



CIM | CANTERBURY AUSTRALIA | INSTITUTE OF MANAGEMENT



Australian Government
Tertiary Education Quality
and Standards Agency

WELCOME TO CIM

I congratulate you for choosing CIM, a wonderful educational institution.

CIM is where success begins!

On behalf of our faculty and staff, welcome to Canterbury Institute of Management ('CIM' or 'the Institute').

We are pleased that you have chosen to study at CIM. Your success matters to us and we are here to help guide you to your ultimate educational and career goals. We provide an array of services which will ensure you succeed in achieving success no matter if your goal is to study a subject or a complete degree program. Our mission is to offer you a learning experience that enhances your career development, implants lifetime values and provides personal fulfilment.

CIM aims to become one of the most successful academic institutions in Australia where students gain a quality education in a vibrant and business-like environment. We are an ambitious institution that values face-to-face communication and problem-solving, innovation and intellectual inquiry. We are widely recognised for the practical and applied nature of our courses, which equip graduates with essential skills through exposure to industry and business. This would enable our graduates to be effective in the workplace immediately upon graduation.

CIM provides strong academic and pastoral care. Our team of academics consists of learned scholars and experienced educators with sound industry links. Our student services' staff takes great pride in providing quality support and mentorship.

I encourage you to access all our services and ask any one of our professional staff to assist you with your educational endeavours.



ABOUT CIM

CIM campus is located in 41 McLaren Street, NORTH SYDNEY, close to its business district.

Campus is within walking distance to the main transport, education, sports, government and tourist facilities. CIM offer a Bachelor of Business program with majors in Accounting, Hospitality Management, Information systems, and Management. The Bachelor of Business program and its majors are in high demand in domestic and international employment markets. Weekly lectures and tutorials are scheduled for each course and are held in classrooms or computer laboratories. CIM academic staff have relevant appropriate qualifications and experience in teaching and in their professional fields. The academic staff appointments and their academic delivery methods are always aimed at a practical approach to learning.

CIM provides students with a wide range of academic and welfare support services. New students are encouraged to attend the Orientation Program, conducted at the beginning of each semester, where details about living and studying in Sydney are provided.

CIM has an in-house Library and Academic Resource Centre where a limited number of textbooks are available for reference. Students have access to online academic resources for electronic books and online journal databases. Special arrangements have also been negotiated with the local libraries which allows CIM students to access different public and universities libraries in Sydney.

CIM prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs.



GRADUATE ATTRIBUTES

It is expected that graduates of the Bachelor of Business program will be:

1. knowledgeable and skilled specially in their area of specialisation, with critical judgement
2. innovative, creative and entrepreneurial
3. able to apply problem-solving skills across business disciplines
4. effective communicators and culturally capable when working in diverse cultures
5. socially responsible and engaged in their communities.





Emeritus Professor Jim Psaros, Chair of the Governing Council

Emeritus Professor Jim Psaros was a Professor of Accounting at the University of Newcastle until 2015. He held senior positions at the University of Newcastle, including Deputy Head Faculty of Business and Law, Assistant Dean Teaching and Learning, Director of Executive and Corporate Programs, Head of the Department of Accounting and Finance, and Academic Director of the Sydney campus.

Prior to entering academia, Emeritus Professor Psaros was employed for several years in chartered accounting. He has experience in Australia and overseas working for Big 4 accounting firms. For more than 20 years he has taught and researched at Australian and British universities. He has sat on the board of directors of companies and the audit committee of government authorities. He has both extensive professional accounting and research experience.

Emeritus Professor Psaros has a PhD in Accounting from the University of New South Wales. Throughout his research career, Emeritus Professor Psaros has focussed on issues of practical importance. He has conducted research in a range of areas, including auditing and fraud, the inadequacies of Australian accounting standards and, more recently, corporate governance mechanisms. Emeritus Professor Psaros has published extensively and, has made many presentations at professional and academic forums.



Dr Ian Benton, Chair of the Academic Board

Ian Benton's professional specialty is guiding organisations in internationalising their marketing operations across unfamiliar cultures, and in achieving organisational agility whilst doing it. For over 30 years, Ian has maintained a dual-career to marketing director roles in technology-based organisations in UK, Japan, and Australia in tandem lecturing various marketing and management subjects, and often providing academic/administrative leadership at universities across the world where business has taken him. He has taught in the UNSW MBA, MBT, Master of Marketing and MCom programs as an adjunct senior lecturer since 2006. Ian is a Fellow of the Australian Marketing Institute and member of the Chartered Institute of Marketing (UK). He is an expert panel advisor to the Australian Federal Government's Commercialisation Australia Innovation Program and sits on several Australian and UK boards.



Helen Haslem, Program Director

B Comm / LLB (Hons) (ANU), M Prof Ethics (UNSW), Grad Dip (Legal Practice) (ANU), Grad Cert Higher Education (ACU)

Helen is an experienced lawyer and academic who holds undergraduate degrees in Commerce and Laws, and a Masters qualification in Professional Ethics. Helen has over a decade of legal experience prosecuting and defending a broad range of civil and criminal claims, from defamation to tax fraud. Helen is also an experienced academic and dedicated teacher. She has recently completed her Graduate Certificate in Higher Education. In addition, Helen is a PhD candidate at Monash University.

Program Aim

To produce graduates who have a broad knowledge and skills of business with particular expertise in their chosen field(s) to meet industry demand in local and global business environments.

Program Rationale

The Bachelor of Business program helps students to build the knowledge and skills necessary for a career in a wide range of areas within business and the not-for-profit and public sectors. The Bachelor of Business program is designed to allow learners to customise their program by sampling a range of business disciplines prior to choosing the business discipline in which to specialise, through a selected major. The CIM Bachelor of Business program is delivered over 3 years on face to face basis. No work-based training is involved. The learners of CIM Bachelor of Business are expected to develop important problem-solving and decision-making skills needed in any business. Graduates go on to develop careers in the management of large, medium and small businesses in government and private sectors, both domestically and internationally.

Program Learning Outcomes

The Bachelor of Business program has the following learning objectives:

1. To demonstrate the ability to think critically and analyse complex business situations.
2. To demonstrate the ability to apply business theory of their area of specialisation in practice.
3. To demonstrate well-developed oral and written communication skills.
4. To demonstrate awareness of business ethics principles, corporate social responsibility and sustainability in a global context.
5. To demonstrate knowledge and skills in their field of expertise.
6. To demonstrate the capacity to work individually and as part of a team.
7. To demonstrate an understanding of corporate, legal, and regulatory environments.

Industry Needs

As identified by Andrew Norton in Grattan Institute's report 'Mapping Australian Higher Education', there is a demonstrable skills shortage for qualified individuals across a broad range of business disciplines that needs to be satisfied. In addition to that, generally, the demand for higher education in Australia has been on the rise in the last decade and is still growing rapidly. The proposed Bachelor of Business with majors in Accounting, Hospitality Management, Information Systems, and Management are likely to contribute in satisfying that increased demand of higher education among domestic and international students.

The Canterbury Institute of Management (CIM) qualifications are aimed to provide a broad-based foundation for entry into graduate positions that can lead to a wide range of rewarding careers.

- Accounting
- Public Accounting Practice
- Public Sector Accounting/ Auditing
- Business Analysis
- Systems Analysis
- Marketing Analysis and Practice
- General Administration
- Product Analysis
- Multinational Corporations Management
- Hospitality Services Professions

Accounting

Students of the Bachelor of Business – Accounting major will achieve a strong foundation skills and knowledge required to successfully enter the workforce as an accountant. Upon graduation, students are equipped with a specialist understanding of accounting and its associated business fields. This profession has seen a major shift in recent times, from a strictly financial focus of economic accountability, to a more complex role within business organisations and management. The accounting profession has also expanded to include areas such as information systems. BBus “Accounting Major” is approved by CPA Australia and Chartered Accountants Australia and New Zealand (Chartered Accountants ANZ)

Hospitality Management

Students of the Bachelor of Business – Hospitality Management major will achieve an excellent basis for a management career in the hospitality industry. Students are provided with a comprehensive understanding of hospitality and business management principles, and fine-tuning relevant industry skills. This discipline of study will endow students with strong, real-life problem-solving capabilities, the ability to anticipate change, and a commitment to lifelong personal development.

Information Systems

Students of the Bachelor of Business – Information Systems major will gain technical and analytical skills in choosing this discipline, as well as the ability to assess, evaluate, and communicate the key aspects of information systems as an enabler of modern organisations. Students will also study key commerce courses, such as accounting and management. Student will also participate in team projects, developing solutions to real-world problems based on real organisations in the business world.

As part of their specialisation study, CIM graduates of Bachelor of Business – Information Systems Major may be eligible to join professional bodies in their area, such as ACS.

Management

Students of the Bachelor of Business – Management major will develop the skills needed to successfully lead teams in a broad range of organisations. Students will learn how to plan, monitor and control resources, meet key business objectives, and master the art of managing themselves and others. This discipline prepares a student for a diverse range of management roles. Student will know how to make effective, well-informed business decisions, in any situation.

As part of specialisation study, CIM graduates of Bachelor of Business – Management Major will meet the prerequisites for their eligibility to apply for the membership of professional bodies in their area, such as AIM.

Program Structure

It is proposed that the Bachelor of Business program will have the following delivery structure:

- 3 years full-time, face to face classroom-based teaching in delivery over 6 semesters
- No work-based training involved
- Each semester will run over 16 weeks (6 weeks delivery + 1 week break + 6 weeks delivery + 1 week study break + 2 weeks examinations)
- 24 courses
- Each course has 4 contact hours per week broken down into lecture and tutorial components (2 hours lecture + 2 hours tutorial)
- For each contact hour, 2 hours of independent study are expected (4 + 8 = 12 hours' workload per course per week)
- Full-time workload: 4 courses x 12 hours per course = 48 hours per week
- 12 credit points (cps) per course (1 credit point per hour)
- 288 credit points to complete the program.

Program Progression Rules

To complete the Bachelor of Business program, the student would need to complete 24 courses in the following order:

Single Major (other than Accounting)

- 8 first-year common core courses (100 level)
- 8 courses in chosen major – at least 4 out of 8 courses must be at 300 level
- 4 courses in chosen minor – at least 2 out of 4 courses must be at 300 level
- 4 elective courses.

Single Major (Accounting)

- 8 first-year common core courses (100 level)
- 10 courses in chosen major – at least 5 out of 10 courses must be at 300 level
- 4 courses in chosen minor – at least 2 out of 4 courses must be at 300 level
- 2 elective courses.



PROGRAM OPTIONS

CIM students also have options to choose 2 majors from Accounting, Information Systems, Hospitality and Management

DOUBLE MAJOR OPTIONS

CIM students also have options to choose 2 majors from Accounting, Hospitality, Information Systems, and Management i.e. Hospitality and Information Systems or management, etc.

Most double majors will require 24 courses to be completed by students. Double major with accounting requires 26 courses to be completed.

Details of double majors are as follows.

Double Major* (other than Accounting)

- 8 first-year common core courses (100 level)
- 8 courses in first chosen major – at least 4 out of 8 courses must be at 300 level
- 8 courses in second chosen major – at least 4 out of 8 courses must be at 300 level

Double Major* (Accounting)

- 8 first-year common core courses (100 Level)
- 10 courses in first chosen major – at least 5 out of 10 courses must be at 300 level
- 8 courses in second chosen major – at least 4 out of 8 courses must be at 300 level

* A double major cannot be selected before the start of program at CIM. Students who like to choose double major must meet Program coordinator for approval. Students taking a double major in the Bachelor of Business program with Accounting as one of 2 majors must complete a total 26 courses and will be paying additional fees for 2 extra courses. Students who choose 2 majors other than Accounting will need to complete 24 courses with no additional fees.

MAJORS AND COURSES

Core Courses (Level 100 Courses)

Course Code	Course Title	Credit Points
BUSC101	Communication in Business	12
ACCT101	Foundations of Accounting	12
ECON101	Business Economics	12
ITIS101	IT and Business Processes	12
MKTG101	Marketing	12
MGMT101	Management	12
LAWS101	Fundamentals of Business Law	12
BUSS101	Business Statistics	12



ACCOUNTING MAJOR

	Course Code	Course Title	Credit Points
Level 200	ACCT201	Management Accounting	12
	ACCT202	Financial Accounting	12
	ACCT203	Corporate Accounting	12
	FINC201	Fundamentals of Finance	12
	BUSE201	Corporate Governance and Business Ethics	12
Level 300	ACCT301	Auditing	12
	ACCT302	Management Control Systems	12
	ACCT303	Accounting Systems	12
	ACCT304	Taxation	12
	ACCT305	Accounting Theory and Issues	12



COURSE SEQUENCE

First Year	
Semester One of Six	
BUSC101	Communication in Business
ACCT101	Foundations of Accounting
ECON101	Business Economics
ITIS101	IT and Business Processes

First Year	
Semester Two of Six	
MKTG101	Marketing
MGMT101	Management
LAWS101	Fundamentals of Business Law
BUSS101	Business Statistics

Second Year	
Semester Three of Six	
ACCT201	Management Accounting
ACCT202	Financial Accounting
	Minor Course 1
	Elective Course 1

Second Year	
Semester Four of Six	
ACCT203	Corporate Accounting
FINC201	Fundamentals of Finance
BUSE201	Corporate Governance & Bus.Ethics
	Minor Course 2

Third Year	
Semester Five of Six	
ACCT301	Auditing
ACCT302	Management Control Systems
ACCT303	Accounting Systems
	Minor Course 3

Third Year	
Semester Six of Six	
ACCT304	Taxation
ACCT305	Accounting Theory and Issues
	Minor Course 4
	Elective Course 2



HOSPITALITY MAJOR

	Course Code	Course Title	Credit Points
Level 200	HOST201	Introduction to Hospitality and Tourism Management	12
	HOST202	Hospitality Asset and Operations Management	12
	HOST203	Hotel Management	12
	HOST204	Food Beverage Management	12
Level 300	HOST301	Hospitality and Tourism Marketing	12
	HOST302	Services and Experience Management	12
	HOST303	Global Trends in Hospitality and Tourism	12
	HOST304	Strategic Planning in Hospitality	12



COURSE SEQUENCE

First Year	
Semester One of Six	
BUSC101	Communication in Business
ACCT101	Foundations of Accounting
ECON101	Business Economics
ITIS101	IT and Business Processes

First Year	
Semester Two of Six	
MKTG101	Marketing
MGMT101	Management
LAWS101	Fundamentals of Business Law
BUSS101	Business Statistics

Second Year	
Semester Three of Six	
HOST201	Intro to Hospitality & Tourism Mgmt
HOST202	Hospitality Asset & Operations Mgmt
	Minor Course 1
	Elective Course 1

Second Year	
Semester Four of Six	
HOST203	Hotel Management
HOST204	Food Beverage Management
	Minor Course 2
	Elective Course 2

Third Year	
Semester Five of Six	
HOST301	Hospitality & Tourism Marketing
HOST302	Services & Experience Management
	Minor Course 3
	Elective Course 3

Third Year	
Semester Six of Six	
HOST303	Global Trends in Hospitality & Tourism
HOST304	Strategic Planning in Hospitality
	Minor Course 4
	Elective Course 4



INFORMATION SYSTEMS MAJOR

	Course Code	Course Title	Credit Points
Level 200	ISBS201	Communications and Networks	12
	ISBS202	Programming Concepts	12
	ISBS203	System Analysis and Design	12
	ISBS204	Database Management Systems	12
Level 300	ISBS301	Information and Communication Security	12
	ISBS302	Web Technologies	12
	ISBS303	e-Business Solutions	12
	ISBS304	Information System Project	12



COURSE SEQUENCE

First Year	
Semester One of Six	
BUSC101	Communication in Business
ACCT101	Foundations of Accounting
ECON101	Business Economics
ITIS101	IT and Business Processes

First Year	
Semester Two of Six	
MKTG101	Marketing
MGMT101	Management
LAWS101	Fundamentals of Business Law
BUSS101	Business Statistics

Second Year	
Semester Three of Six	
ISBS201	Communications and Networks
ISBS202	Programming Concepts
	Minor Course 1
	Elective Course 1

Second Year	
Semester Four of Six	
ISBS203	System Analysis and Design
ISBS204	Database Mgmt Systems
	Minor Course 2
	Elective Course 2

Third Year	
Semester Five of Six	
ISBS301	Info and Communication Security
ISBS302	Web Technologies
	Minor Course 3
	Elective Course 3

Third Year	
Semester Six of Six	
ISBS303	e-Business Solutions
ISBS304	Information System Project
	Minor Course 4
	Elective Course 4



MANAGEMENT MAJOR

	Course Code	Course Title	Credit Points
Level 200	MGMT203	Human Resources Management	12
	BUSE201	Corporate Governance and Business Ethics	12
	MGMT202	Cross Cultural Management	12
	MGMT201	Organisational Behaviour	12
Level 300	MGMT301	Contemporary Issues in Management	12
	MGMT302	Strategic Management	12
	BUSE301	Entrepreneurship and Innovation	12
	MGMT303	Leadership and Change Management	12



Bachelor of Business

Accounting		
ACCT201	Management Accounting	12
FINC201	Fundamentals of Finance	12
ACCT303	Accounting Systems	12
ACCT304	Taxation	12

Hospitality Management		
HOST201	Introduction to Hospitality and Tourism Management	12
HOST202	Hospitality Asset and Operations Management	12
HOST301	Hospitality and Tourism Marketing	12
HOST302	Services and Experience Management	12



COURSE SEQUENCE

First Year	
Semester One of Six	
BUSC101	Communication in Business
ACCT101	Foundations of Accounting
ECON101	Business Economics
ITIS101	IT and Business Processes

First Year	
Semester Two of Six	
MKTG101	Marketing
MGMT101	Management
LAWS101	Fundamentals of Business Law
BUSS101	Business Statistics

Second Year	
Semester Three of Six	
MGMT203	Human Resources Management
BUSE201	Corporate Governance & Bus. Ethics
	Minor Course 1
	Elective Course 1

Second Year	
Semester Four of Six	
MGMT202	Cross Cultural Management
MGMT201	Organisational Behaviour
	Minor Course 2
	Elective Course 2

Third Year	
Semester Five of Six	
MGMT301	Contemporary Issues in Mgmt
MGMT302	Strategic Management
	Minor Course 3
	Elective Course 3

Third Year	
Semester Six of Six	
BUSE301	Entrepreneurship and Innovation
MGMT303	Leadership and Change Mgmt
	Minor Course 4
	Elective Course 4

Possible Minors

Information Systems		
ISBS201	Communications and Networks	12
ISBS202	Programming Concepts	12
ISBS303	Web Technologies	12
ISBS304	e-Business Solutions	12

Management		
MGMT201	Organisational Behaviour	12
MGMT202	Cross Cultural Management	12
MGMT302	Strategic Management	12
MGMT303	Leadership and Change Management	12

Elective Courses		
Students would be allowed to choose elective courses from the courses available/offered in the Bachelor of Business at the Institute. Any available/offered courses could be chosen, provided they are not part of the chosen major or minor.		

OUR CAMPUS

CIM students also have access to the latest state-of-the-art campus with full facilities located in the busy North Sydney area.





ENTRY REQUIREMENTS

Domestic Students

An applicant for the Bachelor of Business program must be over 18 and satisfy at least one of the following academic admission requirements:

- Successful completion of Year 12, or equivalent, with a minimum ATAR of 65, or equivalent, with mathematics band 4.
- Satisfactory completion of an approved Tertiary Preparation Program, Tertiary Orientation Program, or a Foundation Year Program through an accredited institution of higher education offered at:
 - ◇ Australian universities
 - ◇ TAFE institutes
 - ◇ Government-approved Registered Training Organisations (RTOs).
- Satisfactory completion of 1 year of accredited full-time study in a related discipline at a registered Australian provider of tertiary education at Certificate IV or higher level, in one of the following:
 - ◇ Certificate IV
 - ◇ Diploma of Business
 - ◇ Advanced Diploma
 - ◇ Vocational Graduate Certificate
 - ◇ Vocational Graduate Diploma
 - ◇ Associate Degree
 - ◇ Bachelor Degree.

International Students

An international applicant for the Bachelor of Business program must be over 18 and meet the equivalent of at least one of the following academic admission requirements:

- Successful completion of Australian Year 12, or equivalent, with a minimum ATAR of 65, or equivalent, with mathematics band 4; or
- Satisfactory completion of an approved Tertiary Preparation Program, Tertiary Orientation Program, or a Foundation Year Program through an accredited institution of higher education offered at:
 - ◇ Australian universities
 - ◇ TAFE institutes
 - ◇ Government-approved RTOs.





- Satisfactory completion of one year of accredited full-time study in a related discipline at a registered Australian provider of tertiary education in one of the following:
 - ◊ Certificate IV
 - ◊ Diploma of Business
 - ◊ Advanced Diploma
 - ◊ Vocational Graduate Certificate
 - ◊ Vocational Graduate Diploma
 - ◊ Associate Degree
 - ◊ Bachelor Degree.

If English is not the applicant's principal language, or the applicant has not completed a secondary or tertiary education qualification in English, the applicant must also satisfy either of the following English language admission requirements:

Test	Acceptable Score
IELTS	6.0 (or better) (no component lower than 5.5)
TOEFL (paper-based)	550 (or better) (with minimum test of written English score of 4.5)
TOEFL (electronic)	213 (or better) (with essay rating of at least 4.5)
TOEFL (internet-based)	80 (or better) (with 19 minimum in all bands)
Pearson (PTE Academic)	50 (or better) (with no communicative score lower than 43)

- Successful completion of an approved English for Academic Purposes (EAP) course.

Mature Age Admission Arrangements

The Institute provides the following alternative admission pathway into the Bachelor of Business program for applicants who do not meet the academic admission requirements specified above:

- Mature-aged applicants who are 21 years or over and who do not qualify for admission on the basis of formal educational attainment alone, may apply for admission as Mature Aged Applicants.
- The Institute recognises that preparation for tertiary study is not restricted to formal educational attainment, and that valuable intellectual and skills development can be gained through wide-ranging experiences and informal study. Each applicant's case will be considered on its merits on the basis of evidence of achievement; and of their interest in, and capacity to work in, the broad field of their chosen field of further study.
- To be considered under the Mature Aged Admission category, an applicant must be 21 years of age or over by 1 January (for February entry) or by 1 June (for July entry) in the year of commencement of their proposed program. An application in this category will be considered for admission based on an assessment of work experience and personal competencies. The applicants should ensure that the following information (where relevant) is included in their application:
 - ◊ Details of formal education, including level reached, state/country, year, subjects and results
 - ◊ Details of other study, training or development courses attempted or completed since leaving school
 - ◊ Work experience
 - ◊ Details and proof of membership and affiliations with recognised professional and semi-professional bodies.

APPLYING TO STUDY

Admissions Office:
Canterbury Institute of Management
Ground Floor, Building B,
41 McLaren St,
NORTH SYDNEY
NSW 2060
AUSTRALIA

- Candidates must be at least 18 years of age to apply for CIM's Bachelor of Business.
- Carefully read the entry requirements, including CIM's English language requirements, and provide evidence of English language proficiency.
- Complete the application form ensuring all sections of the form are completed.
- Attach all your academic transcripts to support your application.
- Please ensure these are certified true copies.
- If you would like to apply for exemptions for past studies because you have completed a post-secondary qualification, please provide details of the material/content of the course you studied as well as a certified copy of your qualification.
- Please ensure that you provide all the required supporting documentation with your application. Incomplete documentation will delay a decision about admission.

Forward your completed application form and certified copies of results to CIM's representative or post to:

Admissions Office
Canterbury Institute of Management
41 McLaren St,
NORTH SYDNEY NSW 2060
AUSTRALIA
Email: admissions@ciom.edu.au

TUITION FEES

Bachelor of Business	Per Course	Per Semester	Per Year	Total Cost
Domestic Students	\$1,750	\$7,000	\$14,000	\$42,000
International Students	\$2,000	\$8,000	\$16,000	\$48,000

Refund Process – Applying for Refund

1. Students applying for a refund must complete a Refund Request Form and attach the relevant documents as listed in the form. In addition, students may need to complete some additional forms, depending on the specific circumstances of the refund request.
2. Students must ensure that all sections of the form are completed before submission, and they must attach all required documentation. Contact details must be provided, a contact number and valid email address.
3. Relevant forms and supporting documentation should be submitted to the Academic Manager via Reception, or could be sent via email.
4. Requests for refunds should normally be made within fourteen (14) days of the event which causes the student to apply for a refund.
5. The Refund Request Form must be signed by the student, or in the event that the student does not have the legal capacity to do so, by the student's parent or guardian. The original copy of the Request Form must then be returned to the Institute in order for the refund payment to be processed.
6. A full refund of tuition fees will be payable to a student and no penalty will be charged if and when a student notifies the Institute of their intention to withdraw their acceptance within ten (10) days of the date of signing their Student Agreement. This period is referred to as the 'cooling-off' period.

Refund Application Process – Domestic Students

1. In the event of a domestic student withdrawing from a course of study on or before the census date for that course of study, 100% of the tuition fees paid for that course will be refunded to the student.
2. In the event of a domestic student withdrawing from a course of study after census date for that course of study, no refund is applicable.
3. Refunds will be made within 4 weeks of the census date of the course of study to which the withdrawal applies.
4. Special Circumstances
 - 4.1 If a student withdraws from a course of study on or after the census date for that course of study, or has been unable to successfully complete a course of study and believes this was due to special circumstances, then the student may apply for a refund.
 - 4.2 The Institute will refund all or part of the tuition fees for the affected courses of study if it is satisfied that special circumstances apply that:
 - a. are beyond the student's control
 - b. did not make their full impact on the student until on or after the census date for the course(s) of study in question; and
 - c. make it impractical for the student to complete the requirements for the course(s) of study in question.
 - 4.3 The Institute will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.
 - 4.4 Each application for a refund under special circumstances will be examined and determined on its merits by considering a student's claim, together with independent supporting documentation substantiating the claim.

REFUND PROCESS

5. In the unlikely event that the Institute is unable to deliver a course in full, students will be offered:
 - a. enrolment in an alternative course by the Institute at no extra cost to the student; or
 - b. arrangements to study a similar course at another higher education institution at no extra cost to the student; or
 - c. a refund of 100% of the tuition fees they have paid.

Any refund paid in these circumstances will be paid within 2 weeks of the day on which the course ceased being provided.

6. If the Institute is unable to provide a refund or place the student in an alternative course, the Australian Student Tuition Assurance Scheme (ASTAS), run by the Australian Council for Private Education and Training (ACPET), will place the student in a suitable alternative course at no extra cost to the student.

Refund Application Process – International Students

1. If, for any reason, an international student withdraws from a course of study and seeks a refund of prepaid tuition fees, they must inform the Institute in writing.
2. No refunds are approved if the student visa is granted on CIM confirmation of enrolment ('COE'), even if this is a package COE with another provider, except when there are compelling/compassionate circumstances, as outlined below.
3. Payment of Refunds
 - a. As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if 'the Institute is unable to offer the course'.
 - b. Refunds on the basis of student visa application rejections will require a copy of the visa rejection notification from the Australian Embassy/High Commission/Department of Immigration and Border Protection, and the student's official receipt.
 - c. The Institute will send the refund to the applicant, or their nominated person(s), who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act. The overseas student wishing to nominate another person to receive the refund will be required to complete an "Authority Form" available through the Institutes website.
 - d. The Institute will give the student a refund statement that explains how the amount has been worked out.
 - e. Tuition fees are non-transferable to any other institution or student, but may be transferred to another course offered within the Institute.
 - f. If a student withdraws from a course once it has commenced, no refund of tuition fees is applicable.
 - g. In the unlikely event that the Institute is unable to deliver the student's chosen course in full, students will be offered a full refund of the tuition fees, OSHC and application fees they have paid.
 - h. If the student has given misleading information to the Institute and/or to an approved agent, and/or any commonwealth agencies of Australia, no refund of tuition fees will be approved.
 - i. All refunds will be payable in Australian dollars. The Institute will forward the refund to the applicant in his/her country of origin, with the exception to transfer to another provider if the Institute is unable to offer the program.
 - j. The normal processing of a refund will be completed within four (4) weeks of approval of the refund.
 - k. A student dissatisfied with the refund decision handed by the Institute has the right to pursue other legal remedies, which includes independent complaints and appeals handling services provided by Overseas Students Ombudsman. For further information please visit: www.oso.gov.au
 - l. In the event that the Institute defaults, students are protected by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.
 - m. This Policy or the Overseas Student Written Agreement/Letter of Offer, and the right to make decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.



Canterbury Institute of Management
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