1. **I have paid my fees but the portal states that I have insufficient funds to enrol.**

You will see one of the following messages on the screen:

![Message from webpage](image)

You are blocked from enrolling online due to the following reason:

**No funds available in your SIBT account.**

Click OK button to apply for late payment of your tuition fee. Otherwise click cancel to exit.

Please email to accounts@sibt.nsw.edu.au a copy of the Transfer / Payment Confirmation with your student ID. Please note that a copy of the Transfer / Payment Confirmation should be clearly visible. If the payment is already deposited into SIBT bank account, it will take 1 – 2 working days (not weekend) to be credited into your student account if your payment reference included your Student ID.

If you paid via Direct Deposit (Deposit at Westpac bank branch), you must bring the following to the SIBT office on working days to have the money credited into your student account;

(a) Original Westpac Deposit Receipt and
(b) Write on the back of the receipt your student ID and the name of the Bank Branch

If you have already paid, please do not apply for the Online Late Payment Application via your student portal. You will get charged the Online Late Payment Application Fee of $250 if you apply even though you do not use this facility. Your Online Late Payment Application will be assessed for approval within 1 – 2 working days.
2. I am unable to view my results.

You are blocked from enrolling online due to the following reason:

Fees owing - results not available
Please contact the SIBT office.

Do you have outstanding tuition or library fees?
If so these debts need to be cleared prior to enrolment.
Pay your library fines at the Cashiers Office at the Lincoln Building (C8A), and then bring the receipt to SIBT reception.

3. I have been granted a deferred exam, what should I enrol in?

A ‘z’ grade means that you have a deferred or supplementary exam scheduled in the future.

It is highly recommended that you enrol in that unit again. Should you do well in the exam and pass the unit, you will then be withdrawn from that unit and permitted to select a new one.

4. I am waiting for the results of a Grade Review, should I enrol in the unit?

It is recommended that you enrol in that unit again until the grade review is complete.
5. I want to change my major, what should I do?

Select your major and then select ‘change your major’.

Note: To change your course you must make an appointment to meet with an advisor.

6. I have been able to select your units but have had difficulty in completing your enrolment?

A possible reason is that the SIBT Portal is designed to work with Internet Explorer 8.

7. I am uncertain of which units to select this semester?

Please refer to the suggested programs of study available on the Noticeboard section of the Student Portal.

8. Do you want to continue studying units at SIBT in an Advanced Diploma course with us?

Selecting Advanced Diploma units at SIBT offers a number of advantages:

- Studying in a smaller class
- Personalised assistance offered
- Faster completion of degree

Simply click “Enrol in Advanced Diploma Course”

Note: You do not need to complete the Advanced Diploma before you transfer to Macquarie University, but units you have completed may be accredited to your Bachelor course.

If you have other questions please check out the Frequently Asked Questions on the Noticeboard. SIBT is always willing to assist you.

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