies and Forms* tab)) for more information.

- All **International students** enrolling in their first trimester are required to study a full load of four (4) subjects as part of their visa conditions.
- **Domestic students** may choose to study either full time or part time.

After your first trimester, you may find it difficult to cope with a full time study load due to issues such as ongoing illness or poor results (see *Students at Academic Risk* below). Under certain circumstances, such International students may apply to study a reduced load of three (3) subjects per trimester, but must satisfy their overall full-time study visa conditions and their course duration requirements.

Paid work does not constitute a valid reason for studying a reduced load on an International Student Visa.

International students seeking permission to study a reduced load must gain approval from the *Academic Manager* or any designated staff. Approval is may be given where students are in their final trimester of study, or where there are extenuating circumstances that prevent a student from studying four (4) subjects per trimester.

Full time enrolled students wishing to enrol in less than four (4) subjects must complete the *Non-Standard Enrolments Form* (available at *KOI Reception*). Students must provide an explanation of the circumstances with supporting documentation. The form and attached documents must be submitted via *KOI Reception* to the *Academic Manager* or any designated staff (forms must be lodged prior to the end of enrolments).



Assessments

Assessment tasks are directly linked to the subject's *Learning Outcomes* (see the subject outline for each subject you are enrolled in) and, as such, provide you with the opportunity to demonstrate your mastery of the subject content. Successful completion of a course of study is evidence that you have satisfied the standards for the award required by the Australian Qualifications Framework, and therefore have the skills and knowledge sought by employers.

Assessment Details

You will be advised at the beginning of class in every trimester about the assessments for each subject. Details of all the subject's assessments are found in the subject outline available in *Moodle*. More detail may be provided by lecturers and tutors as the trimester progresses. Most subjects will have two (2) or three (3) assessments due during the trimester, and a final exam. Assessments are scheduled to make sure students receive appropriate feedback on their progress throughout the trimester, and before attempting the final exam.

Good time management is important for all students as most students will be studying 4 (four) subjects each trimester and there are only twelve (12) weeks within which to have progress assessed. This means you will probably have three (3) or four (4) assignments due during the same week, on two (2) or three (3) occasions during the trimester (most commonly, weeks five (5) or six (6) and weeks nine (9), ten (10) or eleven (11)).

Preparing a trimester study timetable, identifying when all your assessments are due, will help you plan when to start and work progressively on each assessment. Good time management practice means that you will have less stress in those busy weeks, and have the chance to ask your tutors if you are approaching the assessment correctly.

If you are not sure what is expected of you in an assessment, you should always check your understanding with your lecturer / tutor – the best time to do this is usually in the lecture or tutorial, at an appropriate time.

The ability to meet deadlines is an important part of your student responsibilities, just as it will be in your work career. Students need to make sure their assessments are submitted on time and in the correct manner as directed in the subject outline and in further information provided by lecturers and tutors. Late penalties of -5% per calendar day will be applied unless an extension is granted.

Applying for an Assignment Extension

In some instances, e.g. genuine illness or misadventure, an extension may be granted to allow students reasonable time to complete their assignments. However an extension is not an automatic right and will only be granted if there is sufficient supporting evidence and the student has valid reasons for an extension. This ensures students who do submit on time are not disadvantaged.

If you need to apply for an assignment extension, please complete the *Application for Assignment Extension or Deferred Exam – Medical Reasons* or the *Application for Assignment Extension or Deferred Exam – Non-Medical Reasons* (depending on the reasons the student was unable to attend) available at KOI Reception and on the KOI website www.koi.edu.au (*Policies and Forms* tab).

Completed forms **with supporting documentation** should be submitted **AS SOON AS POSSIBLE BUT NO LATER THAN THREE (3) WORKING DAYS after the due date**. Completed forms should be emailed to academic@koi.edu.au. You should carefully read the conditions on the form.

Lecturers and tutors are not able to grant extensions.

You will be advised by email as soon as possible if an extension has been granted, and a copy sent to your tutor(s). You should continue to work on your assessments and submit as quickly as possible to avoid increased late penalties, regardless of whether an extension has been granted or not. If an extension is granted, but you submit after the extension date, late penalties will be applied from the extension granted date.

Assessment Moderation

All assignments / examinations are subject to moderation to ensure relevance and fairness.



Review of Assessment Results & Final Grades

KOI understands that students may not always be happy with their assessment results and feedback, and on occasion, errors in recording marks may also occur despite all efforts to avoid errors.

Assessment Reviews – Informal Process

Before requesting a review of an assessment mark you first should carefully compare your assessment submission against the assessment task, the marking guide, and read the feedback provided with the returned assessment.

If you remain convinced that your submission genuinely deserves more marks, or you do not understand why you received the marks given, you should begin the review process **Informally** by consulting with your tutor and/or lecturer about the assessment result. This should be done within **5 working days** of receiving your marked assessment.

Final Grade Reviews - Informal Process

There may be instances when you believe that your final grade in a subject does not accurately reflect your performance against the subject criteria. Section 8 of the *Assessment and Assessment Appeals Policy* (www.koi.edu.au) describes the grounds on which you may apply for a review of grade.

If this happens you **must attend the KOI organised Final Exam Review Day** to discuss your results with your lecturer or tutor (date(s) will be published in Moodle and on notice boards) to discuss the assessment results. At that stage it can be established that arithmetical marks have been calculated correctly and that any other academic issue has been discussed. Students who do not attend the Review of Grade Day are considered to have accepted their results for the trimester.

It is anticipated that the majority of students concerns will be satisfied at this stage. Where a change of grade is warranted, **the lecturer will make a recommendation for a Review of Grade for approval by the CEO and Dean.**

Review of Grade Day

KOI will hold the Review of Grade Day for all subjects studied in any trimester on a specific day – normally the Saturday after the release of results. The specific day and location of the *Review of Grade Day* will be published in Moodle and on notice boards.

Only final exams will be discussed as all other assessments should have been reviewed during the trimester.

If you fail one or more subjects and you wish to consider applying for a Review of Grade you **MUST** attend the Review of Grade Day. You will have the chance to discuss your final exam with your lecturer, and will be advised if you have valid reasons for applying for a Review of Grade (see Section 3.5 of all Subject Outlines and the Assessment and Assessment Appeals).

If you do not attend the Review of Grade Day you are considered to have accepted your results for the trimester.

Assessment and Final Grade Reviews Formal Process

If the outcome of the informal stage does not satisfy the student, the student may apply for a formal Review of Grade. Formal reviews of grade will not be considered unless the student has first completed the informal process.

To apply for a formal Review of Grade, the student must complete the Review of Grade Form, providing supporting documentary evidence, and clearly stating the grounds for appeal (see Section 8.1 *Grounds for Appeal, Assessment and Assessment Appeals Policy* available on the KOI website www.koi.edu.au). The form is available at KOI Reception and via the KOI Website www.koi.edu.au.

Applications for Formal Review of Grade must be made to academic@koi.edu.au within 10 working days of the return of an assessment, or within 5 working days of the Final Exam Review Day. The Deputy Dean (Academic) will review all relevant documentation and may discuss the matter with the academic(s) involved and the student. The Deputy Dean (Academic) will make a recommendation to



the CEO and Dean regarding the appeal, based on the evidence. Where a change of grade is warranted, the Deputy Dean (Academic) will make a recommendation to the CEO and Dean. The outcome of the review will be communicated to the student in writing, and a copy added to the student's file.

Requests for a review of a grade or assessment mark(s) may have the following outcomes:

- the mark and/or grade remains the same
- the mark and/or grade is improved
- the mark and/or grade is reduced

Full details of grounds for review and timeframes relating to assessment and assessment appeals can be found in the *Assessment and Assessment Appeals Policy* available from the KOI website www.koi.edu.au (*Policies and Forms* tab).

Examinations

KOI has 2 types of exam – mid-trimester exams and final exams.

- Mid-trimester exams are generally held during class time, although some may be scheduled at a specific time, particularly for larger classes. Your *Subject Outline* and *Moodle* will explain when and where mid-trimester exams will be held.
- Final exams are scheduled during the one (1) week *Final Exam Period* in the 14th week of the trimester. Final exam timetables are posted at both KOI locations and in *Moodle* during week 10.

Full details and everything you need to know about final exams, including what to do if you miss a final exam, is available on the KOI website <http://koi.edu.au/wp/current-students/>.

Applying for a Deferred Exam

The information in this section applies to both **mid-trimester and final exams**.

If you miss your mid-trimester or final exam there is **NO GUARANTEE** you will be offered a deferred exam.

You must apply within the stated timeframe and satisfy the conditions for approval to be offered a deferred exam (see Section 8.1 of the *Assessment and Assessment Appeals Policy* and the *Application for Assignment Extension or Deferred Exam Forms*).

You will not normally be granted a deferred exam on the grounds that you mistook the time, date or place of an examination, or that you have made arrangements to be elsewhere at that time; for example, have booked plane tickets.

If you:

- are not offered a deferred exam, or
- are offered a deferred exam, but do not attend

you will be awarded 0 marks for the assessment. This may mean it becomes very difficult for you to pass the subject.

If you apply for a deferred exam within the required timeframe and satisfy the conditions you will be advised by email to your **KOI student email address** of the time and date for the deferred exam.

Marks awarded for the deferred exam will be the marks awarded for that assessment.

Supplementary Assessments (Exams and Assessments)

A supplementary assessment is occasionally offered to students to provide a final opportunity to demonstrate successful achievement of the major learning outcomes of a subject. **Supplementary assessments are only offered at the discretion of the Board of Examiners.** The offer is determined based on a student's academic and attendance history.



If you are offered a supplementary assessment, you will be advised by email to your **KOI student email** address of the time and due date for the supplementary assessment – supplementary exams will normally be held at the same time as deferred final exams.

You must pass the supplementary assessment to pass the subject. The **maximum grade** you can achieve in a subject based on a supplementary assessment is a **PASS** grade. **To achieve a Pass grade you MUST obtain 25 marks or better from an examination worth 50 marks i.e. you MUST achieve a PASS grade in the Supplementary Assessment.**

If you:

- are offered a supplementary assessment, but fail it;
- are offered a supplementary exam, but do not attend; or
- are offered a supplementary assessment but do not submit by the due date;

you will receive a FAIL grade for the subject.

Results

Assignment Results

Whenever possible, KOI's academic staff will return your assignment results within 2 weeks of the due date. Marked assignments will usually be returned via *Moodle*. If not, you will be advised how they will be returned.

Final Grades

Trimester results are released on the Results Released date (see *Key Dates* pages 13 and 14) in KOI Student Portal but are not yet official – this gives you a chance to check your results and query any you genuinely feel are not correct. If you feel your results are incorrect, you **MUST** attend the Review of Grade Day. No Reviews of Grade Requests will be accepted if you do not attend the Review of Grade Day. (see Review of Assessment Results & Final Grade above).

The KOI Student Portal link is located in Student Portal sub-menu under Current Students tab in KOI website www.koi.edu.au.

Note: Students with outstanding *Library* fines and/or other fees will not be able to access their results in *Grade Book* until their fines and/or fees are paid.

Trimester results are formalised on the *Certification of Grades* date – this is the date on which the KOI *Board of Examiners* officially approves and finalises all results for the trimester with the exception of unfinalised deferred exams and Review of Grade applications. Those grades are certified when finalised.

If you have completed your course, the *Certification of Grades* date for your final trimester is your date of *Course Completion* on your *Academic Record*, including successful *Deferred Exams* and *Reviews of Grade*.

Transcripts

Interim Transcripts

Occasionally you may need a copy of your academic results prior to completion of your course. This is called an *Incomplete* or *Interim Transcript*.

- You can get an **unofficial copy** of your *Interim Transcript* via the *Gradebook* login link (KOI website www.koi.edu.au (*Current Students* tab) at any time.
- If you need an **official copy** of your *Interim Transcript*, you will need to complete a *Document Request Form* (see *Requesting Documents* page 18). Fees apply



Completion Transcripts

When you have completely satisfied the requirements of your course, you will be eligible to receive the following documents:

- a *Completion Transcript*;
- a *Completion Letter*;
- a *Testamur* (on graduation).

You do not need to apply for these documents, however if you need them quickly after the *Certification of Grades* date, you should apply using a *Document Request Form*. This can be done in advance in anticipation of successful completion.

Students at Academic Risk

KOI understands that some students may struggle with higher education studies and support is provided to such students wherever possible.

Early intervention

To identify students who may be at academic risk as early as possible, KOI monitors attendance and performs a routine attendance check in weeks 4 and 8 of each trimester. Students with less than 80% attendance are contacted via email, to remind them of their study obligations. Students who continue to demonstrate poor attendance will be required to attend an interview with a designated *Student Services Officer* in the first instance, to discuss the situation and, if required, begin an *Intervention Strategy* process.

Intervention Strategy

An *Intervention Strategy* is put into place when students fail to achieve satisfactory course progression (see the *Course Progress and Intervention Policy* - KOI website www.koi.edu.au (*Policies and Forms* tab) for more detail). In the case of an *International Student*, unsatisfactory course progress may result in the risk of students being unable to complete their course within the duration specified in their eCoE. Continued unsatisfactory course progress may result in cancellation of a student's enrolment, and cancellation of an *International Student's* eCoE.

Students considered '*At Risk*' when they fail to achieve a satisfactory level of course progress for either serious ongoing health reasons or academic reasons (failure to pass a minimum of 50% of the subjects for which they are enrolled in for a single a trimester and/or failure in a core subject for a second time). Students achieving no more than the minimum 50% pass rate over consecutive trimesters may also be considered '*At Risk*'. As a result, the student may be at risk of not being able to complete their course in the normal timeframe (as specified in the eCoE of *International Students*). Students '*At Risk*' may also be identified by lecturers and tutors during a trimester, and referred to the *Academic Manager* for review.

The *Academic Manager*, in consultation with the *Deputy Dean & Academic Director* may take the following actions:

- place the student on a reduced load of study with strict conditions;
- require the student to sign a learning contract reflecting the agreement reached, including conditions which must be met by the student;
- require the student to attend *English Development Classes*, or other support sessions, at no additional cost to the student;
- require the student to meet regularly with the *Academic Manager*, or nominee, to discuss ongoing progress as outlined in a learning contract – the student may be required to demonstrate progress work on assessments at these meetings;
- place the student on the *Monitoring Academic Progress (MAP)* program (see *Monitoring Academic Progress Procedures* for full details);
- where the reason for '*At Risk*' status is medical, KOI will consult and liaise, with the student's consent, with appropriate medical persons and/or organisations such as the student's doctor or specialists. **This is done under conditions of strict confidentiality.**



Student names will be removed from the *Students at Risk* Register if they improve their performance and meet the requirements for satisfactory course progress. Students may, if they wish, continue to seek support and assistance as available to further improve in their studies.

Continued poor academic progress will result in an escalation of the *Intervention* process as per the *Course Progress and Intervention Policy* and may result in KOI cancelling a student's enrolment.

Counselling

KOI has a Student Counsellor who is available for student consultation and counselling needs. Students may book an appointment at Reception, Level 1, 31 Market St.

Student Support and Services

Moodle

KOI provides all learning materials, subject outlines, assessment materials etc. using *Moodle*. To access *Moodle*, you can either click the *ELEARNING* tab on the KOI website or go directly to moodle.koi.edu.au. Your login details to *Moodle* are initially the same as your IT and Library accounts. You will be asked to change your password on your first login – you should keep your password secure to avoid the possibility of anyone else accessing your *Moodle* account.

When you enrol, you are automatically enrolled into your trimester subject(s) in *Moodle*. If you notice any inconsistency between the subjects on your individual timetable and the subjects listed in *Moodle*, please contact the *Moodle Site Administrator* by completing a *Moodle Update Form* which is located on the right panel of the *Moodle* homepage. The completed form should be sent to library@koi.edu.au.

You can access the subject outlines and lecture notes from *Moodle*, as well as submit assignments online if your lecturers have organised *Moodle* assessment submission.

Library

Opening Hours

- During teaching, *Study Review* and *Final Exam* Periods:
Monday to Friday: 8:00 AM – 8:30 PM; Saturday: 8:30 AM – 4:30 PM ; Sunday: Closed
- **During Trimester 1 & 2 Mid-Trimester Break:**
Monday - Friday 9:00am - 6:00pm; Saturday - Sunday Closed
- **During Trimester 3 Mid-Trimester Break:**
Monday - Sunday Closed

Library Registration

Every new student is required to register for a Student ID Card.

During the first and second week of the enrolment period: Registration must be done in-person after enrolment at **Market Street Campus**

During the third and fourth week of the enrolment period: Registration must be done in-person after enrolment at the Library, which is located at **Kent Street Campus**.
(See pages 13 and 14 for enrolment dates for each trimester)

You can use your *Student ID Card* for printing and photocopying or to borrow books from the library. Students accept responsibility for loans issued on their *Student ID Card* and agree to return the borrowed items by the due date.



Categories of Material

- **General collection**

The collection is made of core texts and publications to support the coursework offered at KOI.

- **Closed Reserve – High Use**

Material in high demand or items designated by a member of the academic staff may be placed on a restricted loan of three (3) days at the discretion of the Director Information Services.

- **Closed reserve**

Closed Reserve items are located at the Library counter and they may include books, journal articles and other material in heavy demand. This material is available for a two (2) hour loan and may not be taken out of the Library. The material may be exceptionally borrowed at the discretion of the Dean.

- **Reference collection**

The reference collection (red dots) includes dictionaries, handbooks, maps and other selected items and cannot be borrowed.

- **eBooks**

KOI students can access *ProQuest eBooks* via *Moodle*. *ProQuest eBooks* provides full access to a vast collection of eBooks from major academic publishers. Books can be viewed online and for full download and chapter download. A selection of prescribed textbooks are also available on ProQuest.

ProQuest has a reader friendly layout with intuitive navigation features such as:

- annotation tools - highlighting, making notes and bookmarks
- Basic and advanced searches, with refine search feature
- citation import to RefWorks – a Bibliographic Management Software available to all KOI students on Moodle
- search within books and printing.

- **Academic journals and articles accessible via EBSCO databases**

Peer-reviewed academic journals and articles are available to all KOI students on *EBSCO databases* via *Moodle*. *EBSCO* is a premium online information resource that provides access to the scholarly business database *Business Source Complete* and the business publication database *Regional Business News*.

- ***Business Source Complete*** is the gateway to full and bibliographic content, indexing and abstracts for nearly 3,800 peer-reviewed academic journals. Coverage includes academic journals in all subject areas related to business. Key academic journals relevant to your studies and research at KOI in the fields of *Accounting, Finance, Business, Law and Management* are widely available.
 - *Basic and Advanced* searches can be made in *ESBCO* databases. Searches can be made within a sole publication or journal, across all databases and with the refine search feature
 - citation import to RefWorks – a Bibliographic Management Software available to all KOI students on Moodle the *Student Information Centre* in *Moodle* has short video and text tutorials on *EBSCO* search skills.

- **Research Skills Workshops**

Research skills workshops demonstrating the use of ProQuest eBooks, EBSCO Journal Databases, the Library Catalogue, RefWorks and other essential resources and tools required for research and assessments are conducted 3 times a week during trimester. The workshop helps students take full advantage of available research resources at KOI and externally.

No registration is required. Students are welcome to drop into the workshop at any time during the session. For workshop dates, time and location check the Moodle news feed or contact the Library

You are highly encouraged to try the available study resources in the *Student Information Centre* in *Moodle* – the useful guides and tips will enhance your research and other academic skills.



Contact or visit the *Library* if you have further queries about using KOI's *Library* or resources.

Loans

For **undergraduates** the maximum number of books that can be borrowed is three (3) and for **postgraduates** the maximum number is six (6).

The loan period for General collection items is fourteen (14) calendar days.

Closed reserve items and Reference materials are for use in the library only.

Late fees

Overdue notices are sent by email to your student email address. A late fee of \$2 per day per item applies.

If the fine is not paid, your card will be blocked and you will not be able to borrow, renew or reserve items. The fine will continue to increase until you return the book. Once the fine has been paid your borrowing rights will resume.

NOTE: Overdue item(s) returned later than (1) month after the due date will be classed as *Lost*. *Lost* and *damaged* items have a \$200.00 replacement cost for the item (includes the processing fee and any outstanding fee(s) on the item).

Writing in library books is classed as damaging the loaned items. A flat fee of \$200 will be charged for any damaged books.

Students with outstanding *Library* fines will not be able to access their results in *Grade Book* until their fines are paid.

Lost Items

Any item that you have borrowed from the Library and which is lost must be replaced by you. The fine for a *Lost* item is \$200.00 (includes the processing fee and any outstanding fee(s) on the item).

Reserves

Reservations are not available as the books which students tend to reserve are usually in heavy demand.

Renewals

Due to the high demand for hardcopy items, particularly subject related texts, renewals are not available. You will need to return your borrowings and request a new loan the following working day.

Printing and Photocopying

Printing and photocopying (black & white only) is available , to students of KOI in the *Library* on Level 1 and printing area of Level 5 at Kent Street location and the printing areas at Market St location. It does become quite busy at times so students are requested to be patient or organise to do any printing in less busy times.

All print jobs need to be released from the *Print Release Station* before being picked up from the printer. Please refer to the *Student Information Centre* in *Moodle* for more information about using the *Print Release Stations*. Students can also print from their own devices using *Web Print*.

Double-sided printing is compulsory as KOI believes in being environmentally conscious. Lecturers are aware of this and will accept assignments printed on both sides of the page.

Remember, that under *Australian Copyright Act 1968*, there are restrictions on how much of a single text a student can photocopy and that breaching the law can result in serious penalties. **Refer to the *Copyright Regulations 1969 Warning* displayed in the *Library*.**



Usage Allowance

KOI provides students with \$9.00* worth of printing and photocopying at the beginning of each week during a trimester. This equates to ninety (90) single sided A4 pages, or forty-five (45) double sided pages per week. When you log into the PCs, your KOI *Student ID Card* allows the system to automatically identify how much credit you have remaining.

Additional Printing / Photocopying

If you use more than your allowance for printing and photocopying, you can purchase additional printing allowance(s) at the *Library Counter* at the rate of \$0.10* per single sided page (minimum purchase \$1.00). \$1.00, \$2.00, \$5.00 and \$10.00 vouchers are available.

* Prices and allowances correct as at the beginning of *Trimester 1, 2017*.

IT Services

KOI provides free and unlimited *Wi-Fi* internet connection to all students within KOI for use with personal mobiles, tablets etc., and on the KOI computers provided for student use.

KOI also provides computers in the *Library* for students to use for research and writing assessments. If you use the KOI computers to type your assignments, it is important that you only save your work to your *USB* or other storage device, and take it with you when you have finished working. You should also make sure you log out of the computers when you have finished using them.

NEVER SAVE YOUR ASSIGNMENTS TO THE PC DESKTOP – an unscrupulous student may find it easy to steal your work.

Students are prohibited from consuming food or drink in the *IT PC* zone without prior consent.

English Development Classes

Many of KOI's students come from *non-English* speaking backgrounds. This creates additional challenges to studying a course in *English*. To assist students who wish to improve their *English* and, particularly writing skills, KOI provides FREE *English Development Classes (EDC100)* as an option for all KOI students.

There are no exams or assessments, although you may be encouraged to undertake some tutorial style tasks. Classes focus on improving your *English Language* skills to perform better in your course subjects. It also helps international students to achieve their desired result in *IELTS* exams.

There is no compulsory attendance required, unless set as part of an *Intervention Strategy*, and the teacher updates the course materials regularly in *Moodle* so you can study at your convenience. If you prefer face-to-face delivery, feel free to attend the class on Thursdays and Fridays 9:00 AM to 11:00 AM at Kent St and Thursdays 3:00 PM to 5:00 PM at Market St during trimester.

Career Guidance

Want to kick start your career? Starting something new can be challenging sometimes, but here at KOI we offer our students career skills to give them an edge. Career preparations need to start prior to graduation. Learn from our career advisers what you should do while you are still studying to help improve your career seeking experience and shape your resume. KOI *Marketing* conducts workshops in various job preparation skills.

KOI offers sponsored *Professional Internships* to high performing students. *Internship* is the period of practical training to acquire experience in the chosen profession. Although this is usually not a paid position, it is a very valuable opportunity that should be considered. Internships create networking possibilities to give you an advantage in the career market. There have also been instances where interns are offered permanent positions to stay on in the companies.

At KOI, we recognise the importance of internships and will provide guidance as part of the career advisory service. Our priority is your success as it is a measure of our success.



Student Lounges

KOI has a student lounge at each location. The student lounges are more than somewhere to stop and have lunch. They are places to meet fellow students, relax, mingle and foster friendships. The environment is stylish, comfortable, practical and inviting. Students can bring their own lunches with reheating facilities available and vending machines for that pick-me-up snack to keep up those energy levels.

Health and Safety

Cleanliness and Hygiene

Clean surroundings are an important part of *Health and Safety*. KOI employs cleaners to clean and refresh the premises each day, but also expects all students to help maintain a clean environment. This is easily done if you properly dispose of rubbish, clean up any spilt food or drink, and leave common areas (including toilets), clean and tidy.

Washing your hands after using the toilets, and before eating, will help reduce the spread of infections, and help keep you healthy.

Emergencies

In the case of an emergency, trained *Fire Wardens* will direct any persons in their assigned areas to follow fire emergency procedures in a quick and orderly manner. A successful evacuation will rely on students and staff following the procedures below.

Stage 1

On hearing the alert tone BEEP.....BEEP.....BEEP.....

Be aware of an emergency situation occurring. (Do not evacuate on this tone)

Secure your work area, shut down and wait for wardens to check for signs of smoke/fire.

Keep calm and be prepared for the possibility of an Evacuation.

Stage 2

On hearing the *Evacuation Tone* WHOOP.....WHOOP.....WHOOP.....

Evacuate the classroom/office, closing all doors behind you.

Evacuate via the nearest safe exit and proceed to the fire stairs.

DO NOT use the lifts – you MUST evacuate via the *Fire Stairs*.

Proceed to the assembled area as directed by the fire wardens / street wardens

- Kent St Campus – turn right when exiting the **Fire Door on Liverpool St** and proceed to Darling Harbour as directed by Fire Wardens.
- Market St – Clarence Street Car Park, across the road from where you will exit the building via the **Fire Door on Clarence St**. Please make sure you cross the road carefully at the traffic lights on the corner of Clarence and Market Streets.

DO NOT re-enter the building until authorised to do so by the *Chief Warden* or other authorised person.

Medical Centres

For a full listing of doctors, medical centres, hospitals, chemists (pharmacies) and other health related services, go to <http://www.doctors-4u.com/sydney/home.htm>.

Disability Services

If you have a medical condition or disability that may impact on your studies or any other aspect of KOI life, you can contact the *Student Services Manager* to discuss your needs. The *Student Services Manager* can be contacted through KOI *Reception*. Students will need to provide full and detailed supporting medical documentation. Strict confidentiality will be maintained.



Welfare Services

Students may refer to Service NSW Health and Well-Being, and the Redfern Legal Centre
<https://www.service.nsw.gov.au/category/health-wellbeing>
<https://rlc.org.au/our-services/international-students>

Smoking

KOI is a smoke-free environment. Smoking bans protect people from harmful second hand tobacco smoke - the smoke which smokers exhale after inhaling from a lit cigarette. There is no safe level of exposure to second hand smoke.

KOI students are also reminded that under Section 6A of the *Smoke-free Environment Act 2000*, smoking is banned within 4 metres of a pedestrian entrance or exit from a public building, or an emergency exit. This applies to both KOI locations. As of 06 July 2015, smoking is also banned in and within 4 metres of all commercial outdoor dining areas.

You can be fined up to \$550.00 for breaches with 'on the spot fines' of \$300. See <http://www.health.nsw.gov.au/tobacco/Factsheets/4-metre-law.pdf> for more information.

Lost Property

If you lose anything please check the area you last had your missing items. If they are not there please check with KOI *Reception* at Market St or the *Library* at Kent St.

Please be particularly careful in the computer labs and other crowded areas with your handbags, wallets, *USB's* and your *Student ID Cards*. While KOI records *CCTV* in all common areas, we cannot guarantee the return of any lost or stolen items. Student cards will cost you \$10.00 to replace.

Living in Sydney

General Information

The following section provides some of the information that may help you settle into living in Sydney. It is not a fully comprehensive list, and alternatives for all sections below can be found in many places such as other guides, information centres and by using internet search engines.

The information and organisations contained are intended as information only and KOI makes no recommendations as to the value of the organisations or information to any student or other reader of this handbook. While KOI endeavours to maintain the accuracy of any information provided, it cannot guarantee the accuracy beyond the publication date of this handbook.

To Live

Located on the south-east coast of Australia, Sydney is the gateway to Australia and home to over four million people. Rated the fourth most liveable city for students in the world (QS Best Student Cities 2015), Sydney attracts over 35,000 international students to live and study in this culturally diverse city.

Sydney has many choices for where to live. You can live in a new apartment development in a bustling inner-city neighbourhood, an art-deco building just minutes from the beach, or a larger house that backs onto bushland and walking tracks. With over 500 suburbs that each have their own personality, quirks, attractions and benefits, Sydney offers a variety of lifestyle opportunities and living experiences.

Sydney's climate is essentially temperate, though the inland parts are prone to greater extremes than coastal areas. Overnight temperatures are rarely below 5°C, even in the winter months. Summer days are warm and occasionally hot. Rainfall is spread across the year and boosted by occasional heavy storms.



Weather – Average Temperatures

Summer (Dec-Feb)	Autumn (Mar-May)	Winter (Jun-Aug)	Spring (Sep-Nov)
17~26 °C	11~24 °C	9~17 °C	11~24 °C

To start

For many students, this is the first time they are away from home and living overseas independently. At KOI, we understand this can be a very big step for both students and parents. KOI staff are available to assist with information regards to living in Sydney prior to arrival. Upon accepting the offer to study at KOI, students will be sent a pre departure guide, information regarding orientation and enrolment. During *Orientation*, all new students will receive information regarding study, staff, services and assistance available to KOI students. It is therefore vital that students attend *Orientation*.

To work

Sydney has the largest economy in Australia. New South Wales accounts for 40 per cent of Australia's *Information and Communication Technology* employment. *Financial Services* is amongst the fastest growing service industry and has more than 750 companies in New South Wales. There are lots of opportunities and KOI is here to help you seize them.

To play

Australians believe in work life balance. There are many healthy entertainments to refresh the mind, body and soul. Beautiful sandy beaches, serene mountain ranges, numerous National Parks showcasing Australian native flora and fauna will provide endless outdoor fun. Sydney has many theatres, concert venues, fitness and leisure centres, café districts and shopping precincts to keep anyone entertained. KOI will also have student activities to encourage social interaction and development.

There are endless things to do in and around Sydney when you have some time to relax from your studies. Sydney boasts thriving arts, cultural and hospitality scenes. Here you can dine at restaurants ranked in the world's top 50 right down to the "*Cheap Eats*" scene, indulge in world-class shopping or shop for bargains at local markets, see performances at the famous Sydney Opera House and other theatres, large and small, get fit by swimming and surfing at golden beaches or relax in lush parklands.

The City of Sydney has various sports facilities open to the public. Details can be found at <http://www.cityofsydney.nsw.gov.au/explore/facilities/sports-facilities>

KOI Social Activities

From time to time KOI and its *Student Club* will organise social and/or career related activities. Joining in is a great way to make new friends and relax.

Places of Worship

KOI is a secular higher education provider. KOI provides the following information as a service to its students. Please note any contact details given were correct at the time of publication – please check websites for most current contact details.

Church Services

<i>Central Baptist Church</i>	619 George Street Sydney	Phone: 02 9211 1833
<i>Anglican Church Sydney</i>	507 Pitt Street Sydney	Phone: 02 9211 0560
<i>Wesley Central Mission</i>	220 Pitt Street Sydney	Phone: 02 9263 5555
<i>St Andrew's Cathedral</i>	Sydney Square	Phone: 02 9265 1661
<i>St Mary's Cathedral</i>	St Mary's Road Sydney	Phone: 02 9220 0440



Mosques

For information about the location and services offered at *Mosques* in Sydney, go to <http://muslimsaustralia.com.au/mosque-and-musallas-in-australia/>

Temples

For information about the location, facilities and services offered at temples

- *Buddhist* centres <http://www.sydneymbuddhistcentre.org.au/>
- *Hindu* temples <http://singh.com.au/mandirs-in-nsw/>
- *Sikh Gurdwaras* <http://singh.com.au/gurdwaras-in-sydney-new-south-wales-nsw/>

Childcare Facilities

For information about a wide range of childcare facilities in your area, go to <http://www.careforkids.com.au/>

Transport

Airlines

<i>Air China</i>	www.airchina.com.au/
<i>Garuda</i>	www.garuda-indonesia.com/au/
<i>Emirates</i>	www.emirates.com/au/
<i>Malaysian Airlines</i>	www.malaysiaairlines.com/
<i>QANTAS Airways</i>	www.qantas.com.au/
<i>Singapore Airlines</i>	www.singaporeair.com/
<i>Student Flights</i>	www.studentflights.com.au/

Trains and Buses

<i>City Rail & Bus Information</i>	www.transportnsw.info
<i>Airport Shuttle Bus</i>	www.airportconnect.com.au

Taxis

<i>Taxis Combined</i>	Phone: 13 3300
<i>Legion Taxis</i>	Phone: 13 1451
<i>Wheelchair Taxis</i>	Phone: 02 8332 0200

Car Hire

<i>Drive Now</i> (compares car hire services)	www.drivenow.com.au
<i>Car Hire</i> (compares car hire services)	www.carhire.com.au

Banks

<i>ANZ Branch</i>	665 George Street Haymarket	Phone: 02 9219 2713
<i>Commonwealth Bank</i>	691-693 George Street Haymarket	Phone: 13 2221
<i>National Australia Bank</i>	37 Ultimo Rd Haymarket	Phone: 13 22 65
<i>St George Bank</i>	99 Elizabeth St Sydney	Phone: 02 8114 9000
<i>Travelx</i>	724 George Street Sydney	Phone: 02 9212 1764
<i>Westpac</i>	283-285 Kent St Sydney	Phone: (02) 8254 2750
<i>Western Union</i>	133 Oxford St, Darlinghurst	Phone: 1800 501 500

Other banks can be found via an internet search.

Post Offices

To find a post office near you go to <http://auspost.com.au/pol/app/locate>

Car Parking

<i>Wilson Parking</i>	431 Kent Street, Sydney NSW 2000	Phone: 02 9006 3200
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There are many other car parks throughout Sydney – these can be easily found using an internet search.



Frequently Asked Questions (FAQs)

Most up-to-date *FAQs* in *Academic*, *Student Administration* and *IT Support* are available on KOI website (www.koi.edu.au under *FAQ*)

KOI Policies and Forms

Policies and Forms can be found on the KOI website www.koi.edu.au (*Policies and Forms* tab)

Policies

- *Admissions and Enrolment Policy*
- *Assessment and Assessment Appeals Policy*
- *Complaints and Appeals Policy*
- *Course Progress and Intervention Policy*
- *Credit Transfer Policy*
- *Domestic Students Refund Policy*
- *Fairness and Equal Opportunity Policy*
- *Fees Policy*
- *International Students Refund Policy*
- *Privacy Policy*
- *Statement of Tuition Assurance*
- *Student Academic Misconduct Policy*
- *Student Charter*
- *Student Non-Academic Misconduct policy*
- *Student Refund Policy - Domestic*
- *Student Refund Policy - International*
- *Student Transfer Between Providers (Release Letters) Policy*
- *Student Workload Policy*

Forms

- Application for Assignment Extension or Exam Deferral - Medical Reasons
- Application for Assignment Extension or Exam Deferral - Non-Medical Reasons
- Assignment Cover Page - Group
- Assignment Cover Page - Individual
- Break in Studies Form
- Drop/Add Subject Request Form
- Review of Grade Form
- Reassessment of RPL Form
- Withdrawal from Course - CoE Cancellation Request Form
- Credit Card Payment Authorisation Form
- Refund Request Form
- Complaints and Appeals Form
- Document Request Form
- Student Contact Details Form
- Third Party Authority to Collect Documentation Form