



Student Handbook 2026

Subject to TEQSA Registration

Contents

Key contact information	5
Welcome	6
About Zenith	7
Our Purpose	7
Our Mission	7
To Our Students	7
Our Campus	8
Overview of Our Courses	8
Bachelor of Information Technology in Detail	9
Course Description	9
Course Learning Outcomes	9
Course Compulsory Requirements	10
Course Duration and Mode	10
Work-Integrated Learning	10
Course Structure Diagram and Prerequisites	11
Graduate Certificate in Cybersecurity Management in Detail	12
Course Description	12
Course Learning Outcomes	12
Course Compulsory Requirements	13
Course Duration and Mode	13
Course Structure Diagram and Prerequisites	13
Master of Business Administration (Cybersecurity Management) in Detail	14
Course Description	14
Course Learning Outcomes	14
Course Compulsory Requirements	14
Course Duration and Mode	15
Course Structure Diagram and Prerequisites	15
Academic Calendar	16
Learning Management System (LMS) and LMS Training	16
Admission Requirements	17
Admission requirements	17
Academic requirements	17
English Language Requirements	17
Arrangement for Credit and Recognition of Prior Learning	18

Your rights and obligations	18
Suspension or Exclusion	19
Fees	19
Refunds	20
Course Withdrawal	20
Scenarios where no refund is possible	20
Student withdraws from course	21
Course Discontinuation or Institute Default	21
International Students	21
International Student Default Due to Visa Refusal	21
Payment of refunds	22
Entry into Australia	22
Border Security	22
Bringing Goods	22
Accessing Money	23
Living in Sydney	23
Accommodation Options	23
Cost of living	24
School-aged Dependants	24
Overseas Student Health Cover (OSHC)	24
Public Transport	24
Fares	24
Transport Offences	26
Student support	27
Student Safety, Security and Wellbeing	29
Health	29
Sydney Premier Medical & Health Centre	29
Wellbeing	29
Studying and progressing in your Course	30
Academic Integrity	30
AI Framework	32
Assessments and Grades	33
Intellectual Property	34



Complaints and Appeals 35

Complaints 35

Appeals 35

Application to Enrol 36

Step 1: Enquiry 36

Step 2: Apply 36

Step 3: Application Screening 36

Step 4: Student Review, Acceptance and Payment 36

Step 5: Electronic Confirmation of Enrolment (eCOE) and Student Visa 37

Step 6: Orientation/Course Commencement 37

Subject to TEQSA Registration



Key contact information

CAMPUS DETAILS

Street Address: Level 7, 451 Pitt Street, Sydney, 2000, NSW

Postal Address: Level 7, 451 Pitt Street, Sydney, 2000, NSW

Opening Hours: 09:00am to 05:00pm Monday to Friday

Email: [insert]

Website: [insert link]

Learning Management System: [insert link]

Enquiries: [insert]

Student Services: [insert]

IMPORTANT PHONE NUMBERS

Emergency	000
Non-Urgent Police Assistance	131 444
Report a Crime (Crime Stoppers)	1800 333 000
Translating and Interpreting Service (24 hours)	131 450
Lifeline Counselling Service (telephone counselling)	131 114
Department of Home Affairs	131 881
Overseas Student Ombudsman	1300 362 072



Welcome

Welcome to **Zenith Innovation Institute ('Zenith / the Institute')**.

To assist in your successful transition to studying at the Institute and to help you progress through your studies, we have prepared this Student Handbook, which contains information about:

- Our courses
- Academic and personal support services
- Our obligations to you as a student
- Your rights and obligations as a student, and
- Advice if you are an international student living and studying in Australia.

The Student Handbook will be updated annually so you have access to accurate information.

If there are any significant changes to your course or any other critical updates, we will send a message to your student email account and a notice will be posted on our Learning Management System.

If you need assistance reading or understanding any information in this guide, please contact our student support team.

Vivian Lobo,

Chief Executive Officer

About Zenith

Zenith is an Institute of Higher Education registered with TEQSA to deliver three courses:

- Bachelor of Information Technology (Cybersecurity)
- Graduate Certificate in specialising in Cybersecurity Management, and
- Master of Business Administration specialising in Cybersecurity Management.

We are based in Level 7, Level 7, 451 Pitt Street, Sydney, 2000, NSW.

The Bachelor of Information Technology (Cybersecurity) stands as a comprehensive and forward-looking course. It prepares graduates not only to safeguard digital ecosystems but also to contribute innovatively to the field of cybersecurity. As custodians of digital integrity, these graduates are poised to address the challenges of today and tomorrow, ensuring a secure and resilient digital future.

The MBA in Cybersecurity Management positions itself at the forefront of business education, guided by these key curriculum principles. The course is a testament to a forward-thinking approach that not only imparts knowledge but also cultivates the skills and mindset necessary for professionals to lead in a rapidly changing business landscape.

The nested Graduate Certificate in Cybersecurity Management, embody a strategic approach to curriculum design. By integrating foundational business principles with targeted expertise in cybersecurity management, these courses aim to produce well-rounded professionals ready to meet the challenges of modern business environments. The emphasis on practical application, industry relevance, and ethical leadership further distinguishes these courses as catalysts for holistic professional development.

Our Purpose

At Zenith Innovation Institute, our purpose is to revolutionise information technology and specialist business education by fostering an inclusive, innovative, and industry-focused learning environment.

We are dedicated to preparing our students for the digital future, equipping them with the skills, knowledge, and mindset necessary to lead, innovate, and excel in the rapidly evolving IT and Business landscape.

Offering courses such as a Bachelor of Information Technology (Cybersecurity), Graduate Certificate in Business Administration (Cybersecurity Management), and MBA (Cybersecurity Management), we aim to inspire and empower our students to become the architects of tomorrow's digital world.

Our Mission

Our mission is to deliver exceptional, future-focused education in information technology and business, fostering innovation, critical thinking, and ethical leadership to prepare students for success in the digital era.

To Our Students

We understand that many of our students will be studying in Australia for the first time. So, the Institute will support you through all the services and programs outlined in this Student Handbook to help you adjust to living and studying in Australia.

If you need assistance reading or understanding any information in this guide, please contact our student support team.

Photos will be added later

Our Campus

Zenith's campus is located at Level 7, Level 7, 451 Pitt Street, Sydney, 2000, NSW. The campus is conveniently located near several train stations:

- Museum Station: Approximately 200 meters away (around a 3-minute walk).
- Town Hall Station: Approximately 600 meters away (around a 7-minute walk).
- Central Station: Approximately 1 kilometer away (around a 12-minute walk).

These nearby stations provide easy access to public transport, making it convenient for students to reach campus. The area also features a range of cafes and dining options for relaxation and study breaks

Campus reception is attended from 09:00am to 05:00pm Monday to Friday. The reception is there to help you access general information and help with student and visitor questions.

Wi-Fi and internet access is available for students throughout the campus.

The campus has modern facilities to help facilitate your learning. Large size lecture/tutorial rooms, library as well as a computer lab to help you ease into your learning. There are staff offices on campus, so you can easily access organise consultations with your teachers if you need.

The student common room is designed to be an informal space where you can interact with other students outside of lectures and tutorials.

Our campus also has a computer laboratory to assist with your extra learning and access for your courses.

The Institute regularly reviews the campus arrangements and conducts student and staff surveys to identify areas for improvement and ensure the campus space meets everyone's needs. Please get in touch with our student support services if you have any feedback for us.

Overview of Our Courses

Course Name	Bachelor of Information Technology	Graduate Certificate specialising in Cybersecurity Management	Master of Business Administration specialising in Cybersecurity Management
CRICOS Course Code			
Course Duration			
Qualification Awarded on Completion	Bachelor of Information Technology	Graduate Certificate in Cybersecurity Management	Master of Business Administration (Cybersecurity Management)
Credit Points	240	40	160
Delivery Mode(s)	Blended Mode	Blended Mode	Blended Mode

Course Name	Bachelor of Information Technology	Graduate Certificate specialising in Cybersecurity Management	Master of Business Administration specialising in Cybersecurity Management
Application Dates	TBA	TBA	TBA
Intake Dates	TBA	TBA	TBA
Course Fee	International - \$60,000 Domestic - \$48,000 Enrolment Fee - \$500	International - \$12,000 Domestic - \$8,000 Enrolment Fee - \$500	International - \$48,000 Domestic - \$32,000 Enrolment Fee - \$500

The Institute will only award qualifications if you meet all requirements of the course of study.

While our courses are to be delivered blended mode on campus, the Institute has put arrangements in place for students to complete their learning online, should remote study be required. Lectures and accompanying learning resources may be accessed online on the Learning Management System at: [\[Moodle Link\]](#).

Bachelor of Information Technology in Detail

Course Description

The Bachelor of Information Technology (Cybersecurity) stands as a comprehensive and forward-looking course. It prepares graduates not only to safeguard digital ecosystems but also to contribute innovatively to the field of cybersecurity. As custodians of digital integrity, these graduates are poised to address the challenges of today and tomorrow, ensuring a secure and resilient digital future.

Course Learning Outcomes

Graduates of Zenith's Bachelor of Information Technology at AQF (Australian Qualifications Framework) level 7 will have broad and coherent knowledge and skills for professional work and/or further learning and should be able to:

- Acquire and employ IT and Cybersecurity theories and principles to design and implement innovative solutions across varied technical scenarios.
- Evaluate and appraise technology methods, tools, and techniques to propose innovative solution using evidence-based decision making.
- Critically analyse and evaluate advanced IT principles, products, and procedures to guide decision-making, ensuring successful delivery of cybersecurity initiatives.
- Systematically apply problem solving methodologies and project management skills to propose innovative, ethical, secure and sustainable technology solutions.
- Convey intricate concepts, frameworks and designs to diverse audiences, ensuring an ongoing commitment to professional development and lifelong learning.
- Demonstrate integrity, ethical conduct, and professional accountability within the global IT context, considering sustainability and the wider impact of cybersecurity practices.
- Cultivate and demonstrate teamwork and leadership skills to elevate collective problem-solving abilities to address complex technological and cybersecurity challenges.

Course Compulsory Requirements

Courses	Academic IELTS	TOEFL iBT	Pearson (PTE) Academic	Other
Bachelors Degree	Minimum score of 6.0 overall, with no sub-score less than 5.5	Overall 60 Writing 18; Speaking 16; Reading 8; Listening 7;	Overall score of 46 with no score less than 36.	Other evidence as specified, such as completion of secondary education/degree taught in English, or specified Australian qualifications.

Course Duration and Mode

The Bachelor of Information Technology is available on a full-time basis for international students. Domestic students may enrol full-time or part-time. In full-time mode, our Bachelor courses are of three years' duration.

A typical course is expected to comprise three years, comprised of six semesters, which run for 16 weeks each including breaks and exam periods as follows:

Course duration	3 years
Semester composition	16 weeks
Unit composition	4 units each semester

Work-Integrated Learning

Work-Integrated Learning (WIL) can be any arrangement where students undertake learning in a work context as part of their requirements. WIL provides a meaningful opportunity for you to gain industry knowledge and apply the skills and learning you have developed throughout your course in an industry context. WIL also provides opportunities for you to develop your professional network and gain a deeper understanding of roles in the sector you may wish to pursue in your career. Zenith is proud to offer WIL as essential part of the Bachelor of Information Technology, which is part of the Capstone Project in the last semester.

Information for students is provided in the Work-Integrated Learning Student Handbook, which you can download online and which includes information on how the Institute will provide oversight during your WIL, your responsibilities as you undertake WIL units, advice for getting the most out of your studies, and ways you can seek help if something is not right with your WIL environment.

Further information is available online in the *Work-Integrated Learning Policy and Procedure*, which set out the principles underpinning the development and management of work-integrated learning (WIL) activities undertaken.

There is also a *Work-Integrated Learning Partner Handbook* that explains the benefits WIL can bring to partner organisations and their responsibilities to you and Zenith.



Course Structure Diagram and Prerequisites

Unit Code	Unit Title	Level	Prerequisites	Credit Points
IT100	Fundamentals of Information Technology	Level 1		10
IT101	Programming Fundamentals	Level 1		10
IT102	Introduction to Cybersecurity	Level 1		10
MG100	Digital Communication Skills	Level 1		10
MT101	Mathematics for IT Professionals	Level 1		10
IT103	Python Fundamentals for Data Science	Level 1		10
IT104	Network and Systems Administration	Level 1		10
IT105	Ethics in IT and Cybersecurity	Level 1	IT100; IT102	10
IT200	Data Analytics in Cybersecurity	Level 2	IT103	10
IT201	Network Security and Applications	Level 2		10
IT202	Cybersecurity Threats and Countermeasures	Level 2	IT102	10
MG200	Community Engagement: Building Strengths and Capabilities	Level 2		10
IT203	Penetration Testing and Vulnerability Assessment	Level 2	IT100; IT202	10
IT204	Web Development and Security	Level 2		10
IT205	Applied Cryptography	Level 2	IT102	10
IT206	Cloud Computing and Security	Level 2	IT104	10
IT300	Database Management	Level 3	IT101	10
IT301	Forensics and Incident Response	Level 3		10
IT302	IT Project Management	Level 3		10

Unit Code	Unit Title	Level	Prerequisites	Credit Points
	Elective	Level 3		10
IT303	Capstone Project in Cybersecurity (WIL)	Level 3	IT302, 8 units from Year 1 and 8 units from Year 2 units.	10
IT304	Cyber Risk Management	Level 3		10
IT305	Navigating the Digital Frontier: Cyber Policy, Governance and Law	Level 3	IT105	10
	Elective			10
List of Electives				
IT310	Big Data Analytics	Level 3		
IT311	Internet of Things (IoT) Security	Level 3	IT101, MT101	
IT312	Advanced Topics in Cybersecurity	Level 3		
IT313	Advanced Programming Concepts	Level 3		
IT314	Secure Software Development	Level 3		
IT315	Artificial Intelligence in Cybersecurity	Level 3		
IT316	Blockchain and Security	Level 3		

Graduate Certificate in Cybersecurity Management in Detail

Course Description

The nested Graduate Certificate in Cybersecurity Management, embody a strategic approach to curriculum design. By integrating foundational business principles with targeted expertise in cybersecurity management, these courses aim to produce well-rounded professionals ready to meet the challenges of modern business environments. The emphasis on practical application, industry relevance, and ethical leadership further distinguishes these courses as catalysts for holistic professional development.

Course Learning Outcomes

Graduates of Zenith's Graduate Certificate in Cybersecurity Management at AQF (Australian Qualifications Framework) level 8 will have broad and coherent knowledge and skills for professional work and/or further learning and should be able to:

- Exhibit an in-depth understanding of cybersecurity foundations, including the principles, practices, and emerging trends essential for protecting organizational assets.
- Critically evaluate and apply leadership theories to foster effective team dynamics and achieve organizational goals in cybersecurity environments.
- Critically analyse foundational principles of cybersecurity and apply legal and ethical frameworks to real-world cybersecurity challenges.
- Cultivate efficient communication and relationship management skills to engage stakeholders, negotiate and ensure successful delivery of project of management outcomes
- Synthesize knowledge from executive leadership, communication, foundational cybersecurity, and legal issues to develop comprehensive cybersecurity management strategies.

Course Compulsory Requirements

Course Duration and Mode

The Graduate Certificate in Cybersecurity Management is available on a full-time basis for international students. Domestic students may enrol full-time or part-time. In full-time mode, this course is of two years' duration.

A typical course is comprised of six months, comprised of one semesters, which run for 16 weeks each including breaks and exam periods as follows:

Course duration	6 months
Semester composition	16 weeks
Unit composition	4 units each semester

Course Structure Diagram and Prerequisites

Unit Code	Unit Title	Level	Prerequisites	Credit Points
MG400	Executive Leadership and Team Management	Level 4		10
MG401	Strategies for Corporate Communication and Crisis Management	Level 4		10
IT400	Foundations of Cybersecurity	Level 4		10
IT401	Legal and Ethical Issues in Cybersecurity	Level 4		10

Master of Business Administration (Cybersecurity Management) in Detail

Course Description

The MBA in Cybersecurity Management positions itself at the forefront of business education, guided by these key curriculum principles. The course is a testament to a forward-thinking approach that not only imparts knowledge but also cultivates the skills and mindset necessary for professionals to lead in a rapidly changing business landscape.

Course Learning Outcomes

Graduates of Zenith's Master of Business Administration (Cybersecurity Management) at AQF (Australian Qualifications Framework) level 9 will have broad and coherent knowledge and skills for professional work and/or further learning and should be able to:

- Acquire and exhibit an understanding of cybersecurity foundations, including the principles, practices, and emerging trends essential for protecting organizational assets.
- Formulate and execute strategic marketing and brand management plans while integrating managerial accounting principles to make informed financial decisions
- Lead and manage cybersecurity projects effectively, employing project management methodologies
- Conduct independent, high-quality research using advanced techniques for business and technology, contributing to the body of knowledge in cybersecurity management, and demonstrating a commitment to continuous professional development.
- Develop skills to strategically lead collaborative, multi-disciplinary teams to create innovative solutions for managerial situations in technological contexts.
- Critically analyse foundational principles of cybersecurity and apply legal and ethical frameworks to real-world cybersecurity challenges.
- Apply comprehensive risk management techniques to mitigate cybersecurity threats and address contemporary issues impacting the cybersecurity landscape.
- Cultivate efficient communication and relationship management skills to engage stakeholders, negotiate and ensure successful delivery of project of management outcomes.

Course Compulsory Requirements

Courses	Academic IELTS	TOEFL iBT	Pearson (PTE) Academic	Other
Masters Degree	Minimum score of 6.5 overall, with no sub-score less than 6.0	Overall 79 All sub-scores at least 19	Overall score of 58 with no score less than 50.	Successful completion of an Australian Bachelors qualification Successful completion of any Bachelor, Graduate Certificate or equivalent, or Graduate Diploma or equivalent, level course taught in English.

Course Duration and Mode

The Master of Business Administration (Cybersecurity Management) is available on a full-time basis for international students. Domestic students may enrol full-time or part-time. In full-time mode, this course is of two years' duration.

A typical course is comprised of two years, comprised of four semesters, which run for 16 weeks each including breaks and exam periods as follows:

Course duration	2 years
Semester composition	16 weeks
Unit composition	4 units each semester

Course Structure Diagram and Prerequisites

Unit Code	Unit Title	Level	Prerequisites	Credit Points
MG400	Executive Leadership and Team Management	Level 4		10
MG401	Strategies for Corporate Communication and Crisis Management	Level 4		10
IT400	Foundations of Cybersecurity	Level 4		10
IT401	Legal and Ethical Issues in Cybersecurity	Level 4		10
MG402	Strategic Marketing and Brand Management	Level 4		10
MG403	Managerial Accounting and Financial Decision-Making	Level 4		10
IT501	Systems Engineering and Design	Level 5	IT400	10
	Elective Unit	Level 5		10
IT500	Design Thinking for Managers	Level 5	MG400	10
IT502	Risk and Change Management in Cybersecurity	Level 5		10
IT503	Contemporary Trends in Cybersecurity	Level 5	IT401	10
IT504	Project Management in Cybersecurity	Level 5		10



Unit Code	Unit Title	Level	Prerequisites	Credit Points
IT505	Cybersecurity Leadership Capstone	Level 5		10
IT511	Cyber Forensics and Incident Response Management	Level 5	IT504; 8 units from Year 1	10
	Elective Unit			10
	Elective Unit			10
Elective Unit List				
IT411	Data Privacy and Protection	Level 4		
IT412	Ethical Hacking and Penetration Testing	Level 4		
IT512	Human Behaviour and Cybersecurity	Level 5		
RS500	Research Techniques for Business and Technology	Level 5		
IT513	Advanced Topics in Cybersecurity	Level 5		

Academic Calendar

Semester	Approximate Dates 2026	Approximate Dates 2027
Semester 1	March 2026	March 2027
Semester 2	July 2026	July 2027

A detailed Academic Calendar including all critical deadlines, including for application to study at the Institute, is available at webpage: [TBA] .

Learning Management System (LMS) and LMS Training

The Learning Management System that the Institute uses is: Moodle

LMS Training will be provided to all students during Orientation.

Instructions on how to use it are provided on the website and during orientation. Ask a member of our staff as soon as you can if you have issues accessing or navigating the Learning Management System.

You can access your timetable through the Learning Management System: [TBA]

Admission Requirements

Admission requirements

All applicants being considered for the Institute's courses must:

demonstrate that they meet the published academic requirements and English language requirements for the course;

be over 18 years of age at the time that they commence the course for which they have applied;

contain in their completed application their signature, original documents or certified copies of documents as requested by the Admission Officer.

Further information regarding the admission process is provided below and in the Institute's *Admission Policy and Procedure*.

Academic requirements

To be eligible for admission to a Zenith course, applicants must meet the specific academic requirements published on the website relating to their course.

English Language Requirements

Applicants for whom English is not their principal language or who have not completed a secondary or tertiary education in English are required to demonstrate sufficient proficiency in English.

Acceptable evidence of English proficiency are published on the Zenith website and must have been taken less than two years prior to the application (Website Link - TBA). The table below provides a snapshot of the English proficiency levels required:

Courses	Academic IELTS	TOEFL iBT	Pearson (PTE) Academic	Other
Bachelors Degree	Minimum score of 6.0 overall, with no sub-score less than 5.5	Overall 60 Writing 18; Speaking 16; Reading 8; Listening 7;	Overall score of 46 with no score less than 36.	Other evidence as specified, such as completion of secondary education/degree taught in English, or specified Australian qualifications.
Masters Degree	Minimum score of 6.5 overall, with no sub-score less than 6.0	Overall 79 All sub-scores at least 19	Overall score of 58 with no score less than 50.	Successful completion of an Australian Bachelors qualification Successful completion of any Bachelor, Graduate Certificate or equivalent, or Graduate Diploma or equivalent, level course taught in English.

Zenith will also accept successful completion of an English for Academic Purposes course at a higher education provider registered by the Tertiary Education Quality and Standards Agency (**TEQSA**) or a registered training organisation with the Australian Skills Quality Authority (**ASQA**).

In addition to meeting the requirements stated above international applicants must:

- meet the Genuine Temporary Entrant (**GTE**) criteria as defined by the Department of Home Affairs (**DHA**); and
- be enrolled in a full-time study load.

A student's admission requirement may be reconsidered on educational disadvantage grounds, such as socioeconomic reasons or disability, as detailed in the Institute's *Admission Policy and Procedure* and *Student Reasonable Adjustment Policy and Procedure*.

Arrangement for Credit and Recognition of Prior Learning

Zenith will grant credit for successful completion of relevant prior formal, non-formal and/or informal learning. Zenith maintains a *Credit and Recognition of Prior Learning Policy and Procedure* available on the Institute's website that details the arrangements regarding credit and recognition of prior learning and if you may be eligible.

Assessment of applications for credit on the basis of recognition of prior learning will be:

- transparent, publicly available, systematised and support student decision making;
- documented, equitable, consistent, academically defensible and subject to review processes;
- based on merit and may recognise successfully completed prior study at other educational institutions; and
- decided in a timely manner so you are not disadvantaged.

Learning that is related to the learning outcomes of the qualification and current (acquired within the last five years) will be recognised.

Students currently enrolled in one of our courses who are seeking to transfer to another course at Zenith may also be eligible for credit for successfully completed units of study under the *Credit and Recognition of Prior Learning Policy and Procedure*.

Your rights and obligations

As a student at the Institute, you must adhere to good student conduct, maintain academic integrity, satisfy your visa requirements if you are an international student, and pay the Institute's fees:

- Zenith's current tuition and non-tuition fees are available at: [Website - TBA].
- Fees as included in the Letter of Offer and Written Agreement are accurate at the time of issue, but remain subject to change.
- Zenith reserves the right to vary its fees at any time. As far as practicable, you will be given reasonable notice of these changes.
- As a rule, tuition fees are published at least six months (6) months before commencement of the study period in which they are due and, non-tuition fees or variations to published tuition fees at least one (1) month before they are due.
- Students should expect tuition and non-tuition fees to increase annually.
- Full details are available in the *Student Fee Policy and Procedure* and *Student Refunds Policy and Procedure*, which you can read online.

Suspension or Exclusion

Zenith will in every case endeavour to resolve issues within its community through providing student support through various channels, including its grievance and appeals processes. However, exclusion or suspension from Zenith may be deemed necessary as per the *Student Misconduct Policy and Procedure* for severe or repeated behaviour against the Institute's values.

Student misconduct includes, but is not limited to:

- behaviour which brings the Institute into disrepute;
- behaviour which is considered unduly offensive or disorderly;
- failure to comply with a reasonable requirement or direction prescribed or given by a member of the Institute staff in performance of their duties or responsibilities;
- obstructing or interfering with the use of any Institute premises, facilities or equipment;
- gaining access to, or entering, a computer system or part of a computer system of the Institute without lawful authority to do so, or engaging in illegal or inappropriate or offensive use of the internet, social media, email or the Institute's network;
- behaviour which interferes with the orderly conduct of any teaching group, assessment, examination or ceremony of the Institute, its governing bodies or other Institute activity, function or program;
- engaging in conduct which involves unauthorised or unjustified interference with the property of any person; and
- engaging in conduct which attacks, bullies, harasses, unlawfully vilifies, victimises, threatens or intimidates any person or attempts to attack, bully, harass, unlawfully vilify, victimise, threaten or intimidate any person.

Fees

The total tuition fee for:

- the Bachelor of Information Technology is:
 - \$48,000 domestic students.
 - \$60,000 international students.
- the Graduate Certificate in Cybersecurity Management is:
 - \$8,000 domestic students
 - \$12,000 international students.
- the Master of Business Administration (Cybersecurity Management) is:
 - \$32,000 domestic students.
 - \$48,000 international students.

All courses have an enrolment fee of \$500 for both domestic and international students.

You may also have to pay non-tuition fees, depending on the situation. Some examples include fees for late enrolment, replacing your student ID card, or if you want to defer your enrolment. You can read more about this in our *Student Fees Policy and Procedure* and *Admission Policy and Procedure*. You can apply to withdraw from a unit, vary your enrolment, or take a leave of absence as per the *Student Enrolment Policy and Procedure*. Further information on the Institute's policies and procedures can be found here, at: [Website TBA].

Fees are payable each study period by the due date, which will be in your Letter of Offer or on our website. You will incur a late payment fee if you do not pay your tuition fee by the due date. Non-payment of tuition fees can also result in suspension or termination of your enrolment.

Therefore, it is important to pay tuition fees by the due date.

In certain compassionate or compelling circumstance, the Institute may extend your payment due date or waive the late payment fee. Requests should be submitted in writing to the Dean, identifying the compassionate or compelling circumstances and accompanied by supporting documentation, where possible.

However, we will not accept your payment until you have signed the Acceptance of Offer, which is included in your *Letter of Offer* and *Written Agreement*.

Refunds

If you change your mind about studying at Zenith, you may receive a refund of the fees paid. The amount of your refund depends on the situation.

Zenith will refund tuition fees according to the following principles:

- students will be fully informed about tuition fees and this policy prior to their enrolment;
- the Institute approves refunds of tuition fees where the student has withdrawn from the course or units(s) within the specified time frames;
- students will receive refunds of tuition fees paid where the Institute cancels or fails to deliver a course or unit in which the student is enrolled; and
- the Institute will not refund student tuition fees paid where a refund application is submitted after the published census date except where the student can show compassionate or compelling circumstances as approved by the Institute.

Course Withdrawal

In the event of course or unit withdrawal, a student who has paid tuition fees may be eligible for a refund in line with the following scenarios:

- a student who withdraws from a course or unit on, or before, the Institute's census date, will receive a refund of all tuition fees;
- a student who is unable to continue studies after the census date within the teaching period may be eligible for a partial refund and will eligible for refund of all tuition fees attached to units not commenced (unspent tuition fees);
- a student who withdraws from a unit after the census date will not be eligible for a refund of that unit; and
- a student who withdraws completely from the course after the census will receive a refund of tuition fees for units not commenced (unspent tuition fees).

Scenarios where no refund is possible

Zenith will not refund the tuition fees for units commenced for any student whose enrolment is terminated due to the student's misconduct, non-payment of outstanding debt owed to Zenith / the Institute, or, for international students:

- there has been a breach of international student regulations; or
- the student did not comply with required visa conditions.

Student withdraws from course

All students seeking to withdraw from courses or units in which they are enrolled must complete the Discontinuation of Enrolment Form available on the website and from Campus Reception. Students may submit a Discontinuation of Enrolment Form and Application for Refund Form simultaneously where they submit prior to the published census date.

All applications for refund of tuition fees must be submitted by completing the Institute's Application for Refund Form available on the Institute's website and from Campus Reception. Applications for refunds should be accompanied by appropriate documentation supporting the case for refund.

Application forms should be submitted via email and will be reviewed and considered by the Student Services Manager. If a student is not satisfied with the decision made, appeals under the Institute's *Student Appeals Policy and Procedure* can be made.

Students should seek the support Student Services staff if they seek to take a leave of absence, discontinue their enrolment or apply for a refund of their course fees.

Course Discontinuation or Institute Default

In the unlikely circumstance where the Institute is unable to deliver a course or unit, and the student does not accept Zenith's offer of enrolment in another course, whether at the Institute or with another registered higher education provider, the student is entitled to a refund of the unspent tuition fees.

International Students

For international students, Zenith Innovation Institute is required to refund an amount that must be calculated according to the following formula:¹

$$\text{Refund amount} = \text{weekly tuition fee} \times \text{weeks in default}$$

Where:

$$\text{Weekly tuition fee} = \left(\frac{\text{total tuition fees for the course}}{\text{number of calendar days in the course}} \right) \times 7$$

$$\text{weeks in default} = \frac{\text{no. of calendar days from the default period to the end of the period to which payment relates}}{7}$$

Examples of calculations can be found in *Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014*, prepared by the Department of Education, Skills and Employment: [https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf).

International Student Default Due to Visa Refusal

Where an international student defaults because the application for a student visa is refused and the student has not commenced the course, Zenith must pay the refund amount calculated according to the following formula²:

$$\text{Refund amount} = \text{Total tuition fees MINUS lesser of the following amounts:}$$

¹ The formula is as specified in the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* (Sections 5, 6 and 7) made under the ESOS Act on 26 June 2014.

² The formula is as specified in the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* (Section 9) made under the ESOS Act on 26 June 2014.

5% of the tuition fees paid by the student to the Institute or

\$500

Where the student visa is refused after the student commences the course, Zenith must pay the refund amount calculated according to the following formula:³

Refund amount = weekly tuition fee x weeks in default

Where:

$$\text{Weekly tuition fee} = \left(\frac{\text{total tuition fees for the course}}{\text{number of calendar days in the course}} \right) \times 7$$

$$\text{weeks in default} = \frac{\text{no. of calendar days from the default period to the end of the period to which payment relates}}{7}$$

Payment of refunds

Refunds will be made within twenty (20) business days of receiving the refund application to:

- (a) the student; or
- (b) if a person (other than the student) is specified in the Written Agreement to receive any refund under this section, this person.

Approved applications for refund will include written notification to the student of how the refund was calculated.

The approved refunds will be paid back to the original source of payment.

Entry into Australia

A member of staff will meet students arriving at Sydney Airport and transfer you to your pre-arranged accommodation if you have requested for airport pickup service at the time of admission. We can also assist you with your immediate basic needs such as changing money, buying food and any other items, and longer-term requirements such as opening a bank account, city familiarisation and information on the local transport system.

Border Security

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia. For further details, please refer to: <https://immi.homeaffairs.gov.au/entering-and-leaving-australia/entering-australia/overview>.

Bringing Goods

General goods such as gifts, souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewellery, watches and sporting equipment worth AU\$900.00 is allowed for people aged 18 years and above. For people below 18 years, the concession is limited to AU\$450.00.⁴

³ The formula is as specified in the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* (Section 9) made under the ESOS Act on 26 June 2014.

⁴ <https://www.abf.gov.au/entering-and-leaving-australia/duty-free>

Personal goods owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required.

You can bring your laptop computer and other similar electronic equipment for your personal use duty/tax free. Home Affairs must be satisfied that you will take these home with you on departure. If there is no intention to take laptop with you on departure from Australia, any applicable Customs duty and GST may be payable. For further details, please refer to: <https://immi.homeaffairs.gov.au/entering-and-leaving-australia/entering-australia/duty-free>.

Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

You can easily open a bank account in Australia. You will be required to provide sufficient identity documents to do so.

It is recommended that you have approximately AU\$2,000 to AU\$5,000 available for the first two to three weeks to pay for temporary accommodation and transport.

You should bring most of this money as an international card you can use within Australia. Follow the security measures recommended by your financial institution to protect yourself while in Australia.

Traveller's cheques are almost never used in Australia. It may be possible to redeem traveller's cheques at banks, though they are typically not accepted in shops.

Please note that it is not safe to bring large sums of money in cash with you. Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who says they are studying at the same education institution.

For more information, please visit the Department of Home Affairs website:

<https://immi.homeaffairs.gov.au/entering-and-leaving-australia/entering-australia/duty-free>.

Living in Sydney

Accommodation Options

Student Services staff will provide students with information to help new students organise accommodation prior to their arrival.

Options for accommodation include:

- (a) private rental, including student accommodation, and/or shared accommodation; and
- (b) homestay arrangements – living with an Australian family who provide accommodation and meals. This is sometimes a wise option if longer-term accommodation is taking a while to secure.

One of the first things we recommend you do to settle in quickly is find permanent accommodation. Below are some helpful links to point you in the right direction.

- (a) <https://www.scape.com.au>;
- (b) <https://flatmates.com.au>;
- (c) <https://flatmates.com.au/student-accommodation>;
- (d) <https://www.unilodge.com.au>.

As an international student, you have the same rights as all Australians regarding renting. Contact Student Services if you are unsure about your rights. Or, you can contact the NSW Fair Trading (<https://www.fairtrading.nsw.gov.au/>).

Cost of living

It is important to have an idea of how much it will cost you to live in Sydney, given your accommodation and lifestyle choices. You can estimate how much you will need to live comfortable by using the online calculator.

From 10 May 2024, student visa applicants and their family members must have access to at least the following funds to meet the living costs requirements:

- (a) AU\$29,710 per year for the main student;
- (b) AU\$10,394 per year for the student's partner / spouse;
- (c) AU\$4,449 per year for each of the student's children.

School-aged Dependents

Be aware that to bring school-aged dependents with you when you study in Australia, you will need to arrange for them to attend school. You can find more information by visiting the NSW Department of Education's International Students website: <https://education.nsw.gov.au/schooling/parents-and-carers/choosing-a-school-setting/enrolment/international-students>.

Overseas Student Health Cover (OSHC)

Student visa holders must have Overseas Student Health Cover (**OSHC**) during their stay in Australia because it covers your visits to doctors and, depending on your level of cover, hospital treatment, ambulance and medicines. You can find out more about OSHC, who it's for and what it covers, by visiting the Australian government website: <https://www.studyaustralia.gov.au/english/live/insurance>.

Students from Norway, Sweden and Belgium are exempt from requiring purchasing OSHC due to agreements between Australia and those countries⁵.

If you have problems arranging OSHC, contact Student Services. Staff there will try their best to help you.

Public Transport

Fares

Adult fares apply to those 16 years and older, except for [school students](#) and those eligible for a [concession fare](#).

Pay your fare with a [contactless card or device](#), or an [Adult Opal card](#). Or you will need to purchase an [Opal single trip ticket](#).

Travel as much as you want on metro, train, bus, ferry and light rail services within the Opal network and you never pay more than:

- **\$18.70** a day (Mondays to Thursdays),

⁵ OSHC Explanatory Guidelines for Consumers available at: [https://www.health.gov.au/resources/publications/overseas-student-health-cover-oshc-explanatory-guidelines-for-consumers#:~:text=Home,-Overseas%20Student%20Health%20Cover%20\(OSHC\)%20%E2%80%93%20Explanatory%20guideline,s%20for%20consumers,to%2030%20June%202022%20deed](https://www.health.gov.au/resources/publications/overseas-student-health-cover-oshc-explanatory-guidelines-for-consumers#:~:text=Home,-Overseas%20Student%20Health%20Cover%20(OSHC)%20%E2%80%93%20Explanatory%20guideline,s%20for%20consumers,to%2030%20June%202022%20deed)

- **\$9.35** on Fridays, Saturdays, Sundays and public holidays
- **\$50** a week

Please note that:

- The Opal week runs from Monday to Sunday.
- The [Sydney Airport station access fee](#) is not included in the Daily or Weekly Travel Caps however there is a separate weekly cap on the station access fee.

You will receive a 30% fare discount on metro/train, bus and light rail services when travelling on Fridays, weekends, public holidays and outside of the peak times. [Find out more](#).

Metro and Train Fares

Distance	Adult peak fare	Adult off-peak fare
0 - 10km	\$4.20	\$2.94
10 – 20km	\$5.22	\$3.65
20 – 35km	\$6.01	\$4.20
36 – 65km	\$8.03	\$5.62
65+km	\$10.33	\$7.23

Bus Fares

Distance	Adult peak fare	Adult off-peak fare
0 – 3km	\$3.20	\$2.24
3 - 8km	\$4.36	\$3.05
8+km	\$5.60	\$3.92

Ferry Fares

Distance	Adult fare
0 - 9 km	\$7.13
9+ km	\$8.92



Distance	Adult fare
Newcastle Stockton ferry 0-3 km	\$3.20

Light Rail Fares

Distance	Adult peak fare	Adult off-peak fare
0 – 3km	\$3.20	\$2.24
3 - 8km	\$4.36	\$3.05
8+km	\$5.60	\$3.92

Transport Offences

Certain behaviours on public transport can result in fines under the [Passenger Transport \(General\) Regulation 2017](#) .

Offences

- Using offensive language
- Disrupting the comfort of others
- Putting feet on seats
- Smoking
- Drinking alcohol (unless allowed by the operator)
- Distracting bus drivers
- Blocking doors
- Obstructing ferry gang planks or stations

Offence	Penalty Notice	Maximum Penalty
Putting feet on seats	\$100	\$1,100
Travelling without a valid ticket (see Fare compliance)	\$200	\$550
Littering	\$200	\$1,100
Smoking or vaping	\$300	\$550
Drinking alcohol	\$400	\$1,100

Offence	Penalty Notice	Maximum Penalty
Offensive language, behaviour, or spitting	\$400	\$1,100
Blocking doors or interfering with equipment	\$400	\$5,500
Damaging vehicles or property through graffiti or vandalism	\$400	\$2,200
Trespassing on railway land	\$400	\$5,500
Throwing an object in, at, or from a public passenger vehicle or station	\$200	\$2,200

A list of minor traffic and driving offences can be found at - <https://www.nsw.gov.au/driving-boating-and-transport/demerits-penalties-and-offences/offences/minor-traffic-and-driving-offences>

Major traffic offences can be found at - <https://www.gotocourt.com.au/traffic-law/nsw/serious-traffic-offences/>

Student support

Zenith is committed to providing support for students so they can achieve the best academic outcomes they can while studying. Underpinned by the Student Support Framework, the Institute encourages the use of a range of academic and personal student support services. Please be advised of the services available below if your personal circumstances are having a negative effect on your education.

Student services can be grouped according to the following categories	
Student Administration	<ul style="list-style-type: none"> Professional support staff provide timely advice to students on matters related to enrolment and assist students in making appointments for other support services, including with academic staff. Student Administration offers advice on visa conditions, including employment rights and conditions, and on avenues for resolving issues arising in relation to employment (e.g. Fair Work Ombudsman). Student Administration provides advocacy and other support for grievances and appellants.
Reception services	<ul style="list-style-type: none"> All new students arriving from outside Sydney will be provided with information about the local area and services including assistance with accommodation options prior to arrival. International students will have access to a courtesy airport shuttle service that ensure students are transported to their

Student services can be grouped according to the following categories

	accommodation and provided with tailored assistance upon arrival.
Orientation Program	<ul style="list-style-type: none"> All students participate in an Orientation Program at the commencement of studies. This will include coverage of the nature of the course and learning expectations as well as an introduction to academic learning and personal support services, student wellbeing, local and cultural orientation. This information will also be provided on the Institute's website.
Student Learning Support Officer	<ul style="list-style-type: none"> The Student Learning Support Officer is available for one-on-one consultation by appointment or by referral from academic staff and can assist students face to face or by phone or online. The Student Learning Support Officer provides the following support: <ul style="list-style-type: none"> English Language Proficiency; scheduled academic learning support workshops in literacy and numeracy; report and essay writing; academic integrity. Support services will be advertised via the Learning Management System (LMS).
Academic Staff	Academic staff are available for individual student consultation by appointment.
Library	<ul style="list-style-type: none"> Physical access to the Library resources and Learning Resources Coordinator will be in accordance with the campus opening hours. Zenith also provides online access to a number of databases and learning support material is provided via the LMS. The Librarian will assist students in accessing research materials for their studies.
Learning Management System	The Institute's LMS is the primary site for provision of course information and learning resources to students.
Counselling Services	Zenith will ensure the provision of information to enable students to access external counselling and support services where required.
Student information	Zenith provides a range of accessible, plain English student-facing policies to assist and guide students on the Institute's website.
Student Representatives	The Institute's <i>Student Representative Election Policy and Procedure</i> provides for active engagement of students in decision making and the academic governance of Zenith. Student representatives contribute to a student-centred learning environment.



Student Safety, Security and Wellbeing

Student and staff safety is a top priority for Zenith. There are multiple channels for you to get support if you ever feel unsafe.

- (a) On campus: [TBA Email and/or phone number].
- (b) Off campus or emergencies: 000 (police, fire or ambulance).
- (c) Safety escort or to report something suspicious: [TBA phone number].

If you require security services after-hours or on weekends, please contact Campus Reception to make an arrangement.

Report to Student Services staff concerning behaviour that affects you or other students' wellbeing.

Concerning behaviour includes: assault, threats, sexual assault or sexual harassment, abuse through technology, emotional abuse, harassment, stalking, scams, racism, discrimination, bullying, self-harm, and suicidal behaviour.

Concerning behaviour and student misconduct will be addressed as per the *Student Misconduct Policy and Procedure*, available online on the Institute's website.

Health

If you require medical assistance, contact one of the following Sydney medical centres near campus:

Name	Contact Number
Myhealth Sydney CBD 8/151 Castlereagh St, Sydney NSW 2000	02) 8197 3388
Sydney CBD Medical Centre & Skin Cancer Clinic 280/282 Pitt St, Sydney NSW 2000	(02) 9268 0133
Sydney Premier Medical & Health Centre 309 Pitt St, Sydney NSW 2000	(02) 8964 8677
Sydney Doctors Level 1/70 Pitt St, Sydney NSW 2000	(02) 9233 3399
O'Connell St Clinic Mezzanine Level/12 O'Connell St, Sydney NSW 2000	(02) 9241 1577

For a medical emergency, dial 000 and ask for an ambulance. Check your OSHC policy when you receive it to understand your ambulance cover, should you need it in a medical emergency.

Wellbeing

If you feel stressed or upset, please come and see us. If we can't help, we will refer you to a local counsellor. We will not charge you for the referral, but the counsellor may charge you for their services.

You can also access free welfare services as follows:

(a) Lifeline: Lifeline Crisis and Suicide Prevention:
Contact number: 13 11 14 Website: <https://www.lifeline.org.au/>

(b) Beyond Blue: Depression and Anxiety Support:

	Contact number: 1300 224 636	Website: https://www.beyondblue.org.au/
(c)	Relationships Australia: Family and Relationship Support Services: Contact number: 1300 364 277	Website: http://www.relationships.org.au/
(d)	1800RESPECT: Sexual Assault, Family & Domestic Violence Counselling, Information and Support: Contact number: 1800 737 732	Website: https://www.1800respect.org.au/
(e)	Yarning Safe 'N' Strong: Aboriginal and Torres Strait Islander Counselling: Contact number: 1800 959 563, Website: https://www.vahs.org.au/yarning-safenstrong/	

The *Student Wellbeing Policy and Procedure* guides the Institute's approach to student wellbeing. The approach encompasses the following four strategies:



Our approach to promoting and safeguarding student wellbeing in order to maximise a positive educational experience for all students includes preventing and mitigating negative events within the control of the Institute and where reasonable mitigating negative impacts of events outside the control of the Institute.

Our strategy to preparedness involves training our staff to detect issues early and providing information on support channels regularly. Staff are available to help you, and information within this book and the Learning Management System can guide you toward the support you need.

Our response strategy include academic support programs, professional counselling where needed. Zenith will seek to enable prompt recovery and the removal of barriers to participation, progression and completion.

To assist with recovery, the Institute offers ongoing support to students for events that have negatively impacted their studies.

Reach out to our Student Support Officers if you have any issues or concerns. Our student support team can connect you with our academic support programs and other services that you may need.

If you think you need individual assistance regarding an injury, disability or condition, you can seek further support through the Student Support Officers in accordance with the *Student Reasonable Adjustment Policy and Procedure*.

We may ask for your feedback regarding use of support services at Zenith to improve the support we can offer you during your time with us.

Studying and progressing in your Course

Academic Integrity

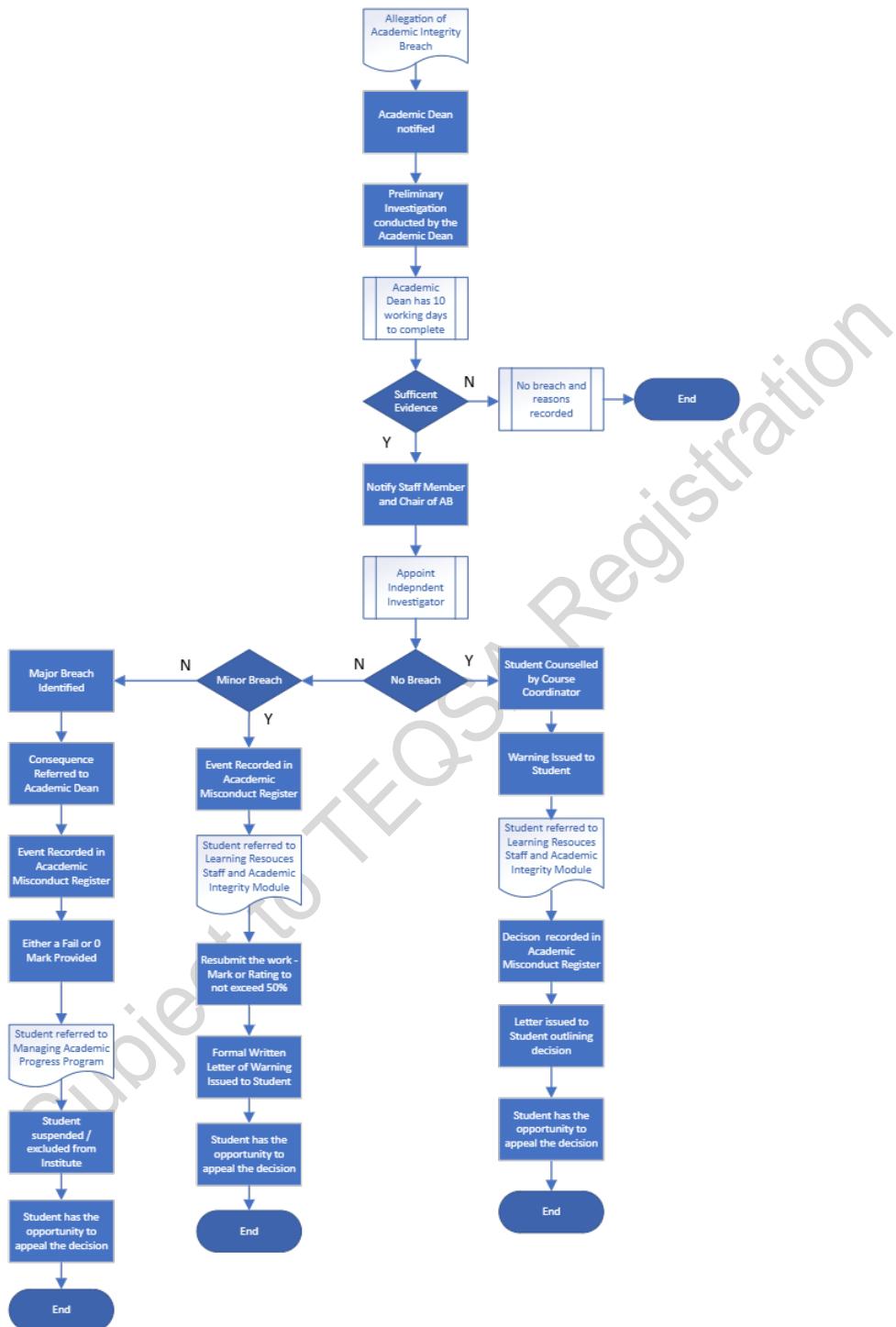
Understanding the principles of academic integrity will help you throughout your time at Zenith and beyond, so it is important to understand these skills and practice them well.

Good academic integrity practices include:

- (a) Producing your work yourself, without asking or paying anyone else for assistance or to do part or all of it.
- (b) Attending learning consultation sessions and contacting your lecturer or tutor when you are concerned there is course content you don't understand.
- (c) Not sharing your work or ideas with other students in an inappropriate way.
- (d) Knowing the difference between summarising, paraphrasing and quoting and using these techniques appropriately.
- (e) Ensuring you use high-quality sources of information when researching for your assessments.
- (f) Referencing and citing information used from other sources are in the appropriate style and including sources accurately in your in-text citations and reference list.

The *Student Academic Integrity Policy and Procedure* details the Institute's strategies to help students and staff maintain academic integrity and processes for handling breaches or suspected academic misconduct.

An overview of the academic integrity process is displayed below



AI Framework

Zenith is dedicated to integrating Artificial Intelligence (AI) holistically as an institution to enhance operational efficiency, improve course delivery, and support research initiatives. This Zenith Innovation Institute Artificial Intelligence Framework (AI Framework) guides the ethical and effective adoption of AI at ZII, promoting innovation, inclusivity, and continuous improvement across all aspects of the institution's operations and academic offerings.

The AI Framework proactively ensures the quality of course delivery amidst AI's growing impact on education. This Framework supports corporate and academic governance, risk management, policy development, and ongoing enhancements in areas influenced by AI. ZII aligns this framework with the Tertiary Education Quality and Standards Agency's (TEQSA) principles to safeguard student interests, educational outcomes and academic integrity to and uphold the standards of Australian higher education.

You can read more in *Artificial Intelligence Framework*.

Assessments and Grades

Our courses have an appropriate mix of:

- (a) formative assessments, to help you identify if there are any gaps in your knowledge so that you can improve; and
- (b) summative assessments, to test whether you understand what you have been taught during the trimester. Summative assessments tend to be a mid-trimester test or end-of-year exam.

Assessments may take the form of quizzes, exams, written reports, practical exercises, presentations, or group projects.

All assessments must be completed and submitted on time, as shown in the Unit Outlines. There are penalties for late submissions, unless you have applied for special consideration. You will find more details about the assessment process in our *Assessment Policy and Procedure*, on the website.

Submitted assignments will be assessed by our academic staff and one of the following grades will be applied depending on whether you have completed your assignment according to your lecturer or tutor's instructions:

Percentage	Letter Grade	Interpretation
80 and above	HD	A student assigned a "High Distinction" grade, addresses the assessment task criteria to an excellent standard. Outstanding achievement of all the learning outcomes. Superior level of knowledge and skills displayed.
70 – 79	D	A student assigned a "Distinction" grade, addresses the assessment task criteria to a very high standard. Very good achievement of the learning outcomes. Very high level of knowledge and skills displayed.
60 – 69	C	A student assigned a "Credit" grade, addresses the assessment task criteria to a high standard. Good achievement of the learning outcomes. High level of knowledge and skills displayed.
50 – 59	P	A student assigned a "Pass" grade, addresses the assessment task criteria to a satisfactory standard. Satisfactory achievement of the learning outcomes. Adequate level of knowledge and skills displayed.
0-49	F	A grade of "Fail" may be awarded when a student fails to adequately address the assessment task criteria. Does not achieve the learning outcomes. Does not display an adequate level of knowledge and skills.
N/A	IN	Incomplete assessment task is awarded by the Student Services Manager approved by the Academic

Percentage	Letter Grade	Interpretation
		<p>Dean to those students under special consideration. When a student fails to attempt one or more assessment components of the unit as listed in the Unit Outline.</p> <p><i>The timeframe for conversion of IN grade to another grade is the following trimester.</i></p>
N/A	DE	<p>Deferred Assessment – denotes that a deferral has been granted to a formal examination or assessment via Special consideration.</p> <p><i>The timeframe for conversion of DE grade to another grade is the following trimester.</i></p>
N/A	W	Withdrawn from course and/or unit – applies where a student withdraws from a course and/or unit before the census date or no later than the last day to withdraw without academic penalty.
N/A	WL	Withdrawn Late – is given when students withdraw from a course/unit after the last day to withdraw without academic penalty.
N/A	WN	Withdrawn Fail – is given when students withdraw after the census date and before the end of the trimester where no unexpected extenuating circumstance is applicable
N/A	CRT	Ungraded Credit Transfer – notes that credit has been granted for the unit based on recognition of prior learning.
N/A	UP	Ungraded Pass – used when pass or fail are the only possible outcomes for the unit.
N/A	UF	Ungraded Fail – used when pass or fail are the only possible outcomes for the unit.

Intellectual Property

The Institute's *Intellectual Property Policy and Procedure* guides principles and processes of how intellectual property issues are handled at the Institute. Zenith does not claim ownership of intellectual property generated by students during their studies. Where extensive use is made of the Institute's resources or pre-existing intellectual property, the Institute may seek to establish shared intellectual property with a student through written agreement endorsed and signed by the student. Zenith claims no right to the intellectual property of students where such a written agreement does not exist.

If you use the work of others in your assessment tasks, you must properly attribute it. If you don't, this could be a breach of copyright laws or the Institute's *Student Academic Integrity Policy and Procedure*. You will be guided by our academic staff in proper referencing so that you do not breach copyright laws or our academic integrity policy.

Complaints and Appeals

Zenith takes student complaints seriously and has established processes for students to raise issues formally and informally for resolution.

We encourage students to contact Student Services for any issue that may arise related to Zenith, including issues with agents, your Work-Integrated Learning (**WIL**) provider, or any related party to Zenith. All parties to a grievance will have opportunities to formally present their case and be accompanied and assisted by a support person, if required, at any relevant meetings.

Complaints

Students can raise issues confidentially or anonymously through contacting Student Services however, providing your identity will assist us at all stages of the process and allow us to inform students of the status of their grievance and progress. Full details of Zenith's student complaints process are in the *Student Grievance Policy and Procedure*, available online on the website.

Where a grievance cannot be resolved informally, students may lodge a grievance with Student Services. The Academic Dean or nominee will determine the nature of the grievance. Where a grievance is particularly complex, serious or sensitive the Academic Dean may refer the grievance to the Chief Executive Officer (CEO) for action.

Where a grievance is determined to be minor, the Academic Dean or nominee will seek to clarify the outcome that the complainant hopes to achieve and may also seek a response from any respondent implicated.

For serious, complex or sensitive grievances the CEO will appoint an independent person to investigate the circumstances of the grievance and prepare a report detailing findings and recommendations for resolution. An independent person may include a senior manager with no relationship to the complainant.

Appeals

Zenith has also established channels to handle complaints through the assistance of an appropriate independent third party through the appeals process, should internal grievance and appeals processes fail to deliver a satisfactory outcome.

Students must choose whether to appeal unsatisfactory outcomes of the grievance process within twenty (20) days of the determination being made, or the matter will be considered closed.

Appeals are lodged initially with the Academic Dean for academic decisions or the Student Services Manager for administrative decisions. They will have ten (10) working days to determine whether the issue is major or minor, and if major, refer the matter to a student appeals panel.

After consideration of all relevant information, the Academic Dean, Student Services Manager or Chair of the appeals panel will provide a written report with their recommendations to the Chief Executive Officer for approval.

Following approval of the recommendations, a letter will be sent to the appellant advising the further steps to be taken to address the grievance or original decision, and the reasons for the decision, within ten (10) working days. The letter will further advise the appellant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Zenith provides referrals to external support services/agencies at no cost to students.

Students also have the option of seeking a mediator or legal advice at their own expense.

For external dispute resolution, Zenith may request mediation or an external review services through agencies such as the Resolution Institute: <https://www.resolution.institute/> or similar.

The Institute will provide written notification to the Resolution Institute within five (5) working days of the request. The Resolution Institute will arrange for a mediation or arbitration, whichever has been requested

by the appellant, to be held between the Institute and the appellant within a further ten (10) working days of the written notification from the Institute.

If the appellant requested mediation and the matter remains unresolved, then the matter will proceed to arbitration with the Resolution Institute.

The Institute will bear any costs associated with the mediation or arbitration.

The appellant/complainant or the respondent may ask another person to accompany them to the mediation or arbitration meetings.

The outcome of the mediation, including any recommendations arising, will be reported to the CEO or a nominee, within ten (10) working days of the completion of the review. Upon receipt of the report of the outcome from the Resolution Institute, a written report will be provided to the appellant within five (5) working days on the recommended actions to resolve the grievance.

The Institute agrees to be bound by recommendations from the Resolution Institute and the CEO, or nominee, will ensure that any recommendations made are implemented within twenty (20) working days of receipt of the mediator's report. At no point will a student bear costs for engaging in the grievance or appeals process.

Full details of the appeals process are in the *Student Appeals Policy and Procedure*, available online on the Institute's website.

Application to Enrol

Step 1: Enquiry

Students can enquire about Zenith courses via an agent, email and/or phone call, or directly on our website at: [TBA]

Step 2: Apply

Students can submit their application by completing the admission form. Students must provide certified copies of their passport, academic transcript, proof of meeting English proficiency requirements, and other required documents.

International students that apply through an agent must apply through an agent authorised by the Institute.

Students can access the application form on our website directly at the Institute, or via your agent.

Step 3: Application Screening

Zenith will assess the application against the entry requirements and may issue a Conditional Letter of Offer and Student Agreement. Students may be requested to submit additional documents to meet the requirements outlined in the conditions on the offer.

Step 4: Student Review, Acceptance and Payment

Students may be issued an unconditional Letter of Offer and Student Agreement. Zenith will confirm that course fees, duration, payment plan and other details are stated correctly.



Step 5: Electronic Confirmation of Enrolment (eCOE) and Student Visa

Upon receiving the payment and signed Letter of Offer and Student Agreement, Zenith / the Institute will issue students with an electronic Confirmation of Enrolment (eCOE). Students can apply for a student visa as per the guidelines set by the Department of Home Affairs (www.homeaffairs.gov.au).

Step 6: Orientation/Course Commencement

Students attend compulsory orientation activities and commences their course.

Subject to TEQSA Registration