



Success  
in  
Higher  
Education

2026  
Student Handbook

Undergraduate  
Postgraduate

## **Australian Institute of Business and Management Pty Ltd**

trading as

### **King's Own Institute (KOI)**

ABN 72 132 629 979 CRICOS Provider Code: 03171A

King's Own Institute (KOI) is a leading independent institute of higher education with campus locations in Sydney and Newcastle, Australia. KOI offers high quality accredited diploma, undergraduate and postgraduate courses of study in Accounting, Business, Management, Information Technology (IT), Information Systems (IS) and postgraduate courses in TESOL (Teaching English to Speakers of Other Languages).

#### **York St Campus location**

Levels 7-11  
11 York Street Sydney  
NSW 2000 Australia  
Phone: +61 2 9283 3583  
Email: [ask@koi.edu.au](mailto:ask@koi.edu.au)

#### **Darby St Campus location**

Ground Floor and Level 1,  
59 Darby Street Cooks Hill  
NSW 2300 Australia  
Phone: +61 2 4091 0500  
Email: [ask@koi.edu.au](mailto:ask@koi.edu.au)

#### **Disclaimer**

This Student Handbook is intended to assist both new and re-enrolling students at KOI Sydney and KOI Newcastle 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 more current information, contact [ask@koi.edu.au](mailto:ask@koi.edu.au) or visit the KOI website [www.koi.edu.au](http://www.koi.edu.au).

While KOI provides some third-party information for the benefit of readers of this Student Handbook, KOI makes no warranty, guarantee, or promises concerning the content or accuracy of the third-party information contained within the Student Handbook. Any third-party links provided are 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 Student 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 because of reliance on the information contained in the Student Handbook.

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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 and Newcastle Australia: a higher education 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.

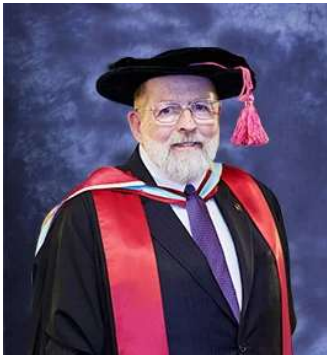
King's Own Institute offers many advantages: personal, professional, and commercial, and is quickly establishing a reputation for superior education. Just how famous King's Own Institute will become and how quickly depends on our graduates. We share your success. King's Own Institute has assembled key people to assist your academic journey. Between them, 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 and President



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## About KOI

### KOI Values

The Vision of King's Own Institute (KOI) is to enable our graduates with a global outlook to make a valuable contribution to society.

The Learning and Teaching approach aims to ensure that the courses meet the needs of today's employers for quality higher education and to 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) degree 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 degrees satisfy the educational membership requirements for *Chartered Accountants Australia and New Zealand (CAANZ)* and *CPA Australia (CPA)*, and the *Institute of Public Accountants (IPA)*.

The Bachelor of Information Technology is accredited by Australian Computer Society (ACS). KOI's BIT degree satisfies the requirements of knowledge and skills of an ICT professional by ACS.

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

### KOI Campus Locations

KOI currently has one campus location in Sydney's CBD. The York Street location is close to Wynyard Station and York Street bus stops.

KOI also has a regional campus location in Newcastle. The Darby Street location is about 5 minutes' walk from Civic station (Light Rail Station in Newcastle).

Subject(s) of study may be delivered at any location and KOI makes every effort when developing a trimester timetable to ensure that most students will only attend one campus location on any given day.

The Darby Street location houses classrooms, computer labs and the KOI library.

<b>Key Contact Sections</b> <i>(listed alphabetically)</i>	
<b>Section</b>	<b>Email</b>
Academic Services	<a href="mailto:academic@koi.edu.au">academic@koi.edu.au</a>
Admissions	<a href="mailto:admissions@koi.edu.au">admissions@koi.edu.au</a>
Assessment Extension Requests (current students only)	<a href="mailto:academic@koi.edu.au">academic@koi.edu.au</a>
Finance and Accounts	<a href="mailto:accounts@koi.edu.au">accounts@koi.edu.au</a>
IT	<a href="mailto:itsupport@koi.edu.au">itsupport@koi.edu.au</a>
Library	<a href="mailto:library@koi.edu.au">library@koi.edu.au</a>
General Enquiries	<a href="mailto:ask@koi.edu.au">ask@koi.edu.au</a>
Official Transcripts, Letters	<a href="mailto:reception@koi.edu.au">reception@koi.edu.au</a>
Reception	<a href="mailto:reception@koi.edu.au">reception@koi.edu.au</a>
Student Services	<a href="mailto:studentserv@koi.edu.au">studentserv@koi.edu.au</a>
Online Learning Team	<a href="mailto:onlinelearning@koi.edu.au">onlinelearning@koi.edu.au</a>
Emergency (After hours)	<a href="tel:1800313153">1800313153</a> and <a href="tel:1800313155">1800313155</a>
For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call <b>'000'</b>	

For more information, please see *KOI Student Support Services Directory & Email Addresses*  
<https://koi.edu.au/koi-student-support-services-directory/>

## Important Dates

### 2026 - 2027 Academic Calendar

# 2026 - 2027 CALENDAR

**COLOUR CODE**  
 NSW Public Holiday  
  KOI Vacation  
  KOI Teaching Period  
 KOI Study Review  
  KOI Final Exam Period

JANUARY							FEBRUARY							MARCH							APRIL						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7				1	2	3	4
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	5	6	7	8	9	10	11
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31								29	30	31					26	27	28	29	30		

MAY							JUNE							JULY							AUGUST						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6	1	2	3	4	5	6				1	2	3	4		
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	23	24	25	26	27	28	29	
31																					30	31					

SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S		
			1	2	3	4	5					1	2	3	1	2	3	4	5	6	7				1	2	3	4	5
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12		
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19		
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26		
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31				

JANUARY 2027							FEBRUARY 2027							MARCH 2027							APRIL 2027						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	1	2	3	4	5	6				1	2	3	4		
3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13	4	5	6	7	8	9	10
10	11	12	13	14	15	16	14	15	16	17	18	19	20	14	15	16	17	18	19	20	11	12	13	14	15	16	17
17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28							28	29	30	31				25	26	27	28	29	30	
31																											



CRICOS 03171A | TEQSA PRV12012 | koiledu.au

**KOI LOCATIONS**

**SYDNEY CBD (WYNARD GREEN)**  
 Levels 7-11, 11 York Street, Sydney, NSW 2000

**NEWCASTLE CBD**  
 Ground Floor & Level 1, 59 Darby Street, Cooks Hill, NSW 2300

**KOI CONTACT DETAILS**

**PHONE**  
 +61 (2) 9283 3583

**EMAIL**  
 ask@koiledu.au / marketing@koiledu.au

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## 2026 and 2027 Public Holidays

KOI observes 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 out when your makeup classes are to be scheduled by checking your Subject Outlines and checking with your teachers.

Public Holidays	Date (2026)	Date (2027)
New Year's Day	Thu 1 January	Fri 1 January
Australia Day Holiday	Mon 26 January	Tue 26 January
Good Friday	Fri 3 April	Fri 26 March
Easter Monday	Mon 6 April	Mon 29 March
Anzac Day	Sat 25 April	Sun 25 April
King's Birthday	Mon 8 June	Mon 25 June
Labour Day	Mon 5 October	Mon 4 October
Christmas Day	Fri 25 December	Sat 25 December
Boxing Day	Sat 26 December	Sun 26 December
Additional public holiday	Mon 27 April Mon 28 December	Mon 26 April Mon & Tue 27-28 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 (York Street campus 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 classes.

**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 held 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 the official deadline for finalising enrolment and fees for each teaching session. It is the last day to apply for a refund of tuition fees. International students should refer to the [International Student Refund Policy](#) (available on the KOI website [www.koi.edu.au](http://www.koi.edu.au) (Policies and Forms tab)) regarding financial implications of withdrawing.

**Final Examinations** – a one-week period when all final examinations are held. If you miss your final examination due to illness or some other reason beyond your control or are unavoidably too late and are not permitted to enter the examination being conducted, you must apply for a deferred examination, or you will fail the subject (*Application for Assignment Extension or Examination Deferral – Medical/Non-Medical Reasons* (available on the KOI website <https://koi.edu.au/policies-forms/>)). However, there is NO GUARANTEE you will be granted a deferred final examination.

**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 except for unfinalised deferred examinations and Review of Grade. These grades are certified when finalised.

### 2026 Key Dates (Indicative)

<b>Trimester 1, 2026</b>		<b>Census Date: 27 March 2026</b>
16 February 2026 – 13 March 2026		Enrolments
25 February 2026		Orientation - Postgraduate (Sydney)
26 February 2026		Orientation - Undergraduate (Sydney)
27 February 2026		Orientation (Newcastle)
02 March 2026		Start of Classes
02 March 2026 – 23 May 2026		Teaching Period
25 May 2026 – 06 June 2026		Study Review & Exam Week
08 June 2026 – 27 June 2026		KOI Vacation
<b>Trimester 1, 2026 (Intensive)</b>		<b>Census Date: 08 May 2026</b>
30 March 2026 – 24 April 2026		Enrolments
23 April 2026		Orientation (Sydney)
24 April 2026		Orientation (Newcastle)
27 April 2026		Start of Classes
27 April 2026 – 06 June 2026		Teaching Period
<b>Trimester 2, 2026</b>		<b>Census Date: 24 July 2026</b>
15 June 2026 – 11 July 2026		Enrolments
24 June 2026		Orientation - Postgraduate (Sydney)
25 June 2026		Orientation - Undergraduate (Sydney)
26 June 2026		Orientation (Newcastle)
29 June 2026		Start of Classes
29 June 2026 – 19 September 2026		Teaching Period
21 September 2026 – 03 October 2026		Study Review & Exam Week
05 October 2026 – 24 October 2026		KOI Vacation
<b>Trimester 3, 2026</b>		<b>Census Date: 20 November 2026</b>
12 October 2026 – 06 November 2026		Enrolments
21 October 2026		Orientation - Postgraduate (Sydney)
22 October 2026		Orientation - Undergraduate (Sydney)
23 October 2026		Orientation (Newcastle)
26 October 2026		Start of Classes
26 October 2026 – 19 December 2026 04 January 2027 – 30 January 2027		Teaching Period
01 February 2027 – 13 February 2027		Study Review & Exam Week
21 December 2026 – 02 January 2027 15 February 2027 – 27 February 2027		KOI Vacation

## 2027 Key Dates (Indicative)

Trimester 1, 2027	Census Date: 30 March 2027
15 February 2027 – 12 March 2027	Enrolments
24 February 2027	Orientation - Postgraduate (Sydney)
25 February 2027	Orientation - Undergraduate (Sydney)
26 February 2027	Orientation (Newcastle)
01 March 2027	Start of Classes
01 March 2027 – 22 May 2027	Teaching Period
24 May 2027 – 05 June 2027	Study Review & Exam Week
07 June 2027 – 26 June 2027	KOI Vacation

## 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 made known during enrolment and available on KOI website under [Enrolment Advice](#).

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

The orientation sessions begin with a welcome from the CEO & Dean and President 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 in studies at KOI.

The official points of contact for international students are as follows.

- Academic issues: Academic department ([academic@koi.edu.au](mailto:academic@koi.edu.au))
- Non-Academic issues: Student Services department ([studentserv@koi.edu.au](mailto:studentserv@koi.edu.au))

### 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 of 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 [Student 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](http://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 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. 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 Department or email to [academic@koi.edu.au](mailto:academic@koi.edu.au). KOI will endeavour to satisfy any such reasonable requests whenever possible.

For further information, see the [Fairness and Equal Opportunity Policy](#) on the KOI website.

## 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.

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 on the qualification (course) they are enrolled in. Please see the course overviews on the KOI website [Course Summary](#) 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.

Current Course Summaries, Course Overviews & Subject Descriptions for above courses can be found on the KOI website [Course Summary](#).

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

Postgraduate: Graduate Diploma of Business  
Graduate Diploma of Information Technology  
Graduate Diploma of Information Systems  
Graduate Diploma of TESOL  
Graduate Certificate in Business  
Graduate Certificate of Information Technology  
Graduate Certificate of Information Systems  
Graduate Certificate of TESOL  
Master of Accounting  
Master of Professional Accounting  
Master of Business Administration  
Master of Information Technology  
Master of Information Systems  
Master of Arts (TESOL)  
Master of Arts (TESOL) (Professional)

Current Course Summaries, Course Overviews & Subject Descriptions for above courses can be found on the KOI website [Course Summary](#).

## Enrolments/Re-enrolments

Enrolments are open three (3) to four (4) weeks before the beginning of each trimester (see [Key Dates](#) pages 13 and 14) and remain open for five (5) 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 are open between 9am and 5pm Monday to Friday at level 9, 11 York St Sydney. New Students must 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 level 10, 11 York Street Sydney.

All Students must speak with a Course Advisor to choose subjects, plan a timetable, meet Finance and 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 their enrolment. There is no guarantee that a timetable chosen by a student will be allocated to the student, as pre-requisites MUST be considered 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 certain 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.

## Online Enrolment

Students can log into the KOI student portal to complete enrolment online. To start online enrolment, please log in to the student portal <https://koit1sms.t1cloud.com/>.

KOI provides all students with an up-to-date online enrolment guide and links to video to help complete enrolment on time without coming to the campus. Students are normally emailed one week prior to the enrolment period.

If students face any issues regarding online enrolment, they can contact the relevant department via email or can complete an enrolment enquiry form available at [http://bit.ly/KOlenrol enquiry](http://bit.ly/KOlenrol_enquiry).

- Payment: [fees@koi.edu.au](mailto:fees@koi.edu.au)
- Under/Over Enrolment or CoE Extension: [studentserv@koi.edu.au](mailto:studentserv@koi.edu.au)
- Change of Course: [admissions@koi.edu.au](mailto:admissions@koi.edu.au)
- Change of Timetable: [academic@koi.edu.au](mailto:academic@koi.edu.au)
- Student Portal: [itsupport@koi.edu.au](mailto:itsupport@koi.edu.au)

### Age Requirements: 18 years of age minimum

- KOI does not enrol students under 18 years of age

### English Language Requirements

- KOI website [International Applicants Entry Requirement – KOI](#)

### Credit Transfer Policy

This policy enables students to transfer successful prior learning as credit towards a new qualification. The granting of credit for previously achieved learning is an acknowledgement by KOI that students have gained the knowledge, understanding and skills equivalent to the stated learning outcomes of related programs and subjects offered by KOI.

You may apply for credit transfer for Recognition of Prior Learning (RPL) if you have undertaken formal study at KOI or other recognised tertiary institutions. The granting of credit for previously achieved learning is an acknowledgement by KOI that students have gained the knowledge, understanding and skills equivalent to the stated learning outcomes of related programs and subjects offered by KOI.

The reassessment of credit transfer is also applicable during the process of Recognition of Prior Learning (RPL) and it may impact the course duration in a student's eCoE if granted credit in accordance with the [Credit Transfer Policy](#).

Recognised tertiary institutions can include higher education institutions within and outside Australia, TAFE or other accredited Vocational Education and Training (VET) providers within Australia, and other post-secondary educational institutions. Credit transfer may be granted towards a course at KOI up to the limits permitted under KOI Credit Transfer Policy.

Please note that Credit will not be awarded until all prescribed administrative requirements have been satisfied by the applicant, including submission of original or certified true copies of documentation providing evidence of satisfactory completion of the previous formal studies or prior learning based on which credit is sought.

For full details of credit transfer and reassessment of credit transfer, please see the KOI website [Credit Transfer Policy](#) and [Reassessment of Credit Transfer Form](#).

### 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](#). 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](#) on the website and the terms and conditions within the *Letter of Offer and Written Agreement* (hereafter referred to as the *Letter of Offer*).

Fee payables 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, tuition 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 <https://koi.edu.au/policies-forms/>).

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 implement. 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 payment.

### **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 <https://koi.edu.au/policies-forms/>).

## **Statement of Tuition Assurance**

### **Tuition Protection Scheme – International Students**

Tuition assurance for international students, domestic FEE-HELP students, and domestic upfront paying students is provided through the Australian Government's Tuition Protection Service (TPS). The

current Education Minister has committed to introducing legislation to expand the TPS, providing essential protection to all higher education students

KOI has met the higher education tuition assurance requirements or is exempt from those requirements. Tuition assurance protects students in the event a course provided by an approved provider ceases to be provided after it starts but before it is completed.

In the unlikely event, KOI ceases to provide a course after it starts but before it is completed, the student is entitled to a choice of:

1. offer of a place on a similar course of study with a second provider without any requirement to pay the second provider any student contribution or tuition fee for any replacement units (this is known as the 'Course Assurance Option')
- or
2. a refund of the student's up-front payments and/or re-crediting of any FEE-HELP balance for any unit of study that the student commences but does not complete because we cease to provide the course of study of which the unit forms part (this is known as the 'Tuition Fee Repayment Option').

Refer to <https://www.education.gov.au/tps> for further information on tuition fee assurance by TPS.

## 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 a "Leave of Absence Form" available on the student portal. 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 Home Affairs (DHA)*

**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 (National Code of Practice for Providers of Education and Training to Overseas Students 2018)* 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 approval, students may apply to change their course of study after completing at least two successful trimesters of study. Where possible, subjects of study gained on 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 on 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 an 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 <https://koi.edu.au/policies-forms/>).

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 a potential danger to other students and/or staff; or
- the presence of the applicant/student at KOI is 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](#), [Admissions and Enrolment Policy](#), [Assessment and Assessment Appeals Policy](#), [Course Progress and Intervention Policy](#), [Student Academic Integrity Policy](#), [Student Non-Academic Misconduct Policy](#) on the KOI website <https://koi.edu.au/policies-forms/>.

### **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 & Dean and President.

Requests for *Deferred Entry* must be made in writing accompanied by reasons and supporting documentary evidence. A request for *Deferred Entry* will be assessed based on 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.

## Transfer to Other Providers

(Refer to [International Student Transfer Policy](#) on the website.

International students who wish to transfer to another registered provider and have studied a minimum of six (6) months of their principal course with KOI do not require a letter of release from KOI.

Students who have not yet studied a minimum of six (6) months of their principal course with KOI and wish to transfer to another registered provider MUST request a release. The request must include:

- A written statement setting out compelling reasons for transferring to another course and education provider and exactly how the student will benefit from the transfer.
- A copy of the offer letter from the other institution confirming that the student has been offered an unconditional place at that institution.

Student wishing to make a request to transfer should complete the "Withdraw from Course" form available on the KOI website ([Withdrawal From Course - CoE Cancellation Request Form](#)) and hand the form in at KOI Reception or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au).

KOI will only grant a release under the following conditions:

- Where another registered provider has provided a letter confirming that a valid enrolment offer has been made.
- Where the student has provided convincing evidence of benefits of enrolling in the alternate course and that this is not detrimental to their future studies and welfare.
- Where KOI cannot satisfactorily resolve any personal difficulties or educational problems which the student has encountered, for example if the student cannot attend KOI because of the student's medical conditions.

KOI will also grant a transfer if other circumstances apply, such as:

- KOI fails to deliver the course as outlined in the written agreement with the student
- There is evidence that the student's reasonable expectation about KOI is not being met, confirmed by correspondence with KOI or KOI marketing materials provided before the student's enrolment.
- There is evidence that the student was misled by KOI or by an education agent acting on behalf of KOI and that the course is unsuitable for the needs and/or study objectives of the student.
- The student will be reported to fail to achieve satisfactory academic progress at the level at which they are studying.

- KOI is unable to provide a core subject.
- The student has failed a core subject and there is a shortage of relevant subjects in which the student is eligible to enrol.
- There are compassionate or compelling circumstances that are beyond the student's control, and which emerged after accepting the offer of enrolment from KOI.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Note: KOI does not enrol students under 18 years of age.

The non-refundable component of pre-paid tuition fees will remain non-refundable even if a release is granted. Other unused fees may be refunded in accordance with KOI's Fees Policy ([Fees Policy](#)). Separate applications must be made for refund requests.

KOI will not grant a release in the following circumstances:

- Where KOI considers that such a transfer can be detrimental to the future study plans or welfare of the student.
- Where KOI can arrange reasonable instruction for the student and the student is likely to succeed.
- Where the circumstances forming the basis of the request were known to the student before accepting the offer of enrolment at KOI and the student was given adequate information at the time of enrolment to make an informed decision to undertake the course.
- Where the student gave false or misleading information to KOI when applying to study or when requesting a release.

Where all necessary supporting documentation has been submitted with the written request, KOI will respond to the request within ten (10) working days. KOI will not make any charge for considering or approving a request for release.

#### ***Successful outcome***

Where a release is granted, KOI will advise the student and cancel the student's eCoE. KOI will report the release to the Department of Home Affairs (DHA) by identifying the receiving provider, the course, the effective date, and the reason for release on PRISMS.

KOI will advise the students of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

#### ***Unsuccessful outcome***

If a release is not granted, KOI will provide the student with written reasons for refusing the request and will inform the student of his or her right to appeal against this decision.

#### ***Documentation***

KOI will maintain on the student file a record of all requests for letters of release, the assessment of such requests and the decisions regarding such requests.

### **The Department of Home Affairs (DHA) *(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 Home Affairs (DHA)*. Visit the DHA website for more information on visa conditions and other important information relating to student visas and visa renewals.

DHA Website: [www.homeaffairs.gov.au/](http://www.homeaffairs.gov.au/)

Study in Australia webpage <https://www.studyaustralia.gov.au/>

- If you need a letter and transcript from KOI to support your visa renewal application, please complete a Document Request Form ([www.koi.edu.au](http://www.koi.edu.au) (Policies and Forms tab)) and submit it to Reception, or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au) as early as possible to avoid delays.

## Being a KOI Student

### Student ID (Identification) Card

Students who enrol with KOI will normally be issued with a photo *Student ID Card*. KOI *Student ID Cards* are issued at the KOI library, level 10, 11 York Street.

Students will need the *Student ID Card* when attending examinations and when registering for attendance in lectures and tutorials.

Students can use *Student ID Card* to borrow books from the library or for printing and photocopying. They may also be able to present their *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.

Students who lose their *Student ID Card* 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 12:00PM.

### Student Personal and Contact Details

#### Keeping Details Up to Date

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

On enrolment, all students are required to provide their current contact details to KOI via the Student Portal. Please take time to check and update details in the [Student Portal](#) during enrolment to make sure the details are correct.

If a student realises that details are incorrect or have changed during the trimester, KOI should be advised of any changes or adjustments by updating your contact details in the [Student Portal](#).

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

## Student Email Address

It is a condition of enrolment as a student of KOI to regularly check and use the KOI student email address. The student email account will be used for all communication by KOI staff and lecturers and will also be used to send information relating to 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 in DDMMYYYY format. [KOI#DDMMYYYY]. For example, if your KOI student ID is 12345678 and your date of birth is 27th of June 1990, then your email address is: [12345678@students.koi.edu.au](mailto:12345678@students.koi.edu.au) and your default Password is: KOI#27061990. You need to log in via the Gmail (<http://mail.google.com>) and you **SHOULD** change your password after your first login and set up 2-step verification for security purposes. KOI cannot be responsible for the security of your student email account if you do not change the password and keep the password secure.

For **new** students, two (2) weeks after the enrolment date of the individual student (after creating their own timetable), there will be 2-step verification enforcement on student email (and Microsoft accounts). After the enforcement, the default password will be blocked, so students should act (activate 2-step verification and change password) within 2 weeks of enrolling. Please see the FAQ-IT Support section on the KOI website. To solve email access issues if blocked after the enforcement date, students should visit the IT office with their valid photo IDs.

## Requesting Documents

Current and previous students of KOI 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), students can submit the document request from their [Student Portal](#). Choose 'Service & Forms' then click on 'Document Request' to complete the details and submit the request. There is a transcript fee of \$10, and you can pay through online payment (<http://koi.edu.au/quickweb/>).

For previous students who could not access the [Student Portal](#), the [Document Request form](#) is available from the KOI website. You can download, complete the form, and send to [studentserv@koi.edu.au](mailto:studentserv@koi.edu.au). 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.

## 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;
  
- KOI welcomes student feedback at the Institute. Students have the right to report any issues or grievances regarding both academic and non-academic matters. If you have any problems, complaints, or grievances, please refer to the Complaints and Appeals Policy available on the KOI website [www.koi.edu.au](http://www.koi.edu.au) (Policies and Forms tab).

## Student Responsibilities

KOI expects its students to always behave in a responsible and courteous manner, 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 *Application for Assignment Extension or Examination Deferral* available at *Reception* and on the KOI website <https://koi.edu.au/policies-forms/>;
- ✓ 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 if, without reasonable cause, they:
  - ✓ fail to comply with a lawful direction, order, or request of any KOI staff member, and/or obstruct of attempts to interfere with a KOI staff member's lawful performance of their duty;
  - ✓ fail to follow normal safety practices (e.g. follow directions either written or verbal given by KOI staff;
  - ✓ damage or stealing property of KOI, or any person on KOI premises, or any other organisation while the student is performing tasks as part of a KOI academic program;
  - ✓ enter a KOI campus with unauthorized drugs, alcohol or weapons or enter a KOI campus under the influence of drugs or alcohol;
  - ✓ smoke anywhere in campus buildings or within fifteen metres of any building entrance where KOI is located;
  - ✓ use offensive or threatening language or behaviour;
  - ✓ harass, vilify, bully, intimidate or threaten any KOI staff member of student;
  - ✓ unlawfully assault, attempt to assault or threaten to assault any person or cause any person to hold reasonable fear for his or her safety or physical or psychological well-being;
  - ✓ do anything which disrupts the peace or good order of KOI or bring KOI into disrepute;
  - ✓ disclose confidential information concerning any matter relating to KOI, or any of its staff or students where there is no reasonable or lawful justification for doing so
  - ✓ misuse the information technology facilities (including software) or communication facilities of KOI to engage in illegal activity (for example, computer hacking or infringing copyright);
  - ✓ publish or distribute recordings of classes without permission of the subject coordinator;
  - ✓ make a false representation regarding a matter affecting themselves as a student of KOI;
  - ✓ alter or falsify an academic transcript or other document provided by KOI, or purported to be provided by KOI;
  - ✓ fail to comply with any decision or order made under this policy

Please see the [Student Non-Academic Misconduct Policy](#) on the KOI website.

## Bullying, Discrimination and Harassment

Bullying, discrimination, and harassment are not tolerated at KOI. Bullying includes such behaviours that could be expected to intimidate, offend, degrade, humiliate, undermine, or threaten. This can be done physically or psychologically. Discrimination happens when there is an adverse action, such as demoting someone, because of a person's characteristics such as their race, religion, or sex, whereas bullying is not based on the person or group's characteristics. Harassment includes any act of physical or verbal abuse, bullying, improper influence and/or intimidation committed by a student upon others. Students can report these issues via [counselling@koi.edu.au](mailto:counselling@koi.edu.au) and all student's concerns will be kept private and confidential.

Please see the [Prevention and Resolution of Bullying, Discrimination and Harassment Policy](#) on the KOI website for more information.

## Sexual Assault and Sexual Harassment

Sexual assault and harassment will not be tolerated at KOI under any circumstances. Sexual Assault is a general term used to describe a broad range of sexual crimes committed against a person. These crimes include sexual intercourse without consent, aggravated sexual assault, indecent assault, and acts of indecency. Sexual harassment is any unwelcomed behavior of a sexual nature, including, but not limited to, unwelcomed sexual advances, persistent questions relating to a person's sexual orientation or sex life, or unwelcome requests for sex or sexual favours.

When a student reports behaviour that a provider suspects may constitute criminal behaviour, the provider should advise the student who experienced the sexual assault or sexual harassment of the option of reporting to the police. The provider should support the students if they choose to report such matters to the police but should not require them to do so.

KOI has in place trained counsellors to assist with relevant strategies, outcomes, and support when a person, staff, or student, is experiencing any form of inappropriate behaviour. Counsellors will assess the type and extent of the behaviour and decide when to refer the case to an external practitioner or authority with the consent of complainants.

Please see the [Prevention and Resolution of Sexual Assault and Sexual Harassment Policy](#) on the KOI website for more information.

## Complaints and Appeals

(Refer to [Student Complaints and Appeals Policy](#) on the website.)

King's Own Institute (KOI) seeks to provide a fair, equitable and productive learning and working environment. The Complaints and Appeals policy support the achievement of this goal by providing a transparent, timely and consistent process for resolving complaints and appeals for students and people seeking to enrol at KOI.

All current and former students and people seeking to enrol at KOI are entitled to access the complaint procedures set out in the *Student Complaints and Appeals Policy* regardless of the KOI campus location at which the complaint has arisen, the person's place of residence, or the mode of study.

The *Student Complaints and Appeals Policy* apply to the handling of all complaints regarding KOI, its education agents, third parties and any other associated entities delivering KOI's courses or related services, except where specific types of complaints and appeals are covered by other KOI policies.

KOI has a three-stage procedure for handling complaints with two internal stages and one external stage. The KOI Complaints Management Process is illustrated in the flow chart below.

The first stage for resolution of a complaint involves an informal, local approach. stage would normally be between the complainant and the other person concerned.

The second stage escalates the complaint to formal status and involves formal resolution and has two parts:

- the second stage of the Internal Formal Process, should the complaint remain unresolved, is a Final Internal Review by the CEO (see Section 9.2.2).

The third stage is External Review. Complainants seeking external review in the first instance are encouraged, and often directed by external bodies, to seek internal resolution of their complaint first.

## National Students Ombudsman

The National Student Ombudsman is a free, impartial, and independent service for students to escalate

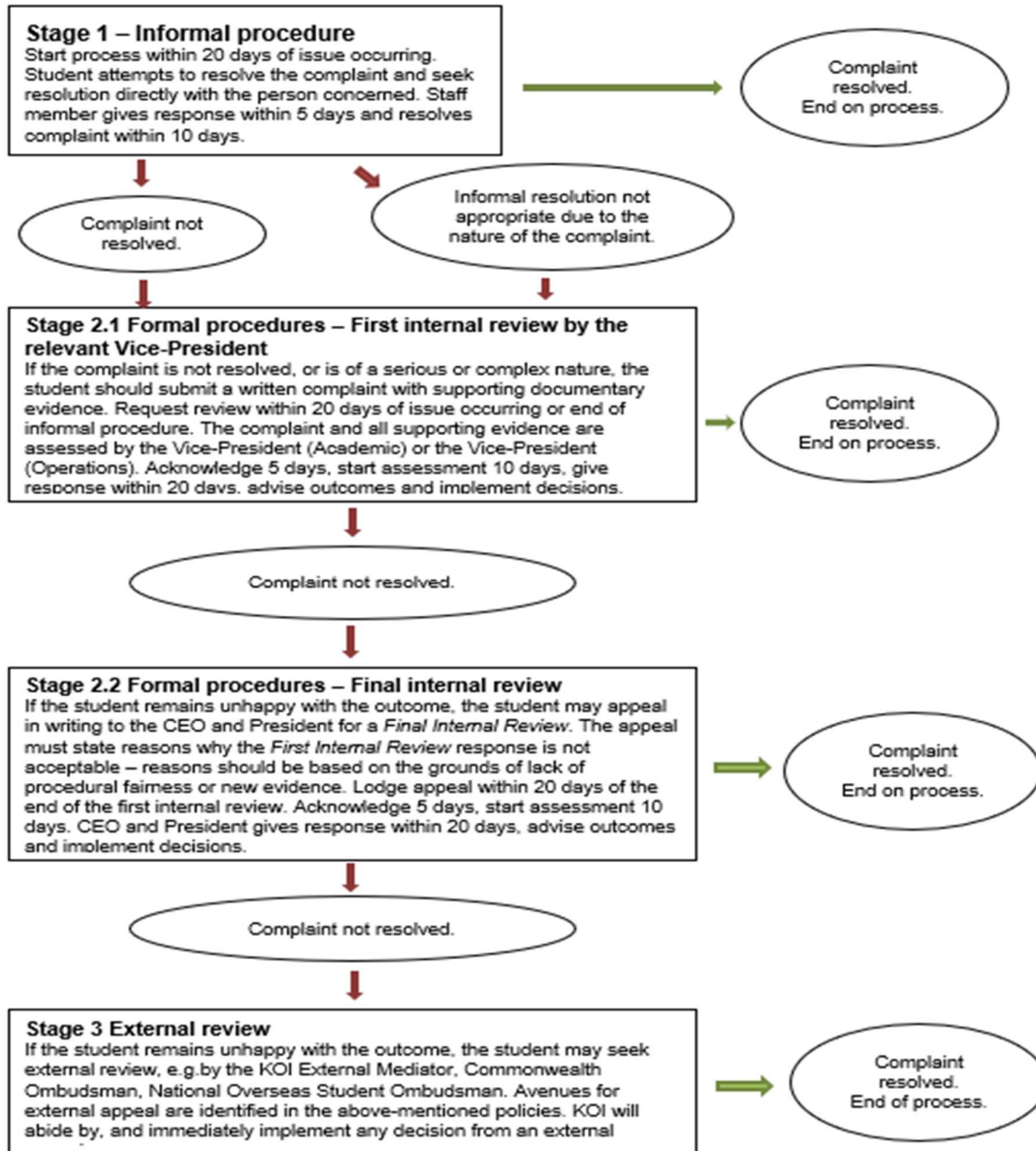
complaints about the actions of their higher education provider. The NSO can consider a range of issues including student safety and wellbeing, racism and racial vilification, discrimination, gender-based violence, course administration, and the fairness and effectiveness of student complaints processes. For complaints that students haven't been able to resolve or don't feel safe talking to KOI about, the NSO can help. The NSO will ask students if they have raised the matter with KOI, but this is not mandatory. The NSO will work with students to consider the best resolution pathway. The NSO will work with students to consider the best resolution pathway. Find out more at <https://www.nso.gov.au/>.



# National Student Ombudsman

## King's Own Institute Complaints Management Process

Note: The flow chart is for illustration only. For full details please see the Complaints and Appeals Policy.



## Students with Disabilities

KOI will ensure that the academic integrity of its courses is maintained at the highest standards and that students with disabilities are provided with appropriate and reasonable adjustments to enable access to and participation in all educational classes and written material on the same basis as other students.

KOI acknowledges that information that is provided about a person's disability or health status is personal and private and will respect the confidentiality of all such information in accordance with the *Privacy Policy*.

To assist in the planning, provision of services and timing of implementation of adjustments, prospective or current students with disabilities are encouraged to identify any alternative requirements as soon as practicable. Students are not required to disclose their disability unless the disability or chronic health

condition is likely to affect the student's capacity to meet the inherent requirements of the course. However, failure to declare specific requirements at the earliest opportunity may lead to a disruption of a student's study program, or a delay in service provision.

Support and advice for students with a disability are available through the Student Services or Counselling staff.

For more information, please see the [Fairness and Equal Opportunity Policy](#) on the website.

## 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 examinations.

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 who benefit from their studies generally have a more productive and enjoyable life as a student when practising 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 the *Academic Department* 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 reference;
- ✓ 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 but are not limited to 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 examinations;
- ❓ **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 examination when it is not allowed and continuing to work after time is called in an examination.

See the [Student Academic Integrity Policy](#) on the website 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 examinations. 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 for bachelor courses and 1 x 3 hour session for master courses 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 examinations – 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 only be two (2) or three (3) assessments and a final examination in a subject.

Developing and keeping good study habits in your first trimester can give you much better grades 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 kinesthetic (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 prescribed textbooks (and read them) – 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 and you will find studying for your final examinations 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 necessary 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 LSC (Learning Skills Centre) for assistance with English, Numeracy, Monitoring Student Academic Conduct and hints for study and assessments.

See the [Intellectual Property Policy](#), [Support for Students Policy](#) and [Course Progress and Intervention Policy](#) for more information.

## Personal Emergencies

If 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 Team* in the first instance. The Student Services Team can be contacted through KOI Reception or email ([reception@koi.edu.au](mailto:reception@koi.edu.au) or [studentserv@koi.edu.au](mailto:studentserv@koi.edu.au)). 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 strict confidentiality according to KOI's *Privacy Policy* (KOI website [www.koi.edu.au](http://www.koi.edu.au) (*Policies and Forms* tab)).

## Course Delivery Information

### Course Delivery

The delivery of courses to international students in Australia is governed by a comprehensive framework of laws that are designed to protect students' rights and responsibilities, and the integrity of the Australian visa system (also called the ESOS Framework).

The key government rules that govern delivery of courses to international students include:

- The Education Services for Overseas Students (ESOS) Act
- The National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018)

For more detailed information regarding the *ESOS Framework* please visit the website:

<https://www.education.gov.au/esos-framework>

### Subject Outlines

The Subject Outline is an important official document containing key information about the subject for the trimester. Subject Outlines are updated every trimester and available via subject *Moodle* pages approximately one (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 details (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 examinations 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

Most subjects have a prescribed textbook as their 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 examinations, if you have read and used the text weekly.

You can refer to the textbook list at the library counter or in *Moodle* for price information and other details such as book availability for ebook and print copies.

## Minimum Technical Requirements for Students' Own Laptop/Computer

Courses	Accounting/Business Courses	IT courses
Features	Recommended Specification	Recommended Specification
Operation system (OS)	Windows 11	Windows 11
Processor	Intel Core i5 or equivalent (8th generation or newer)	Intel Core i7 or Higher (12th generation or newer)
Memory	16GB	16GB or 32GB (recommended)
Hard disk	500GB (256GB SSD, if applicable)	1TB (512GB SSD, if applicable)

## Class Timing

KOI has undergraduate (UG), and postgraduate (PG) classes and undergraduate 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. Postgraduate classes are three (3) hours duration and no tutorial class.

- Monday to Saturday - classes begin in the hour starting at 9AM and every 2<sup>nd</sup> hour (UG) and every

3<sup>rd</sup> hour thereafter. The last class ends at 9PM.

## 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 to complete assignments than is provided in the Subject Outline. You may also be given advice about the focus of examinations. 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 also 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 four (4) subjects per trimester, except for the Master of Business Administration (MBA) course of study where the normal (full; time) study load is three (3) subjects per trimester. [Note: The normal (full time) study load at KOI for Intensive trimesters is two (2) subjects]. 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 [Support for Students Policy](#) on the website 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 Note: Except if enrolling in Intensive trimesters where international students are required to study a full load of two (2) subjects].
- **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 *Student Services Department*. Approval 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 Under/Over Enrolments Form (available in the Student Portal). Students must provide an explanation of the circumstances with supporting documentation.

## 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* (<http://moodle.koi.edu.au>). More details may be provided by lecturers and tutors as the trimester progresses. Most subjects will have two (2) or three (3) assessments during the trimester, and a final examination. Assessments are scheduled to ensure that students receive appropriate feedback on their progress throughout the trimester, and before attempting the final examination.

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 Examination – Medical Reasons* or the *Application for Assignment Extension or Deferred Examination – Non-Medical Reasons* (depending on the reasons the student was unable to attend) available at KOI Reception and on the KOI website <https://koi.edu.au/policies-forms/>.

**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](mailto:academic@koi.edu.au). You should carefully read the conditions on the form.**

**Lecturers and tutors cannot 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 them 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 taken to avoid errors.

### Assessment Reviews – Informal Process

Before requesting a review of an assessment mark, you should first 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 (five) 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 \(www.koi.edu.au\)](http://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 Examination 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 most 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 & Dean and President.**

### 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 examinations 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 examination 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 grades 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, provide supporting documentary evidence, and clearly state the grounds for appeal (see Section 8.1 *Grounds for Appeal*, [Assessment and Assessment Appeals Policy](#) available on the KOI website. The form is available at KOI Reception and via the KOI Website [www.koi.edu.au](http://www.koi.edu.au).

Applications for Formal Review of Grade must be made to [academic@koi.edu.au](mailto:academic@koi.edu.au) within 10 working days of the return of an assessment, or within 5 (five) working days of the Final Examination Review Day. The Vice President (Academic) will review all relevant documentation and may discuss the matter with the academic(s) involved and the student. The Vice President (Academic) will make a recommendation to the CEO & Dean and President regarding the appeal, based on the evidence. Where a change of grade is warranted, the Vice President (Academic) will make a recommendation to the CEO & Dean and President. 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.

## Examinations

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

- Mid-trimester examinations 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 examinations will be held.
- Final examinations are scheduled during the one (1) week *Final Examination Period* in the 15<sup>th</sup> week of the trimester. Final examination timetables are posted at both KOI locations and in *Moodle* during week 10.

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

## Applying for a Deferred Examination

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

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

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

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

If you:

- are not offered a deferred examination, or
- Are offered a deferred examination, 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 examination 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 examination.

Marks, awarded for the deferred examination, will be the marks awarded for that assessment.

### **Supplementary Assessments** (Examinations 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 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 examinations will normally be held at the same time as deferred final examinations.

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 examination, 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 (two) 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 in Student Portal sub-menu under Current Students tab in KOI website [www.koi.edu.au](http://www.koi.edu.au).

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 except for unfinalised deferred examinations 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 Examinations* 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 KOI Student Portal at any time.
- If you need an **official copy** of your *Transcript*, you will need to request it through your Student Portal or MyEquals.

### Completion Documents

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

- *Academic Transcript*;
- *Completion Letter*;
- *Testamur*;

You do not need to apply for these documents, however if you need them, please contact Student Services and Reception by the completion date.

## 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](#) on the website for more information). 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 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 Department* for review.

The *Student Services Department* 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 Department* 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.

For more information about meeting course requirements with student visa, please check visa details and condition <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>.

## Counselling

At KOI, there is a Counselling team made up of qualified counsellors who are trained to work with students on any issues of concern. Students are encouraged to access the free, confidential counselling services as early as possible before their studies are affected.

The counselling team provides support in the following areas:

- Support and transition to Higher Education studies
- Motivational support
- Personal skills development
- Anxiety, stress, and management
- Examination stress management and time management
- Lifestyle and study balance

Counselling services are available to all currently enrolled KOI students and these services include:

- Short term solution focused counselling
- Cognitive Behavioural Therapy (CBT)
- Mindfulness
- Short to medium term counselling

The counselling team can be contacted for bookings via [counselling@koi.edu.au](mailto:counselling@koi.edu.au) for more details visit following link [FAQ – Counseling Service – KOI](#)

## 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 <https://koi.edu.au/current-students/> or go directly to <https://moodle.koi.edu.au>. You will need access to your KOI student email account before you can access moodle. Once you have access to your KOI student email, please click the "Sign in with Google" to login. You will receive an email to your KOI Student Email from Site Administrator with an authentication link press this to link your accounts.

When you enrol, you are automatically enrolled into your trimester subject(s) in *Moodle*. Your classes in moodle should be updated within 24 hours after enrolment or updates your timetable. If you notice any inconsistency between the subjects on your individual timetable and the subjects listed in Moodle, please contact [library@koi.edu.au](mailto: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. For more details on Student Support and Services visit the following link [FAQ - IT Support](#)

### Library

#### Opening Hours – York St location

- **During teaching, Study Review and Final Examination Periods:**  
Monday to Friday: 9:00AM – 5:00PM, Saturday - Sunday Closed
  - **During Trimester 1 & 2 Mid-Trimester Break:**  
Monday - Friday 9:00AM - 5:00PM  
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 on level 9 at **York Street Campus**.

**During the third and fourth week of the enrolment period:** After the enrolment or for late enrolment ID cards can be made at the library which is located on level 10 at **York 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**  
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 Vice

President (Academic).

- **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 for full download and chapter download. A selection of prescribed textbooks is 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 refined search features
- citation import to RefWorks – a Bibliographic Management Software available to all KOI students on Moodle
- search within books and printing

- **O'Reilly Learning Videos & Books**

A trusted source of the most current and authoritative technology and business transformation content. The platform includes over 48,000 book titles and more than 30,000 hours of video, proven learning paths, case studies, interactive tutorials, audio books, and videos from O'Reilly's global conferences and 200 of the world's best publishers.

- **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 *EBSCO* databases. Searches can be made within a sole publication or journal, across all databases and with the refined 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.
- **Education Source** is a comprehensive research database provided by *EBSCO*, covering education-related topics including *TESOL, curriculum development, teaching methods, and educational psychology*. It provides access to academic journals, books, and conference papers useful for students studying education and English language teaching.
- **Computers & Applied Sciences Complete** is an *EBSCO* database that provides full-text access to research in information technology, computer science, and applied sciences. It includes journals, technical reports, and conference papers useful for students studying IT and related fields.

- **IBIS World**

IBIS World is a major provider of Australian and global industry research. It has collections of information on Industry Marketing Research, Industry Risk Ratings and Company Research.

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 \$100.00 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 \$100 will be charged for any damaged books.**

### 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 \$100.00 (includes the processing fee and any outstanding fee(s) on the item).

### Reservations

Reservations are not available as the books which students tend to reserve are usually in heavy demand and cannot be loaned out from library.

### 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 for the following working day.

### Printing and Photocopying

Printing and photocopying (black and white only) are available to KOI students at all printer bays, including the library on Level 10 at the York Street campus.

All print jobs need to be released from the print bay or library PCs before being picked up from the printer. Please refer to the "IT Support FAQ - How to use campus devices (computer, printer, WiFi)?" for more information about using the print bay or library PCs.

**Double-sided printing** is compulsory as KOI believes in being environmentally conscious.

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 FOC (free of charge) 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 10c\* per single sided page (minimum purchase \$1.00).

\$1.00, \$2.00, \$5.00, and \$10.00 vouchers are available.

## IT Services

KOI provides free and on-campus *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*, cloud storage, 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 drinking in classrooms or near KOI computers without prior consent.

## Cyber Security

It is important that internet users (staff/students) protect themselves from becoming victims of online criminals. KOI IT team operates firewall and anti-virus software on each campus and an SSL certificate which makes sure of the online security when staff members use the KOI staff/student portal.

[Australian Signals Directorate](#) provides advice on how to protect yourself online as well as giving current information on the latest online threats and how to respond.

## Learning Skills Centre (LSC)

The Learning Skills Centre (LSC) provides free academic support to all KOI students. It aims to help students develop the essential skills needed for academic success, including Academic English, general English, numeracy, and statistics. LSC also offers personalised one-to-one support sessions to help students understand assignments and enhance their academic performance.

All KOI students are welcome to attend the following workshops:

**Academic English Workshops (LSC100):**

Develop critical thinking, academic writing, and referencing skills.

**Mathematics Support (LSC101):**

Strengthen numeracy and quantitative skills required for success in ICT101 Discrete Mathematics.

**Statistics Support (LSC105):**

Enhance fundamental statistics skills required for success in BUS105 Business Statistics.

**English Hub:**

Improve everyday communication and peer networking in a safe and supportive environment.

**PLASS One-to-One Sessions:**

Personalised feedback on academic writing and guidance in understanding assignment requirements.

Students can either enrol in these workshops or simply drop in at any session as per their needs. For more information, please contact us at [lsc@koi.edu.au](mailto:lsc@koi.edu.au).

## Access for Students with Disability

KOI aims to ensure that all students have equal access to our services and campus facilities. There is lift access for students with a disability in all locations.

If you need to discuss your issues with us about access to any locations, please contact the Student Services Team via [studentserv@koi.edu.au](mailto:studentserv@koi.edu.au).

## KOI Student Society

KOI seeks to enhance student life experiences while on campus by encouraging students to have a balanced lifestyle.

Students have their own independent Student Society which promotes extracurricular activities for students. These activities are offered on a trimester basis and include FUTSAL and cricket competitions, with an end of trimester harbour cruise among others.

The Student Society's mission is to:

- Enhancing the advancement of student life
- Increase student participation at KOI
- Engage students in extracurricular activities
- Serve as a source of communication between KOI staff and students
- Encourage leadership through service at KOI

For more information: [koiss@koi.edu.au](mailto:koiss@koi.edu.au).

## Career Guidance

It is important that career preparations start prior to graduation. Learning from career advisors what you should do while you are still studying is 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 have been offered permanent positions to stay on in the companies. The Student Services Manager can help you with the Internship process.

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.

## Key Emergency Contacts

General Inquiries: [ask@koi.edu.au](mailto:ask@koi.edu.au)

Admission Enquiries: [admissions@koi.edu.au](mailto:admissions@koi.edu.au)

Academic Enquiries: [academic@koi.edu.au](mailto:academic@koi.edu.au)

Financial Enquiries: [accounts@koi.edu.au](mailto:accounts@koi.edu.au)

Student Services Enquiries: [studentserv@koi.edu.au](mailto:studentserv@koi.edu.au)

Library Services Enquiries: [library@koi.edu.au](mailto:library@koi.edu.au)  
IT Support Enquiries: [itsupport@koi.edu.au](mailto:itsupport@koi.edu.au)  
Emergency (After hours): [1800313153](tel:1800313153) and [1800313155](tel:1800313155)

## Security and Emergency Contacts

Organisation	Contact Number
Building Security (York St Campus)	02 9578 3000 (24/7)
Police / Ambulance / Fire (If you are in immediate danger, require an ambulance or there is a fire)	000 (Triple Zero)

## 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.

### What to do in case of an emergency

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.

#### How 000 works

000 calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions such as where you are located, what the emergency is, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

000 Calls are free on all mobile phones.

### Emergencies (Fire)

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 sounding of the alert tone "BEEP... BEEP"

Be aware of a possible emergency situation occurring. Continually assess the situation & don't put yourself or others at risk.

Prepare to evacuate, follow work shut-down procedures. Secure your area immediately.

Wardens report to the Warden Intercom Point (WIP), check for signs of an incident and account for occupants with a disability.

If smoke/fire/incident is discovered, commence evacuation and report this immediately to a Warden, prevent others from entering the hazardous zone and alert surrounding people

If safe and trained to do so, attempt to extinguish the fire/contain the emergency incident

## Stage 2

On sounding of the Evacuation Tone “WHOOOP... WHOOOP”

Evacuate via the nearest safe exit and proceed to the Assembly Area.

Wardens will conduct a sweep to ensure occupants are clear and report to the Chief Warden.

When the area has been evacuated, all doors and windows should be closed to contain fire. Do not obstruct access to exits.

Wardens evacuate and remain with occupants at the Assembly Area. Await further instructions from the responding Emergency Services.

**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

- York St Campus – Wynyard Park and Lang Park, across the road from where you will exit the building. Please make sure you cross the road carefully at the traffic lights on York Street and Margaret Street.

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

## Critical Incident / Incident Reporting

All incidents and injuries that occur at KOI should be reported as soon as possible. You can find the [Critical Incident Policy](#) and [Forms](#) on the KOI website <https://koi.edu.au/policies-forms/>. The policy is designed to ensure that KOI is prepared for critical incidents and has clear protocols to follow in what can potentially be distressing and upsetting circumstances. This policy establishes the strategy for managing critical incidents and assigns responsibilities for its development, implementation, maintenance, and review.

Further emergency contacts for dealing with critical incidents are provided below and a full list is available on KOI website at [Support and Emergency Contacts](#)

## Medical Centres

For a full listing of doctors, medical centres, hospitals, chemists (pharmacies) and other health-related services, please refer to the links below.

Sydney CBD Medical Centre: 242 Castlereagh Street Sydney NSW 2000 / (02) 9268 0133  
<https://www.sydneycbdmedicalcentre.com.au/>

Sydney and Sydney Eye Hospital: 8 Macquarie St, Sydney NSW 2000 / (02) 9382 7111  
<https://www.seslhd.health.nsw.gov.au/sydney-eye-hospital>

St Vincent's Hospital Sydney: 390 Victoria Street Darlinghurst NSW 2010 / (02) 8382 1111  
<https://www.svhs.org.au/>

Broadmeadow Medical Centre: 154 Lambton Road (Cnr Turton Road) Broadmeadow NSW 2292 / (02) 4041 4400  
<https://www.broadmeadowmedical.com.au/>

Mayfield Medical Centre: 278 Maitland Road Mayfield NSW 2304 / 02 4967 4446  
<https://www.mayfieldmedical.com.au/>

Chemist Warehouse <https://www.chemistwarehouse.com.au/>

Priceline Pharmacy <https://www.priceline.com.au/>

## Mental Health Information Services

International students can access mental wellness support from the Government through NSW mental health services.

Mental Health Hotline (24/7) / Call: 1800 011 511

<https://www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx/>

Mental Health NSW <https://www.health.nsw.gov.au/mentalhealth/>

There are also many resources to which you can refer for information about mental illness. Helplines, websites, and government mental health information services provide a range of services.

### **Australian Government: AIHW MHSA**

Australian Government website provides information on mental health services in Australia.

<https://www.aihw.gov.au/>

### **Beyondblue Support Service - Support. Advice. Action**

Information and referral to relevant services for depression and anxiety related matters

**Call: 1300 22 46 36**

<http://www.beyondblue.org.au/get-support/get-immediate-support>

### **Lifeline**

24-hour telephone counselling service / Call: 13 11 14

<http://www.lifeline.org.au/>

## Legal Assistance in NSW and My Legal Mate

**LawAccess NSW** is the best place to start to resolve a legal problem in NSW, as they can provide legal information and a referral to the most appropriate service. In some cases, they may provide legal advice over the telephone.

**Phone: 1300 888 529 Website: [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)**

**The Redfern Legal Centre** provides free, confidential advice to international students in NSW about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. Offers services in Arabic, Farsi, Chinese, Filipino, Hindi, Indonesian, Korean, Malay, Russian and Thai.

Address: 73 Pitt Street Redfern, NSW 2016

Phone: (02) 9698 7277

Website: <http://rlc.org.au/our-services/international-students>

## International Student Health Hub

International Student Health Hub is developed to connect international students with international student health insurance, the Australian Healthcare system, and the variety of student sexual and reproductive health services available.

For more information, see the website <https://www.study.nsw.gov.au/current-students/staying-healthy-and-safe/health-hub/>

## Fair Work Ombudsman

Students can access information on their employment rights and conditions, and ways to resolve workplace issues through the Fair Work Ombudsman.

<https://www.fairwork.gov.au/pay-and-wages>

Work Infoline for workplace relations queries on 13 13 94

## **The Education Services for Overseas Students (ESOS) Legislative Framework**

The ESOS laws are in place to protect the interests of international students. These laws include the Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018. These laws provide international students with tuition and financial assurance as well as a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

For more information on the ESOS Framework and the protection it offers to international students,

please visit: <https://internationaleducation.gov.au>  
<https://www.education.gov.au/esos-framework>

## **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 (four) metres of a pedestrian entrance or exit from a public building, or an emergency exit. This applies to each KOI location. As of 06 July 2015, smoking is also banned in and within four (4) metres of all commercial outdoor dining areas.

You can be fined up to \$550.00 for breaches with a fine of \$300 on the spot. 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 where you last had your missing items. If they are not there, please check with KOI Reception at or the library at York St.

Please be particularly careful in the computer labs and other crowded areas with your handbags, wallets, USBs, 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**

This section provides some of the information that may help you settle into living in Sydney (<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>). It is not a fully comprehensive list, and alternatives for all sections below can be found in many places such as other guides and 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 five 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°C-26°C	11°C-24°C	9°C-17°C	11°C-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 regarding 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 <https://www.cityofsydney.nsw.gov.au/sports-facilities>.

## Living in Newcastle

### General Information

Nestled on Australia's spectacular NSW coast and surrounded by some of the state's most popular destinations, Newcastle is an all-round great choice as a safe and friendly place to live.

Newcastle, Australia is a vibrant and diverse city with a population of 550,000. The city itself has a lot to offer - great weather, beautiful surrounds, an unbeatable lifestyle, and a vibrant cultural identity that is truly its own. The city is recognised worldwide for its ongoing transformation and has come a long way since its 90-year history as the 'Steel City'.

There are lots of ways to get to know the city of Newcastle and plenty of information available to help you. Visit the City of Newcastle for details about the community (<https://newcastle.nsw.gov.au/home>).

### To Live

City of Newcastle is leading the way as we transform into the next generation of smarter living.

With our national award-winning Smart City Strategy, we're working with a few stakeholders to implement a range of initiatives that will make life easier – creating a smart, loveable, and sustainable global future for all Novocastrians.

### Weather – Average Temperatures

The weather in Newcastle is pleasant and mostly clear all year round.

You can expect warm and humid summers, with a maximum temperature of 26°C. Winters are short and cool, and temperatures rarely drop below 7°C.

### To play

Newcastle offers all the usual city comforts including great restaurants, cafes, parks and gardens, theatres, art galleries and museums, shopping centres and nightclubs. We've listed some of these on our Out and About page.

A few kilometres south of the city is Australia's largest seaboard lake, Lake Macquarie, scene of many national and international sailing events. Travel a bit further and you will reach the Central Coast.

Less than one hour's drive to the north is the impressive harbour of Port Stephens, a popular centre for big game fishing, sailing, surfing, and sailboarding. To the west are the internationally famous wineries of the Hunter Valley, many of them more than a century old.

### 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

### Sydney

St. Mary's Cathedral	St. Mary's Road Sydney	Phone: 02 9220 0440
Central Baptist Church	619 George St. Sydney	Phone: 02 9211 1833
Anglican Church Sydney	507 Pitt St. Sydney	Phone: 02 9211 0560
Wesley Central Mission	220 Pitt St. Sydney	Phone: 02 9263 5555
St. Andrews Cathedral	Sydney Square	Phone: 02 9265 1661

### Newcastle

St. Johns	The Rectory 1b Parry Street Cooks Hill	Phone: 02 4927 5399
Newcastle Baptist Tabernacle	25 Laman Street Newcastle	Phone: 0422 620 253

### Mosques

For information about the location and services offered at *Mosques* in Sydney, go to <https://www.mosque-finder.com.au/index.html>.

### Temples

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

- *Hindu temples* <https://singh.com.au/category/mandirs-in-australia/>
- *Buddhist centres* <http://www.sydneybuddhistcentre.org.au/>
- *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

Garuda	<a href="https://www.garuda-indonesia.com/au/en/index">https://www.garuda-indonesia.com/au/en/index</a>
Emirates	<a href="http://www.emirates.com/au/">www.emirates.com/au/</a>
Malaysian Airlines	<a href="http://www.malaysiaairlines.com/">www.malaysiaairlines.com/</a>
QANTAS Airways	<a href="http://www.qantas.com.au/">www.qantas.com.au/</a>
Singapore Airlines	<a href="http://www.singaporeair.com/">www.singaporeair.com/</a>

### Trains and Buses

City Rail & Bus Information	<a href="http://www.transportnsw.info">www.transportnsw.info</a>
Shire Shuttle Bus	<a href="https://shireshuttlebus.com.au/">https://shireshuttlebus.com.au/</a>

### Taxis

Taxis Combined	Phone: 13 3300
Legion Taxis	Phone: 13 1451
Wheelchair Taxis	Phone: 02 8332 0200

### Car Hire

*Drive Now* (compares car hire services) [www.drivenow.com.au](http://www.drivenow.com.au)

*Car Hire* (compares car hire services) [www.carhire.com.au](http://www.carhire.com.au)

### **Banks**

ANZ Branch	665 George Street Haymarket	Phone: 02 9219 2713
Commonwealth Bank	691-693 George Street Haymarket	Phone: 13 2221
National Australia Bank	37 Ultimo Rd Haymarket	Phone: 13 22 65
Westpac	283-285 Kent St Sydney	Phone: 02 8254 2750
St George Bank	99 Elizabeth St Sydney	Phone: 02 8114 9000
Travelex	724 George Street Sydney	Phone: 02 9212 1764
Western Union	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**

Wilson Parking	431 Kent Street, Sydney NSW 2000	Phone: 02 9006 3200
Civic Public Carpark	Queen Street, Cooks Hill NSW 2300	Phone: 02 4974 2000

There are many other car parks throughout Sydney & Newcastle – these can be easily found using an internet search.

### **Frequently Asked Questions (FAQs)**

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

### **KOI Policies and Forms**

Policies and Forms can be found on the KOI website <https://koi.edu.au/policies-forms/>.