



STUDENT HANDBOOK

TABLE OF CONTENTS

ETHICAL GUIDELINES	1	Study Load	8
Responsibilities	1	Enrolment Deferral, Suspension or Cancellation	8
ADMISSION	2	Ikon-initiated Enrolment Suspension and Cancellation.....	9
Admission Criteria	2	Transferring Between Courses.....	9
Recognition of Prior Learning	2	Change of Personal Details	9
Tuition Fees	2	Attendance	9
Tuition Fee Refunds.....	3	ACADEMIC SERVICES & SUPPORT	10
GENERAL INFORMATION.....	3	Orientation	10
Equal Opportunity for Students	3	Timetables	10
Where to Find Information.....	3	Academic Skills Help	10
Grievance & Appeals Process.....	3	Reasonable Adjustment	10
Code of Conduct.....	3	Wellbeing Support.....	10
ACADEMIC YEAR.....	4	ASSESSMENT	10
Key Academic Dates	4	APA Referencing	11
Census Dates	4	Submitting Assessments.....	11
Key Contacts	4	Special Consideration.....	11
PARTICIPATING IN DECISION MAKING.....	4	Late Submission.....	11
CAMPUS INFORMATION.....	5	Copyright	11
Campus Locations	5	Academic Integrity and Misconduct.....	11
Student ID Cards	5	ACADEMIC PROGRESSION	12
Transport Concession Cards.....	5	Rules of Progression	12
Campus Rules	5	Satisfactory Academic Progress	12
Lost Property	5	SAFE ENVIRONMENT.....	12
Emergency Evacuation.....	5	Health & Safety.....	12
Emergencies	6	Personal Safety.....	13
IT & LEARNING SYSTEMS.....	6	Reporting an Incident.....	13
Computer Network and Internet Access, Use and Safety	6	Privacy.....	13
Frivolous Use	7	PLACEMENT	13
Virus Detection.....	7	Insurance.....	14
Privacy.....	7	Official Clearances and Extra Curricula Training..	14
Learning Management System	7	Placement Conduct.....	14
Software.....	7	INTERNATIONAL STUDENTS	15
Equipment Safety and Protocol.....	7	Student Visa Requirements	15
YOUR ENROLMENT	7	Overseas Student Health Cover	15
Study Workload.....	7	Your Rights Under the ESOS Act.....	15
		Health and Safety.....	15
		Cost of Living.....	15
		Working in Australia	15

ETHICAL GUIDELINES

Ikon's ethical guidelines express the values and principles which are integral to, and characteristic of, the organisation. It is intended to assist students and staff to act in ethically accountable ways while on campus, on placement, and into their professional life.

Ikon aims to produce graduates who are able to develop their own potential, and whose knowledge, skills and practice contribute to an international community of people committed to social change, community building, learning, healing and educating.

Ikon contributes through the delivery of quality educational programs and is committed to the basic values of:

- Human dignity and worth
- Honesty and integrity
- Ethical practice
- Personal and professional growth
- Respect
- Courtesy
- Competence

In carrying out their duties, particularly while preparing or undertaking placement, staff and students are expected to comply with Ikon's policies. It is also expected that students and staff will:

- Respect diversity by practising non-discrimination on all levels, including spiritual, gender, personal, political, culture, sexuality, religion, other's beliefs and practices.
- Honour the confidentiality of information provided to them by peers, staff, clients, families, colleagues etc. by disclosing personal information only with consent or as required by law; and practising clear communications with peers, colleagues and social conversations.
- Behave in a respectful and courteous manner, including punctuality in class, on placement, with clients; understanding the expectations of placement organisations (e.g. appropriate behaviour, dress code and hygiene habits); and respectful treatment of property and environments.
- Act with honesty and integrity, including copyright issues and submission of original work, contributing to a constructive classroom

- environment, seeking personal support, counselling and supervision as directed by Ikon and as necessary and continue to behave in a professional manner.
- Maintain professional competence and use the knowledge and training received to practise to your best ability; commit to keeping yourself, children, your clients and others safe, which may include refusing service; setting and maintaining appropriate boundaries in keeping with the professional body relevant to your course; do not pursue, nor allow, inappropriate relationships with clients.
- Commit to ongoing professional development and supervision, including membership in relevant professional associations.

RESPONSIBILITIES

Ikon Institute of Australia

Ikon will support you to achieve your course outcomes and:

- Provide you with a quality education and a positive student experience
- Prepare you for professional practice
- Provide support services and a safe learning environment
- Provide access to study and information resources
- Be available to provide you with individual assistance with your studies

Students

You are expected to maintain satisfactory academic progress and:

- Work to the best of your ability and make genuine attempts to complete course requirements, submit assessment tasks by the due date, maintain regular attendance, and actively engage in learning activities
- Work in a manner consistent with the principles of academic integrity
- Conduct yourself in a professional manner in both the classroom and placement settings

 [Student Code of Conduct](#)

ADMISSION

Admission to a course of study at Ikon Institute of Australia is based on the principles of academic merit, access and equity, fairness and the right to recognition of prior learning.

Ikon will give all applicants the opportunity to prove themselves capable of completing the course they have applied for and provide a duty of care to each applicant to ensure they are not placed in a situation in which it is unlikely they will succeed.

ADMISSION CRITERIA

Applicants will be admitted into a course of study at Ikon where they meet the following criteria:

- a) Satisfy the minimum age requirement.
- b) satisfy the admission criteria for the Applicant Group most relevant to their circumstances
- c) satisfy any course specific admission criteria relevant to their chosen course
- d) meet the minimum English Language Proficiency requirements for the course, where applicable
- e) satisfy all conditions of admission (or readmission) as outlined in the Letter of Offer
- f) agree to abide by the conditions of enrolment as outlined in the Offer Acceptance Declaration

If you have any questions about applying for a course of study at Ikon, contact Admissions on 1300 000 933 or admissions@ikon.edu.au.

 [Student Admissions Policy](#)

RECOGNITION OF PRIOR LEARNING

Students may be eligible for subject exemptions in recognition of learning from previously completed study.

Recognition of Prior Learning is an assessment process used to determine the extent to which a student has achieved the required learning outcomes of a subject to receive credit towards a course of study at Ikon. This may result in the grade of 'Advanced Standing' (AS) in that subject.

Application for course credit should be lodged as soon as possible using the RPL form ([link](#)). Applications may not be accepted after the course has commenced. The RPL fee is \$250 per subject granted.

 [Recognition of Prior Learning and Credit Policy](#)

COURSE FEES

The indicative fees for each course of study at Ikon can be found at the '[Course Fees](#)' tab under the Study with Us section of the Ikon website. Course costs are expressed by Ikon as indicative only and subject to change, but once published subject tuition and non-tuition fees remain in place for a 12-month period.

Tuition fees and non-tuition fees are set out in the Schedule of Fees published on '[Course Fees](#)'. Ikon updates its fee schedule in September of each year, for the following academic year.

Domestic Student Course Tuition Fee Payment Options

Tuition fees are payable each trimester based on number of subjects enrolled. Please refer to the following available payment methods:

- a) Tuition fees deferred via the Australian Government FEE-HELP loan scheme (if eligible). For more information about FEE-HELP, visit the [StudyAssist website](#).
- b) Payment upfront in advance of each trimester.
- c) Payment upfront in advance of each trimester and partially by tuition fees deferred via FEE-HELP.

International Student Course Tuition Fee Payment Options

Tuition fees are payable each trimester based on your study load. We offer the following flexible payment options:

- a) Payment upfront in advance of each trimester (Pay-by-Trimester).
- b) Pay-by-Month (only available for international continuing students). To switch between Pay-by-Trimester and Pay-by-Month please complete our [Change of Payment Option Form](#).

FEE-HELP Loan Assistance

Domestic students who do not choose to pay their course fees upfront, may have access to the Government FEE-HELP loan assistance plan to pay their fees. FEE-HELP is available to eligible full-time and part-time domestic students enrolled in a course of study at Ikon.

You must meet the eligibility criteria as defined in the Higher Education Support Act 2003 and complete the eCAF form prior to Census Date. You will also need a Tax File Number (TFN). Contact enrolment@ikon.edu.au to obtain more information.

For more information about the loan scheme, visit:

www.studyassist.gov.au/need-more-information/help-publications

www.studyassist.gov.au/help-loans/fee-help

 [Fees and Refunds Policy](#)

TUITION FEE REFUNDS

Ikon will issue a refund of tuition fees paid for education not delivered where:

- An offer of a place is withdrawn.
- Ikon cancels a course.
- A student fails to meet course progression requirements and is subsequently not permitted to continue the course. The student is eligible for a full refund of any pre-paid tuition fees for subjects not yet attempted.
- A domestic student withdraws from a subject on or before Census Date.
- An international student withdraws from a subject on or before commencement date.

In any other circumstances, a refund of tuition fees paid upfront may be considered if verifiable compassionate and compelling circumstances preventing you from continuing in your course.

 [Fees and Refunds Policy](#)

GENERAL INFORMATION

EQUAL OPPORTUNITY FOR STUDENTS

Ikon is committed to ensuring that all students and prospective students feel comfortable and respected. Ikon policies prohibit discriminatory practice of any kind.

Ikon encourages and facilitates access for applicants from under-represented and/or disadvantaged groups, including:

- Part or full-time carers
- Persons with disabilities
- Persons experiencing mental or physical health concerns
- Mature-age applicants
- Single parents
- People for whom English is a second language
- Persons who identify as LGBTIQ+

 [Inclusion, Diversity & Equity Policy](#)

WHERE TO FIND INFORMATION

Ikon policies, procedures and codes of conduct are available on the [website](#) and can be accessed via the Student Hub in Canvas. Students should make themselves aware of the relevant policies and the requirements of the course in which they are enrolled.

Subject outlines, assessment requirements and reading materials are available in Canvas one week prior to the first day of class. Students receive a login to Canvas as part of the enrolment process.

GRIEVANCE & APPEALS PROCESS

Ikon will take all reasonable steps to ensure decisions are fair, objective and consistently applied in accordance with policy, legislation and regulation. Ikon recognises, where reasonable grounds exist, to appeal against decisions and will ensure grievance and appeals are dealt with quickly and impartially.

The Ikon grievance framework is a four-stage process designed to determine grievances and appeals with fairness and protection for all parties.

You are encouraged to seek resolution informally with the person/s directly involved before initiating a formal grievance resolution.

- Stage 1: Make an informal approach
- Stage 2: Lodge a formal grievance
- Stage 3: Lodge an internal appeal
- Stage 4: Make an external appeal

During the grievance process, you are required to continue your studies until a resolution is reached.

 [Grievance & Appeals Policy](#), [Formal Grievance Form](#), [Application to Appeal Form](#)

CODE OF CONDUCT

In all interpersonal interactions with other members of Ikon's community, you are expected to:

1. Honour the Student Code of Conduct and comply with the policies and procedures of Ikon.
2. Honour the confidentiality of information provided by other students.
3. Respect the political, spiritual and personal beliefs of others and recognise the benefits of individual learning styles, needs and points of view expressed in the classroom.
4. Attend class appropriately dressed.
5. Treat other students, staff and members of the community with respect and courtesy.
6. Refrain from intimidating or bullying behaviour towards others and from harassing, discriminating against, or vilifying others on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs, opinions or

background.

7. Use computer equipment, systems and network provided by lkon in an appropriate manner.
8. Act with honesty, integrity, respect and courtesy.
9. Comply with directions given by lkon staff to promote good order and management.

 [Student Code of Conduct](#)

ACADEMIC YEAR

KEY ACADEMIC DATES

The key academic dates are published on the [Key Dates](#) page of the website.

CENSUS DATES

The Census Date is the last date you can finalise or withdraw from a subject or suspend or cancel your enrolment without it affecting your grades.

For domestic students, Census dates are also the deadline for the payment of your tuition fees. If you withdraw from a subject or suspend or cancel your enrolment after a Census Date you are financially liable for the tuition fees for that trimester and may not be eligible for a refund.

Each subject in your course has a Census Date, based on the trimester in which it is taught. Census dates are published in the [Schedule of Fees](#) and on the [Key Dates](#) pages of the website.

Please contact the Student Experience Team to make changes to your study load or enrolment.

KEY CONTACTS

Enrolments

☎ 1300 000 933
✉ enrolment@ikon.edu.au

Student Experience

☎ 1300 000 933
✉ experience@ikon.edu.au

You may also speak to your campus-based Student Experience Advisor.

Academic Skills Help

Appointments with a learning Support Advisor can be booked via the [Library website](#):

Student Wellbeing & Safety via [Sonder](#)

Download the free [Sonder App](#) to access 24/7 medical, mental health and safety support. Log in using your student email and password.



Download your **free** Sonder account today

International Students

☎ 1300 000 933
✉ experience@ikon.edu.au

Head of School, Human Services

Dr Narelle Whatley
☎ 1300 000 933
✉ narelle.whatley@ikon.edu.au

Head of School, Education

Julie Michlmayr
☎ 1300 000 933
✉ julie.michlmayr@ikon.edu.au

PARTICIPATING IN DECISION MAKING

At lkon, there are opportunities for students to participate in a range of decision-making opportunities, including being a member of the Teaching and Learning Committee and the Academic Board.

As a student representative on our Learning and Learning Committee, and Academic Board, you will actively participate in high-level decision-making discussions, enabling you to develop a deep understanding of the complexities of academic management and acquire the skills of governance and compliance that are the basis on which all decisions at lkon are made. If such an opportunity interests you, please speak to a member of the Student Experience team on your campus.

Each year student ambassadors are nominated to represent and convey the sentiment of the student cohort. Applications to become a student ambassador occur annually in October.

If you wish to share your feedback: email the student ambassadors directly:

Studentambassadors@edu.com.au

CAMPUS INFORMATION

Ikon has campuses located all around Australia:

CAMPUS LOCATIONS

Visit <https://ikon.edu.au/locations/> to see our current campus locations.

If you need to move interstate, just let us know and we can arrange for you to seamlessly enrol in our campus in your new state.

STUDENT ID CARDS

All students are issued with a student ID card that provides both photographic identification and evidence of student status for public transport concessions.

Photos are taken during orientation or you will be asked to send your profile photograph to the Student Experience team. The ID cards are prepared and then available from Student Experience.

You should contact Student Experience to replace your lost or stolen student identification card.

TRANSPORT CONCESSION CARDS

Full-time domestic students may be eligible for concession rates for public transport. Eligibility and application processes differ in each State.

The campus Student Experience Team is happy to help you to obtain your travel card.

Information about campus facilities, transport options and location can be found on the website via ikon.edu.au/locations/.

CAMPUS RULES

- You are required to carry your Student ID card with you at all times whilst on campus.
- You are expected to dress appropriately.
- Smoking on campus premises is prohibited. Do not loiter or smoke on pavements or areas outside entrances or nearby public areas.
- The consumption of alcohol or use of illegal substances on campus is considered misconduct. These activities will result in disciplinary procedures, which may include expulsion (cancellation of your enrolment).
- Food and beverages are not permitted in classrooms. They may only be consumed in

designated areas, before or after class.

- Mobile phones, and other electronic devices are to be switched off (or on vibrate) and hidden from view during class time.
- Laptops and tablet computers are allowed for note taking only i.e. other activities such as checking personal email or surfing the web during class is inappropriate and disrespectful.
- Participate in classroom discussion in a constructive manner and avoid side conversations with classmates during class.
- Disruptive behaviour is not permitted while classes are in session. The lecturer reserves the right to ask a student to leave the classroom.
- Respect classmates and lecturers and the views expressed by others. This includes verbal and physical behaviour as well as messages via email, text or social media platforms.
- Posters and notices may only be displayed on the notice boards with campus approval.
- Students are subject to all policy and regulations which may be in force at the time, including those laid down by Ikon and those governing the building and its facilities.

LOST PROPERTY

Campus Administration is responsible for managing lost and found property. If you have lost or found property on campus, please see your Campus Administration Team.

Ikon takes no responsibility for lost or damaged property on campus.

EMERGENCY EVACUATION

Each campus building has an evacuation plan and map showing the emergency exits, evacuation and assembly routes, and safety points.

In the case of an evacuation, Ikon appointed fire wardens will lead you through the evacuation process to safely leave the building and assemble at the designated safety points.

Follow instructions from fire wardens, safety officers, and emergency services personnel. Do not return to the campus unless instructed to do.

In the case of an evacuation, the fire wardens will:

- Ensure all emergency exits are clear.
- Lead occupants in single file down any stairs to the Assembly Area. Please keep calm and avoid running or lagging behind.

- Assist any person who falls or trips or is less mobile.
- Ensure the noise level is kept to a minimum.
- Ensure all evacuees stay together.
- Allow room for emergency services personnel who may also be using the emergency exits.
- Prevent any person from re-entering the floor or building, unless authorised to do so by the Chief Warden or Emergency Services Officer.
- Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the emergency exits for an evacuation other than a bomb threat.

EMERGENCIES

Emergency (life threatening or immediate danger) & Critical Incident Support:



If you are witnessing an emergency or a crime, dial 000. This number is free, and it will direct you to the police, fire and ambulance services.

If you feel unsafe, threatened, distressed or require urgent support, Contact [Sonder](#), 24/7 safety and critical incident support service via the Sonder App or phone **1800 234 560**

Sonder will provide:

- Immediate Safety Assessment
- 24/7 phone and chat support
- Management of ongoing risks
- Coordination of Police, Fire or Medical
- In person response where required

Ikon support during class hours (Mon–Fri):

Phone: **1300 000 933**.

Monday to Friday, 8:30am–6:00pm

Email: experience@ikon.edu.au.

Monday to Friday, 8:00 am–6:00pm

In person front desk:

Sydney Quay Street: 8:30am–8:00pm

Sydney Thomas Street: 8:30am–5:30pm

Melbourne: 8:30am–8:00pm

Brisbane: 8:30am–5:00pm

Adelaide: 8:30am–5:30pm

On campus security (Sydney sites):

Quay Street campus: UTS Security 1800 249 559 (24/7)

Thomas Street campus: KSS Security 0410 439 533

Useful Telephone Numbers

Police Assistance Line (24 hrs) 131 444

Crime Stoppers (24 hrs) 1800 333 000

Health Direct Australia (24 hr health advice) 1800 022 222

Legal Advice Hotline (7am to midnight, 7 Days) 1300 636 846

[Poisons Information Centre](#) 13 11 26

[Australian Taxation Office](#) 13 28 65

[Fair Work Ombudsman](#) 13 13 94

[Overseas Students Ombudsman](#) 1300 362 072

[National Student Ombudsman](#) 1300 395 775

[Department of Home Affairs](#) 131 881

[Australian Human Rights Commissions](#) 1300 656 419

Rape Crisis and Sexual Assault Hotlines

Adelaide 1800 817 421

Melbourne 1800 806 292

Sydney 1800 424 017

[1800 RESPECT NATIONAL COUNSELLING HELPLINE](#)
1800 737 732

-  [Health, Safety and Wellbeing Policy](#)
-  [Sexual Assault and Sexual Harassment Policy](#)
-  [Critical Incident Policy](#)

IT & LEARNING SYSTEMS

COMPUTER NETWORK AND INTERNET ACCESS, USE AND SAFETY

The computer network is the property of Ikon and is to be used only for legitimate educational and business purposes. You have a responsibility to use computer resources and the internet in a professional, lawful and ethical manner. Abuse of the computer network or internet may result in disciplinary action.

Students are reminded and cautioned that even

innocuous web search requests can result in contact with offensive, sexually explicit, and inappropriate material. Unsolicited e-mails can pose similar risks. Students and staff accessing the internet do so at their own risk and understand and agree that Ikon is not responsible for material viewed or downloaded by users from the Internet. Ikon has the right to utilise hardware and software that makes it possible to identify and block access to internet sites containing sexually explicit or other material deemed inappropriate.

 [IT Usage and Security Policy](#)

FRIVOLOUS USE

Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all users connected to the network have a responsibility to conserve these resources. As such, users must not deliberately perform acts that waste computer resources or unfairly monopolise resources to the exclusion of others. Unless required as part of course work, these acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the internet, playing games, engaging in online chat groups or other social media, uploading or downloading large files, accessing streaming audio and/or video files or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

VIRUS DETECTION

Files obtained from sources outside the institute, including disks brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage the computer network. If you suspect a virus has been introduced into the network, notify Student Experience immediately.

PRIVACY

Ikon does not make a practice of monitoring email, personal web sites, or files and data stored on computers or traversing the network. However, Ikon reserves the right to access and monitor all activity, and so users should have no expectation of privacy when using institutional computer equipment.

LEARNING MANAGEMENT SYSTEM

Courses at Ikon are delivered on campus or online and are structured to provide you the opportunity to collaborate and learn with the support of your peers,

and to interact with academic staff.

Courses are designed to include components where you are required to complete online activities or access e-readings in preparation for class. This model allows class time to focus on discussion, practicing skills, and utilising the expertise of your lecturer.

- Teaching materials and online learning activities are accessed via the Learning Management System known as [Canvas](#).
- Timetables are accessed via the Learner App. Results are available via the Learn App and the Student Portal.
- Library resources are accessed via [Library and Learning Services](#).

Your Student Email and Microsoft Office apps can be accessed via the [Student Portal](#). You will receive an email with your log in details as part of the enrolment process.

If you do not receive your login details for your Student Portal, contact Student Experience.

[It could also be sitting in your Junk/spam Folder].

SOFTWARE

You will be provided with a student email (Outlook) account which you are required to activate.

Once you access the [student portal](#) using your student email, you can access the web versions of the Microsoft apps required for your studies (Word, PowerPoint, Excel).

EQUIPMENT SAFETY AND PROTOCOL

Items such as personal computers, laptops and mobile phones are the student's responsibility and should not be left unattended at any time. All students must bring with them some form of digital storage device like a USB stick or other portable hard drive. You are responsible for the safety and security of your work, and it is recommended that you back up data regularly.

YOUR ENROLMENT

STUDY WORKLOAD

Study workload is the number of hours you should expect to spend on learning activities to achieve the requirements of your course and maintain satisfactory progress.

Study workload includes teaching hours (face-to-face or online delivery) plus the hours spent away from the classroom completing readings, online learning activities, assessments, and group work.

Ikon recommends that you spend 3 hours on self-study for each hour of teaching per subject per week i.e. a total workload of 30 hours per week for a full-time study load.

STUDY LOAD

A full-time study load is eight subjects (48 credit points) over the academic year spread over three trimesters. A typical full-time study load consists of three subjects in two trimesters and two subjects in one trimester in one year.

A part time study load is any enrolment that is less than full time enrolment. Students should be aware that reducing your study load can affect:

- your eligibility for government assistance (e.g. [Centrelink](#)) and travel concessions.
- Your ability to complete your course requirements within the time limits for your course.

Domestic students may study part time but may not exceed the maximum duration for their course. There is no minimum number of credit points you must enrol, as long as you are enrolled in at least one subject in each trimester.

International students must maintain a full-time study load in order to meet the conditions of the student visa and complete their course by the end date on their electronic Confirmation of Enrolment (eCoE). Students may be permitted to enrol in less a full-time load due to:

- compassionate or compelling circumstances
- academic progressions intervention plan
- course completion
- subject availability.

ENROLMENT DEFERRAL, SUSPENSION OR CANCELLATION

There are certain circumstances in which your enrolment may be deferred, suspended, or cancelled.

You may defer or suspend your enrolment if there are compassionate or compelling circumstances.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond your control which impact

your course enrolment, course progress or wellbeing. These include but are not limited to:

- serious illness or injury
- bereavement of close family members
- major political upheaval or natural disaster requiring emergency travel
- a traumatic experience
- where Ikon was unable to offer a pre-requisite unit or a student failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Deferring Your Enrolment

If you wish to defer your enrolment and delay the commencement of your studies with Ikon, you are required to lodge a written request with Student Experience by submitting an email at any time before the commencement date of the first trimester of study, outlining the new proposed commencement date.

You may only apply to defer the commencement of your studies twice. After you reach this maximum, you will need to submit a new admission application.

If you are an international student, you will only be granted a deferral if you demonstrate evidence of compassionate or compelling reasons. Ikon will:

- inform you of the need to seek advice from the Department of Home Affairs on the potential impacts on your student visa
- report the changes to your enrolment to the Department of Home Affairs through PRISMS.

Suspending Your Enrolment (Leave of Absence)

If you wish to suspend your enrolment to take a leave of absence from your course of study, you are required to lodge a written request with Student Experience by completing the Application for Leave of Absence Form.

International students will only be granted a suspension if you demonstrate evidence of compassionate and compelling reasons. Following the approval, you will need to seek advice from the Department of Home Affairs on the potential impacts on your visa. Ikon will also notify the Department of Home Affairs through PRISMS of changes in your enrolment.

Withdrawing from a Course or Subject

If you wish to cancel your enrolment or withdraw from your course or withdraw from a subject to reduce your study load, you are required to lodge a formal application with Student Experience outlining the reasons for withdrawal by completing the:

- Application for Course Withdrawal Form.
- Application for Subject Withdrawal Form.

Please contact Student Experience to make changes to your enrolment. A meeting will be arranged with a Student Experience Advisor prior to formally submitting your application.

It is important that any changes to enrolment are done on or before Census Date to avoid academic penalty. Any withdrawal after census date, without approved compelling or compassionate circumstances, shall result in a Withdrawn-Fail grade on the student's academic record.

To avoid financial penalty, international students must apply for enrolment changes prior to the Trimester commencement date. Domestic students have until Census date to make enrolment changes without financial penalty.

International students need to seek advice from the Department of Home Affairs on the potential impacts of course withdrawal on your visa. Ikon will also notify the Department of Home Affairs through PRISMS of changes in your enrolment.



International students should be aware that changing your study load or deferring, suspending or cancelling your enrolment may affect your course duration and, the length of your student visa. Ikon is required to report changes to an international student's enrolment to the Department of Home Affairs via PRISMS (as per ESOS Act and National Code 2018).

IKON-INITIATED ENROLMENT SUSPENSION AND CANCELLATION

Ikon may suspend or cancel your enrolment on the following grounds:

- misconduct
- a failure to pay fees
- a breach of academic progression requirements.

Where Ikon initiates a suspension or cancellation of your enrolment, before imposing the suspension or cancellation, Ikon will:

- notify you of its intention in writing explaining the reasons
- advise you of your right to appeal within 20 working days through Ikon's internal grievances and appeals process
- inform international students of the need to seek advice from the Department of Home

Affairs on the potential impacts on your student visa, and that changes to your enrolment will be reported to the Department of Home Affairs through PRISMS.

Where a suspension or cancellation is initiated by Ikon, the suspension or cancellation of your enrolment will not take effect until the internal appeals process is completed, unless your health or wellbeing, or the health or wellbeing of others, is at risk.

- [Enrolment Policy](#)
- [Student Academic Progress Policy](#)
- [Student Code of Conduct](#)

TRANSFERRING BETWEEN COURSES

If you wish to transfer to another course of study at Ikon, a formal transfer request must be lodged with Student Experience. You may be required to attend an interview with the Head of School depending on the nature of the course transfer request. Contact Student Experience to request a transfer form. It is important that for domestic students, any transfers must be processed prior to Census Date to avoid academic and financial penalty. International students must apply for transfers prior to the Trimester start date to avoid financial penalty.

CHANGE OF PERSONAL DETAILS

If you change your personal details - address, email, mobile number etc, it is important that you provide your new details to Student Experience. You can do this via the [Student Portal](#) or by email to experience@ikon.edu.au.

ATTENDANCE

Classes are an essential part of the education program at Ikon. If you do not attend class, whether in class or online, or engage in learning activities, you may not be able to meet all requirements of your course and be at risk of failing.

Ikon expects students to attend class, to arrive on time and remain for the duration. If you arrive more than 10 minutes late, you may not be admitted (this is at discretion of the lecturer).

Holidays, employment and personal appointments should be arranged so your attendance is not affected. If you plan to be absent from class for an extended period of time you should contact Student Experience.

ACADEMIC SERVICES & SUPPORT

ORIENTATION

It is compulsory for all new students to participate in the orientation program.

Orientation begins the week prior to the Course Commencement Date. You will be advised of the day/time via an email from the Enrolment team.

Additional orientation sessions are provided on an as needs basis. If you are unable to attend your session, it is important to contact the Enrolment team as soon as possible to make alternative arrangements.

 [Orientation and Transition Policy](#)

TIMETABLES

Timetables are published in advance of each trimester and are available in your Learner App which can be accessed via the [Student Portal](#).

Please note that timetables may change during the first 3 weeks of classes as student numbers and preferences are finalised. You should check for updates to your timetable regularly during this period.

ACADEMIC SKILLS HELP

Asking questions is a normal part of learning. Chances are, if you have a question in class, someone else probably wants to know the same thing. So be brave and ask!

From time to time, you might want to clarify your understanding of a concept or an assessment task. You can also speak to your lecturer after class.

Ikon provides a wide range of interactive and downloadable resources to assist with your academic study skills in such areas as writing skills, reading techniques, searching for information, understanding your assessment tasks and referencing. Resources and information can be found on the [Library Website](#). You can also register for workshops and make an appointment with a learning support advisor.

Ikon also partners with [Studiosity](#) to offer individual study support. Studiosity is a free 24/7 online service, providing assistance with completing your assessments and developing your academic study skills.

REASONABLE ADJUSTMENT

Ikon is committed to providing reasonable adjustments to ensure equal opportunity and participation for students with additional needs that may affect the student learning experience. If you have additional needs, you may be entitled to reasonable adjustments to learning resources, learning environment, teaching method or assessment conditions. Please speak with a member of the Student Experience Team so that we can work with you to provide practical, individualised support to assist you to succeed with your studies.

 [Learning Support Policy](#)
 [Learning Resources Policy](#)
 [Reasonable Adjustment Policy](#)

WELLBEING SUPPORT

Transition into higher qualifications can be a stressful time. The pressure of work, assessment deadlines or the prospect of an exam may become cause feelings of stress and anxiety, becoming difficult to manage.

As the learning builds, concepts become more difficult, and it may feel overwhelming at times. Events at home can also cause difficulties and make the process of studying stressful.

Your mental wellbeing is as equally important as your physical wellbeing and so Ikon partners with Sonder.

Sonder provides access to 24/7 medical, mental health and safety support. Use Sonder to speak to a nurse or qualified counsellor for assistance with personal issues including relationship challenges, financial concerns, depression, anxiety, alcohol and drug use and LGBTQI support. You can also access immediate help for urgent matters.

ASSESSMENT

The achievement of learning outcomes for all subjects is measured through assessment. Assessment tasks may include essays, reports, examinations, practical work, class participation, presentations, case studies and group work.

The assessment task, weighting, due date and marking criteria are detailed in the subject outline.

You must achieve a final grade of at least 50% to pass the subject. Some subjects may require a minimum pass grade for the written task or examination to be eligible to pass the subject.

Failure to complete an assessment task or failure to submit by the due date has consequences including

late penalties and the grade of Fail.

Assessments are marked and returned electronically through Canvas. Feedback for each assessment task is provided with final grades published at the end of each trimester.

APA REFERENCING

You must not use other people's ideas and/or work and pass them off as you own. Doing this is considered plagiarism and an act of academic misconduct.

Cite all sources of information as a detailed reference list at the end of an assignment, and as in-text citations when quoting or paraphrasing somebody else's work within an assignment.

Ikon uses APA 7 Referencing (American Psychological Association, 7th Edition).

Academic Support is available to help with writing essays, grammar, logic and referencing. The APA Referencing Guidelines can be downloaded from the Student Hub in Canvas.

SUBMITTING ASSESSMENTS

All assessments must be submitted via Canvas unless otherwise stated in the subject outline or assessment brief.

You are responsible for ensuring that assessment documents are uploaded into Canvas correctly before the due date and in an appropriate format for online comparison detection software to complete an originality check. All assessments must be uploaded in their original formats. Any assessment uploaded as a PDF may result in the assessment not being marked and a Fail grade awarded.

SPECIAL CONSIDERATION

If you experience illness, or other difficulty beyond your reasonable control or have missed an assessment due to circumstances beyond your control, you may be eligible for special consideration. Grounds for special consideration may include illness, injury, misadventure, death of a close family member, experiencing or witnessing an accident or crime.

An Application for Special Consideration, with relevant supporting documentation, should be lodged via email to experience@ikon.edu.au. Application forms can be downloaded from the Canvas Policy Library (via the Student Hub).

Application must be made on or before the assessment due date. Application does not guarantee the request will be granted.

Applications must be genuine and made with good intent. Submitting an application to gain academic advantage is an act of academic misconduct.

You will be advised of the decision via email within two (2) business days of the application date.

Where special consideration is denied, the set assessment due date stands.

LATE SUBMISSION

Assessments must be submitted by the due date (or the agreed extension date) and time, or a late penalty of 10% per day apply.

-  [Assessment Policy](#)
-  [Academic Integrity and Misconduct Policy](#)

COPYRIGHT

Ikon and its students are required to comply with the Copyright Act 1968. It applies to any materials (printed, electronic, audio, visual). Under the Copyright Act you may not infringe copyright in someone else's material you are including in your scholarly work (essay or report) unless you are using the material for the purposes of research or study and your use of the material is 'fair'. If it does not involve the taking of more than a 'reasonable portion' (less than 10%) it is deemed fair, and you are not required to get permission from the author/creator to reproduce their material, but you are required to cite its origin through appropriate referencing.

If you are not sure how to do this, speak to your lecturer or a member of the Academic Support team.

ACADEMIC INTEGRITY AND MISCONDUCT

Ikon sets assessment tasks with the expectation that work submitted is the sole effort of the student (or the efforts of assigned students for group tasks).

Students and staff are expected to maintain a high standard of academic integrity by exhibiting the core values of honesty, trust, fairness, respect, and responsibility. A behaviour that breaches these core values is considered academic misconduct.

Academic misconduct is any act that breaches the core values of academic integrity to give a student, or a group of students, an unfair academic advantage. For example, copying the work or ideas of others, paying someone to complete an assessment, or in any way misleading academic staff about your ability, knowledge or skills. Other terms for acts of academic misconduct include

cheating, collusion, fabrication, fraud, misrepresentation and plagiarism.

Academic misconduct is a serious offence and will be dealt with according to the severity of the instance and the Academic Integrity and Misconduct Policy.

It is your responsibility to acknowledge all sources used in your work. You may discuss general principles with others to understand a topic or the requirements of an assessment task, but you are responsible for submitting an individual piece of work.

Turnitin software is used to check all assessments for plagiarism, contract cheating and collusion. The software highlights common text and provides a similarity score with other submitted documents.

 [Copyright Policy](#)

 [Academic Integrity and Misconduct Policy](#)

ACADEMIC PROGRESSION

RULES OF PROGRESSION

Eligibility to graduate requires the successful completion of all subjects in the course.

Some subjects require pre-requisite knowledge and cannot be undertaken until the specified subjects from a previous trimester have been completed. Placement subjects must be completed in order.

A typical full-time load is eight subjects per year, or three subjects per trimester. However, some courses have a different structure, and this may vary from trimester to trimester. International students are required to undertake a full-time study load.

Variations to study load will be considered on a case-by-case basis, but the maximum number of subjects a student can take under an accelerated load is four per trimester.

Should a student fail an attempted subject they will be required to re-enrol in the subject in a subsequent trimester (at the subject fee at the time of re-enrolment). A subject may only be attempted three times.

SATISFACTORY ACADEMIC PROGRESS

Satisfactory academic progress means completing the requirements of the course and achieving a minimum grade of 'Pass' in all subjects. Students are considered to be making satisfactory academic progress when they have:

successfully completing a subject (or an equivalent subject) within three attempts; or

successfully completing 50% or more of enrolled subjects in two consecutive study periods.

Failing a subject may delay your academic progress as you will need to complete the remaining subjects over additional trimesters, depending on the number of subjects that need to be retaken. The order that you attempt the remaining subjects will be determined by Ikon with consideration for learning and the limitations of the timetable.

It can be difficult sometimes to keep up with your studies. It is important to remember there are many strategies to get you back on track. Ikon can help, you don't need to do it alone.

Reach out for support from the Library and Learning Service team <https://ikon-alg.libguides.com/> so they can help you get back on track.

If you need emotional support, please contact Sonder through the app or call 1800 234 560

 [Student Academic Progress Policy](#)

 [Fees and Refunds Policy](#)

SAFE ENVIRONMENT

HEALTH & SAFETY

A key element of the Ikon community is the provision of a safe and supportive environment. In doing so, Ikon is committed to:

- Observing, implementing and fulfilling the requirements under the Work Health and Safety Act 2011.
- Ensuring staff, students and contractors receive the appropriate health and safety training to enable them to work and study safely.
- Ensuring management, staff and students carry out their health and safety responsibilities.
- Ongoing development and improvement of institutional health and safety systems.

Every member of the Ikon community must be able to pursue their activities in an environment based on mutual respect, inclusion and dignity. Harassment, bullying and violence of any nature are unacceptable, unlawful and contrary to a safe work and learning environment. Sexual assault is a crime and will be reported to the police.

Ikon takes all complaints of harassment or discrimination seriously. Everyone has a

responsibility to not engage in or encourage harassment, bullying or intimidating behaviour. Safety is the responsibility of us all. Ongoing and active dialogue about health and safety ensures a safe environment. Be aware and report all incidents and safety risks to campus staff via the [Incident Reporting Form](#).

We are here to support you. Matters relating to Safety can be directed to the student experience team, or via the [Incident Reporting Form](#), or through the [Sonder App](#).

Please note that Sonder does not share your information with us unless you give them permission.

First Aid supplies are kept on site at each campus.

- [Health, Safety & Wellbeing Policy](#)
- [Critical Incident Policy](#)

PERSONAL SAFETY

Have a safety plan - plan your day, look at transport options, and ensure someone will know when you are late travelling home. Other safety tips include:

[Download the Sonder Safety & Wellbeing App](#); Use the *Track my Journey* or *Check on Me* functions.

- Keep alert for the unexpected
- Be aware of what is happening around you
- Don't take unnecessary chances
- Know where you are going
- Walk in groups of two or more after dark
- Stay in well-lit areas
- Carry a personal alarm
- Be prepared to scream and shout if attacked

REPORTING AN INCIDENT

You are encouraged to report all incidents of crime such as theft, assault, domestic abuse, stalking, sexual or other harassment, or a medical emergency, fire or bomb threat.

All incidents should be reported to the student experience team or by contacting Sonder via the Sonder App or phone 1800 234 560 Sonder app for immediate critical response. Sonder will provide support and assess the immediate and ongoing risk to students and staff.

Incidents and/or emergencies that should be reported to Ikon/Sonder include:

- where a person may have collapsed or requires first aid assistance
- any accident involving death or serious injury
- any situation or circumstance where

students or staff do not feel safe, including incidents of sexual assault or harassment, or bullying

- any situation where students believe they are being followed or stalked
- any instance of aggression, including severe verbal or psychological aggression
- an off-campus event

All reports will be treated in the strictest confidence.

Immediate and ongoing Counselling and Wellbeing support is available if you have been adversely affected by a critical incident through Sonder.

Incidents that do not required immediate response can also be reported via the [Incident Reporting Form](#).

PRIVACY

Ikon is committed to the protection of your privacy in compliance with the Commonwealth Privacy Amendment (Private Sector) Act (2000). Ikon's Privacy Policy aims to protect the privacy of its employees, students and community in relation to the collection, protection and disclosure of personal information.

Ikon collects personal information about students before and during the process of admission. Information collected is restricted to that which is needed to satisfy Ikon's legal and regulatory obligations, and to discharge its duty of care in areas such as public health and child protection.

Personal information collected is treated as confidential. You may seek access to your personal information collected by Ikon by contacting Student Experience. Access may be denied if it will have an unreasonable impact on the privacy of others, or where access may result in a breach of the Ikon's duty of care. Ikon will not disclose your information to third parties without your written consent.

- [Privacy Policy](#)

PLACEMENT

Supervised workplace experience, known as Work Placement, is a part of all courses at Ikon to provide you the opportunity to apply the knowledge and skills gained during your coursework in a workplace environment under professional supervision. The placement experience strengthens your professional practice and better prepares you for employment on graduation.

The placement program is specific to the learning outcomes of each course. It is guided by the national professional standards relevant to the industry

sector and jurisdictional legislation, and regulations relevant to each State.

Each placement subject has discrete learning outcomes and a series of evidence-based assessments appropriate to the learning outcomes, assessment tasks and requirements of the placement. Assessments include, but are not limited to, evaluation reports completed by the placement supervisor and reflective essays completed by you. This information is shared with you via the subject outlines (each placement subject has a correlating subject outline).

The academic quality and integrity of placement learning is supported by a quality assurance framework that includes policy, guidelines and strategies to support you to achieve the requirements of your placement and the overall requirements of your course.

Each School has a series of placement-specific documentation to guide learning specific to the course and placement subject providing key information about sourcing placements, managing placements, and accessing support during placement. Documentation is contextualised to reflect any jurisdictional legislation and/or regulations relevant to the campus location.

You can download placement documentation relevant to your course via Canvas.

INSURANCE

Ikon has public liability insurance that covers students while they are participating in placement activities.

OFFICIAL CLEARANCES AND EXTRA CURRICULA TRAINING

Host organisations require placement students to have current police checks. These vary by state. Clearances can take a minimum of 6 weeks to process, sometimes much longer if there is a name match issue, or if a student has a criminal history.

If you have a criminal history, you are advised to complete this process prior to enrolment as any disclosable offences are likely to significantly impact on the likelihood of you getting work in the field.

Current legislation requires individuals who work or volunteer with children to have the appropriate clearances to ensure child-safe working environments. You will be required to obtain a Working with Children Clearance before you can undertake placements. Each state and territory has their own procedures and requirements. In NSW and Victoria, this is called a Working with Children Check. In Queensland, it is called a Blue Card.

Hospitals, schools, or early childhood centres may also request evidence of your immunisation status, NDIS Clearance or first aid qualification.

As of 27th February 2026, all students completing a Work Placement in an Early Childcare setting will be required to complete a Mandatory National Child Safety training.

Extra-curricular training, screening clearances and immunisations must be undertaken at your own personal cost.

You are required to provide a copy of the appropriate clearances and/or training to Student Experience (experience@ikon.edu.au) & Work Placement (workplacement@ikon.edu.au) via email at least 4 weeks before the class start date. Placement cannot be undertaken if the appropriate evidence cannot be provided. Students must successfully complete all placement subjects to be eligible to graduate.

PLACEMENT CONDUCT

You are expected to conduct yourself in a professional, courteous and ethical manner while on placement. Each School has a code of conduct specific to the nature of placement in their courses. The code outlines the expectation of students when preparing, undertaking or finalising a placement.

The Placement (Work-Integrated Learning) Policy guides students through the process of securing and completing placement.

You can download the code of conduct relevant to your placement via Canvas.

 [Placement \(Work-Integrated Learning\) Policy](#)

INTERNATIONAL STUDENTS

STUDENT VISA REQUIREMENTS

As an international student you are required to hold a valid [student visa](#) for the duration of your stay in Australia.

The conditions of this visa include:

- Maintaining a full-time study load
- Making satisfactory academic progress
- Completing your degree within the timeframe outlined on your CoE
- Working no more than 48 hours per fortnight while studying.
- Notifying us of your address within seven days of your arrival, and if you change your address later
- Holding Overseas Student Health Cover (OSHC) from an Australian Government-approved provider for the duration of your visa (if applicable)
- Maintaining adequate schooling arrangements if you have school- age dependents in Australia
- Notifying Ikon of any changes to your visa.

Changes to your enrolment can impact on your student visa.

Failure to comply with your student visa conditions could impact your ability to stay in Australia.

OVERSEAS STUDENT HEALTH COVER

Overseas Student Health Cover (OSHC) is compulsory health insurance for most international students for the duration of your visa.

OSHC helps international students meet the costs of medical and hospital care. It also includes ambulance costs and some pharmaceuticals.

There are many different health insurance providers that offer OSHC. It is recommended you have a look at each and compare the costs and benefits of each.

You can find detailed information about OSHC and its requirements at [Private Health Australia](#).

YOUR RIGHTS UNDER THE ESOS ACT

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses.
- Fees, modes of study and other information

from your provider and your provider's agent.

- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to receive the education you have paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

More information regarding the ESOS framework can be found [here](#).

HEALTH AND SAFETY

Australia is a safe country to live and study, however it is still important that you take care of your personal health and safety.

Emergency services – '000' – this number is free from all phones, and it will direct you to the police, fire and ambulance services.

Beach safety – Australia has some of the most stunning beaches, however they do present some potential risks. Ensure you swim between the red and yellow flags, where lifeguards can see you. Lifeguards patrol beaches during the day between September and March. More information on beach safety can be found [here](#).

Sun protection – Australia experiences some of the highest UV radiation in the world, so it is important that you protect yourself from the sun to prevent sunburn and skin cancers. Ensure you apply sunscreen (SPF +50) to all exposed skin and wear a hat.

COST OF LIVING

The Australian Government requires students to have the funds to meet living costs. This amount ranges between \$25,000 to \$35,000 (Australian dollars) per year. Your living costs may vary depending on your lifestyle and personal preferences. More information on the cost of living in Australia can be found [here](#).

WORKING IN AUSTRALIA

As an international student, you are able to work up to 48 hours per fortnight while studying. During holiday periods between trimesters there is no limit to the number of hours you can work.

-  [International Student Services Policy](#)
-  [Transfer Between Providers Policy](#)