Frequently Asked Questions
Session 3, 2018
Units

What is COMM100/COMM101/COMM103? Why do I need to do these units?
Writing and research units are required units for all programmes and are designed to equip students with the tools to be successful in their academic writing. Students who have achieved high levels of English in the HSC may be precluded. Students who transfer Diploma's only have to complete either COMM100 or COMM101 or COMM103.

How can I get in touch with my lecturer?
Lecturers are available for student consultation during the session. Please check Student noticeboard under student support to obtain a detailed timetable. You can also email your teachers on their learning emails. This information can be found in your unit guides.

What are my core units?
Core units are compulsory units. Each Diploma has core units. The study paths are available on the Student Portal Noticeboard under 'Program Information'. These core units are part of the accredited Diploma, so you must complete the required core units to be eligible to graduate.

What are my elective units?
Some Diplomas have a choice of elective units. The elective units complement the core units for your Diploma. The study paths are available on the Student Portal Noticeboard under 'Program Information'. These elective units are part of the accredited Diploma, so you must complete the required elective units to be eligible to graduate.

What is the minimum number of units that I must study each session as a Domestic student?
One

What is the minimum number of units that I must study each session as an International student?
Three, unless you are finishing a qualification and there are less than 3 units.

What are the pre-requisites for my units?
These differ for each program of study. Please see 'Program information' or a Student Learning Advisor.

What happens if I fail a unit 3 times?
A student that fails the same unit three times will not be permitted to enrol in that unit for the next session.

Foundation

How many units must I study to complete the Foundation Program?
The SIBT Foundation Program is sub-divided into two categories.
Foundation Standard Program will require a student do complete 8 units (4 core and 4 elective)
Foundation Extended Program will require a student to complete 12 units (8 core plus 4 electives)
Level of English in Year 11/12 result will determine which program the student is offered.

I have been given a ‘FNDS70 Offer'. What does this mean?
Foundation Standard Program students who have an average of 70% or above after completing their 4 core units can transfer directly to the Diploma.
Foundation Extended Program students who have an average of 70% or above after completing their 8 core units can transfer directly to the Diploma.

Diplomas

Is it possible to change my Diploma at any time and what are the consequences? How can I change my program if I'm not in Australia?
Yes it is possible to put in the application at any time but it may not be effective until the following session. It is essential that you meet with Student Learning Advisor, as there may be consequences in regards to time and cost if you need to undertake additional units in response to the change. Ensure you have all the correct information about the unit requirements and program progression.

Program Completion

I am an International student, when will I complete my program?
International students (currently on a student visa) should complete their program within their eCoE end dates. This is usually 12 months from the student's commencement date.

Exemptions

Can I apply for an exemption?
Yes, you are eligible to apply for an Exemption or Recognition of Prior Learning (RPL) if you have
- previously studied in a Bachelor level program and passed relevant units, or
- graduated from a Diploma program and passed relevant units.

You will need to complete an Exemption application form (attaching the required documentation) prior to enrolling in units. SIBT will not process exemptions for units in which a student is already enrolled. Application forms are available on the SIBT website: [http://www.sibt.nsw.edu.au/enrol-today/exemptions](http://www.sibt.nsw.edu.au/enrol-today/exemptions) and must be lodged by the end of Week 1 of a Session for consideration of exemption for that Session.

Grades, review, appeals and viewing final exams

How can I improve my GPA?

The **Foundation GPA** is calculated from a points system as per the table below:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Percentage Range</th>
<th>Numeric Value for the GPA calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>High Distinction</td>
<td>85 – 100</td>
<td>10</td>
</tr>
<tr>
<td>D</td>
<td>Distinction Plus</td>
<td>80 – 84</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Distinction</td>
<td>75 – 79</td>
<td>8</td>
</tr>
<tr>
<td>CR</td>
<td>Credit Plus</td>
<td>70 – 74</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Credit</td>
<td>65 – 69</td>
<td>6</td>
</tr>
<tr>
<td>P</td>
<td>Pass Plus</td>
<td>60 – 64</td>
<td>5.5</td>
</tr>
<tr>
<td></td>
<td>Pass</td>
<td>50 – 59</td>
<td>5</td>
</tr>
<tr>
<td>F</td>
<td>Marginal Achievement</td>
<td>45 – 49</td>
<td>3.5</td>
</tr>
<tr>
<td></td>
<td>Minor Achievement</td>
<td>31 – 44</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Fail</td>
<td>&lt;30</td>
<td>0</td>
</tr>
<tr>
<td>FA</td>
<td>Fail Absent</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>WF</td>
<td>Withdrawn Fail</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>
The Diploma GPA is calculated from a points system as per the table below:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Percentage Range</th>
<th>Numeric Value for the GPA calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>High Distinction</td>
<td>85 – 100</td>
<td>4</td>
</tr>
<tr>
<td>D</td>
<td>Distinction</td>
<td>75 – 84</td>
<td>4</td>
</tr>
<tr>
<td>CR</td>
<td>Credit</td>
<td>65 – 74</td>
<td>3</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>50 - 64</td>
<td>2</td>
</tr>
<tr>
<td>F</td>
<td>Fail</td>
<td>&lt;50</td>
<td>0</td>
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<td>Fail Absent</td>
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<td>Withdrawn Fail</td>
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</tbody>
</table>

For both the Diploma and Foundation programs your GPA is calculated by adding all of the numeric value for the GPA calculation for all units (exception for BMATH or SS100) and dividing it by the number of units attempted or completed (this includes all pass, withdrawn, withdrawn fail or failed units).

**What do I do if I need a Grade Review?**

Students can only apply for a grade review on the Student Portal. You must submit your request via the Portal within 7 days of the Final grades being released. You must have a valid reason for the Grade review and you will be required to provide a written statement detailing the reason for requesting a review. You may be required to provide supporting evidence. If you have applied for a Grade review, please do not send emails to SIBT whilst you are awaiting the response of your Grade review as it ends up taking longer to process.

**I want to appeal my Grade Review result, what should I do?**

If you wish to appeal the result of a Grade review, you can do so by writing to gradeappeals@sibt.nsw.edu.au requesting a Grade Appeal application form. You must briefly state a reason for the request (max 50 words). If the reason for the request is within the Policy guidelines then an application form and directions for submission will be sent to you. You will be required to provide supporting evidence to your appeal at that time.

**I am waiting on the outcome of a Grade Review/appeal, should I enrol?**

Rather than risk the possibility of missing the first weeks of class, it is highly recommended that you enrol in the unit until the appeal is finalised. If the Grade review is upheld, your fees will be credited/refunded or you will be permitted to enrol in another unit prior to Census date.

**How long will it take to get the results of a grade review?**

The outcome of the Grade review will take between 2-14 working days. Isolated cases that involve extensive consultation with Supervisors and Moderators may take longer.

**Enrolment**

**Conditional Enrolment (CON1, CON2, CON3, BMTH, EXACES, EXCC)**

**I got a message about Conditional enrolment, what is it?**

A Conditional Enrolment occurs when unsatisfactory performance in your previous session results. A Conditional Enrolment means that you will have restrictions and/or additional requirements to your timetable of study. For example, you will be allowed to enrol in only 3 units and you may have to enrol in support units of study to assist you with your studies. You will need to attend the compulsory meeting(s) as advised in the portal.

**I am on a Conditional enrolment; can I study 4 units this session?**

Students who are on a conditional enrolment and only have 4 units left to complete their Diploma may be permitted to study 4 units only if they can demonstrate satisfactory academic results and GPA. You will be required to consult a Student Learning Advisor to have this approved.
Why do I need to do the BMTH Maths program?
Students who have not completed the appropriate level of Math prior to SIBT will be required to undertake support Math studies and/ or enrol in specific Math units. This is to prepare them for the assumed levels of Math required at a higher level.

I have an EXCC condition. What do I have to do?
This means that you will not be allowed to enrol at SIBT in the upcoming Session. If you wish to appeal the EXCC condition (Exclusion) you must do so in writing to the Principal within 20 working days. Contact SIBT Reception to book a meeting with the Student Counsellor if you wish to discuss this issue.

I have an EXACES condition. What do I have to do?
Your enrolment is blocked. You need to book a meeting with the Student Counsellor to discuss this issue.

Enrolment in Mathematics Units

Maths Readiness Test for Diploma of Engineering Students
The test will be online and in class during the orientation week. The duration of the test is 60 minutes and involves 20 questions in Algebra, solving equations, differentiation and integration. Your result will determine which mathematics unit you enrol in first, MATH099 or MATH100.

Maths Readiness Test for Diploma of Business Administration and Diploma of Commerce Students
The test will be online and in class during the orientation week. The duration of the test is 60 minutes and involves basic maths concepts. Your result will determine whether your need to enrol in BMATH during your first session before your enrol in MATH102.

Deferral

How can I defer my studies to another session?
SIBT can only defer international students on medical or compassionate / compelling grounds (refer to Student Deferral or Withdrawal Policy). Students are required to arrange a meeting with the Student Counsellor to discuss the reasons for deferring in addition to providing supporting documentation before an approval can be considered.

I want to come back to study. What do I need to do?
International students - please email to SIBTstudentservices@sibt.nsw.edu.au advising when you wish to resume your studies. Domestic Students - please email admin@sibt.nsw.edu.au

Enrolment - General Information

When is the last day I can re-enrol?
The last day of enrolment is Friday 5pm of week 1. Enrolment after this date and within the College timeframes will require approval and needs to be completed by a Student Learning Advisor. Check the portal for the session start dates, fee payment dates and last date to enrol. Students are expected to enrol on time before the Session starts.

Enrolling early helps, you get your preferred timetable. Check the academic calendar here: https://www.sibt.nsw.edu.au/academic-calendar

Can I enrol if I miss the online enrolment date?
Yes. You are required to meet with one of the Student Learning Advisors, and they will enrol you to the required units. However, you will be asked to sign a ‘Statement of responsibility’ stating you accept responsibility for any assessment or program work you miss due to late enrolment.

Is it possible to drop a unit at any time following enrolment and what are the consequences?
Students may drop a unit without academic penalty or financial penalty up until Census Day, Friday of Week 4. If a student wishes to drop a unit between week 4 and week 8, a financial penalty will apply but not an Academic penalty. Variation to enrolment forms will need to be completed. Dropping a unit after Friday of week 8 will result in a Withdrawn Fail (WF) grade.
I only want to enrol in 1 or 2 units but I have more than that left to do?

**Domestic** students can enrol in one or two units; however, this will be considered part time study and will affect student travel concession and other government benefits.

**International Students** should complete their program within their eCoE end dates, which is usually 12 months from their commencement date. In extenuating circumstances, it may be possible for an International student to enrol in fewer units than required. However, the application will require documented proof and you will need to meet with the Student Counsellor.

NOTE: Sponsored students must be in full time load at all times, unless written permission is granted by the sponsoring body. Requests for variations require an interview with the Sponsorship & Marketing Coordinator.

How can I change my program if I’m not in Australia?

It is essential that you meet with a Student Learning Advisor as there may be consequences in regards to time and cost if you need to undertake additional units in response to the change. Ensure you have all the correct information about the unit requirements and program progression. Please email SIBTstudentservices@sibt.nsw.edu.au

How do I defer/withdraw/transfer/change program?

If you want to make a change to your program, you need to speak with a Student Learning Advisor. An assessment of your current academic record will be taken into consideration when advising you of an alternative study path choice before any approvals will be considered.

How can I withdraw from my program of study?

Requests for withdrawal are not automatically granted. Please make an appointment to see a Student Learning Advisor.

What happens if I fail to re-enrol?

If you are an international student and you do not re-enrol, your CoE will be cancelled just after census date. This means you are in breach of your student visa. You will need to go and seek advice from Immigration.

Transfer and Release

How do I apply to leave SIBT and go to another university?

International students’ study visas are subject to Australian Government regulations. Therefore, International students will need to submit a ‘Transfer to another provider’ application form for consideration. A transfer request may take up to 15 working days for the processing of the application and **is not** automatically granted. Please see the transfer request policy here: https://www.sibt.nsw.edu.au/policies

How long should I wait for a release letter?

A release must be approved by SIBT and your packaged University and therefore students must allow 15 working days for the decision to be finalised. As soon as a decision is made, the response letter will be emailed to the student.

Timetables

Once I have decided upon my timetable is it possible to alter it?

Yes, you may change your timetable on the student portal by the Friday 5pm week 1.

Can I change my class?

Yes. Up until the Friday 5pm week 1 you can change the class and timetable online if there are places available in another class. The online enrolment system is designed to be as convenient and equitable as possible.

The class I want is full – what can I do?

Unfortunately, class sizes are limited and you will have to select from what is available. Enrolling early assists you to get the timetable you want.

I am part-time and I need night classes

There are several night classes available for part-time students. Limited places are available and are allocated on a first come basis. Enroll early so that you can get the best timetable possible.
Exams and Assessment

Final Exams

I want to view my final exam paper

Final exam paper viewing IS ONLY AVAILABLE UP TO 21 DAYS AFTER RESULTS HAVE BEEN RELEASED and is an opportunity for you to view your paper. There will be no feedback on
• how you have written your paper OR
• how it was marked.

Any administrative errors will be forwarded to the Supervisor for comment/amendment. Send your ‘request to view examination form’ to: finalexamviewing@sibt.nsw.edu.au stating:
1. Student ID
2. Unit Code and Group Number
3. Date of Session you wish to attend (see above)

There will be no confirmation or reminder. It is your responsibility to turn up at the time you nominate in your request email.

I want to book my flights home. Where can I find information about my exam schedule?
The Final exam period covers 2 weeks. The Exam schedule will be available on the Portal. It is important to note that even though you will be given an Exam time, it is possible that your Exam time may be rescheduled within these 2 weeks due to unanticipated events, and you will be expected to attend that rescheduled exam. A booked flight will not be accepted as a reason for seeking Special Consideration.

Deferred Exams

When are deferred or supplementary exams held?
Deferred/supplementary exams are held in enrolment week. If you have been approved for a deferred / supplementary exam the details will be on your portal messages.

I am waiting for a deferred exam result, should I enrol in that unit again?
Yes. Re-enrol in the unit, which will be deleted or changed if a pass grade is achieved.

When do the results of the deferred exams come out?
In general, deferred exam results will be issued on the Portal by the end of Week 2.

I need to do a deferred exam – when are they and what do I need to do?
A deferred exam is only available to students whose application for Special Consideration has been approved. The exam will be held in Enrolment Week. A portal message will be sent to successful applicants with examination details by the exam result release date. Students can also view the deferred exam dates for each unit from the Student Noticeboard-Exam Information-Deferred Exam.

Fees and Financial Matters

Enrolment

I have paid for 2 units but because I failed a unit last session I actually need to enrol in 3 units. Why can’t I finish my enrolment online?
International students must be enrolled as full time students (minimum of three units). You will not be able to enrol in only two of the three units. In order to enrol you must pay for all three units.

I have paid my fees but I can’t enrol?
Bring a copy of your proof of payment with your student ID to SIBT. Payment by Direct deposit requires you to submit your original direct deposit receipt to SIBT. You must include your full name and Student ID on all receipts. It may take up to 5 working days for your account to be credited with the new amount.

When are my program fees due?
SIBT recommends that your tuition fees are paid 1 week prior to online enrolment. This allows time for the processing of your fees. Online enrolment opens on the Monday after results are released.
Will I incur a penalty if I pay my fees late?
Yes, a late payment administration fee of $250 is applied for payments not received before the Friday of enrolment week @ 5pm.

I have lodged a grade review and re-enrolled in that unit. If I am successful in my grade review will I get a fee refund?
If the Grade Review is successful, your fees will be credited/refunded or you will be permitted to enrol in another unit prior to Census date.

FEE-HELP

How do I apply for FEE-HELP?
All Domestic future and current SIBT students can apply for Online FEE-HELP at https://feehelp.sibt.nsw.edu.au (Current students only need to apply if they never applied for FEE-HELP before or if they are changing the program). If students do not have the Tax File Number (TFN), student must submit the ‘Certificate of Application for a Tax File Number’ with the Completed hard copy of the FEE-HELP Form. The TFN must be submitted by Census Date (Friday of week 4), otherwise FEE-HELP will be cancelled and the student is liable to pay the full tuition fee immediately. If you are a FEE-HELP student and changing Diploma program, you are required to update your FEE-HELP information under a new program.

From 2018, once you have enrolled in four units, you will need to ensure that you pass 50% of your units otherwise FEE-Help will no longer be available to you.

Support and Assistance

Attendance

My attendance is below 80%. Is this a problem?
Foundation students are required to maintain attendance above 80% as a Compliance requirement. All students are expected to maintain an attendance of 80% as applications for Grade review or Special Consideration require attendance at 80% or above.

My attendance in the portal is incorrect, what should I do?
Inform your teacher if you feel your attendance has not been accurately recorded. You can also send a portal message to the Unit Supervisor.

I missed a class; can I go to another one?
This may be possible with good reason, if another class is timetabled at a later time. Please see Reception to arrange a substitution form which is necessary to give permission to go to a class.

IT and Portal

I have an iPad or a Mac – does the Portal work for me? What about access through my phone?
Not perfectly or with full functionality. You will be able to see the portal and navigate your way around it, but unfortunately, you will not be able to send messages to your supervisors. The portal can be accessed through a smartphone for ease of access to Timetables, grades, and your home page.

Special Consideration

What is special consideration? How do I apply?
You may apply for Special Consideration if you have been unable to complete an assessment or exam due to a serious situation that is beyond your control (example serious illness, family emergency, car accident on the way to exam. The online Special Consideration form must be submitted within 2 working days of the assessment due date. The Professional Authority Form (available on Student Portal forms) must be completed by the relevant professional and attached in the online Special Consideration. Students with attendance below 80% may fail to be approved for Special Consideration.
Student Identification Card

What is the importance of my Student Identification card?
All students must have a valid Student Identification card whilst on campus. Students must have a valid Student Identification card as proof of identity to sit their final examination.

How do I replace my Student Identification card?
Come to reception with Photo ID and we will help you to replace your card. DO NOT do this on the day of the exam.

Study Support

In case I experience difficulties with my studies what assistance is available to me?
There is a variety of academic support available including language or subject specific workshops to one to one support with an advisor or an individual consultation with your lecturer or tutor. There is plenty of information at reception or you can make an appointment with a Student Learning advisor and ask them to give you some support options.

Transport

Are all students entitled to travel concessions?
Yes, but it is different for Domestic and International Students please ask at reception for an application form.