
Monitoring International Student Academic Progress Policy & Procedure (National Code 10)

1. The National Code 2007

This policy/procedure supports 'Standard 10 – Monitoring Course Progress' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'

2. Policy

- 2.1 Boston Institute of Technology (BIOT) monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with this policy and procedures.
- 2.2 BIOT has and implements this policy and procedures for each course, which must be provided to staff and students, that specify the:
 - a. Requirements for achieving satisfactory course progress.
 - b. Process for assessing satisfactory course progress.
 - c. Procedure for intervention for students at risk of failing to achieve satisfactory course progress.
 - d. process for determining the point at which the student has failed to meet satisfactory course progress; and
 - e. Procedure for notifying students that they have failed to meet satisfactory course progress requirements.
- 2.3 BIOT will assess the course progress of the student in accordance with this policy and procedures at the end point of every study period.
- 2.4 This policy and procedure is implemented to ensure that students who are at risk of failing to meet their course progress requirements are notified and counselled. Under Section 12 of the **Education Services for Overseas Students (ESOS) Act**, students who have breached the course progress requirements are to be reported to the relevant government body (ies).
- 2.5 The following procedures will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.
- 2.6 The process for assessing satisfactory course progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term (study period).

Duration of study period (excluding holidays)

Terms (10 weeks each)

- 2.7 The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
 - a. Notified when close to falling below the required academic performance for a single term
 - b. 1st Warning when falling below the required academic performance for a single term
 - c. 2nd Warning when close to not achieving the required academic performance for a consecutive term
- 2.8 Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but

where this is not possible their non-compliance of this requirement must be reported to the Department of Immigration and Border Protection (DIBP)(www.border.gov.au) through PRISMS. Website for PRISMS: <https://prisms.education.gov.au/Logon/Logon.aspx> .

- 2.9 The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables BIOT and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the DIBP.
- 2.10. All staff is to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

3. Procedure

- 3.1 BIOT will designate a person who shall ensure that all student academic progress practices are conducted in a professional manner. This person is currently the Student Support Manager and this responsibility is included within the individual's position description.

Recording Student Academic performance

- 3.3 The student's academic performance shall be recorded using the 'Student Academic Performance Record Sheet'. This spreadsheet will calculate the projected academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.
- 3.4 All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using BIOT's assessment tools/methods and recording processes as required. All academic results are entered in to the Students Records Management System by the trainers.
- 3.5 It is the responsibility of the Trainers to ensure that the 'Student Academic Result Sheet' and 'Student Assessment Summary Sheet' is also updated after each assessment is completed and recorded. I.e. if there were 6 units in total assessed in a term and a student has been assessed as 'C' in 4 units and 'NYC' in 2 units for the term, the student's academic progress would look like:

Term 1				
Student Name	Student No.	Number of Units Assessed 'Competent'	Number of Units Assessed 'Not Yet Competent'	Academic Performance Percentage (%)
John Smith	00123	4	2	66.67%

- 3.6 These records are checked regularly by the Student Support Manager for currency and accuracy.

4. Monitoring Student Academic Performance

- 4.1 The Student Support Manager will monitor student academic performance via the 'Student Academic Performance Record Sheet' (Excel spreadsheet) and report any issues, as outlined below, to the Student Support Manager. This monitoring will occur once per month and will be supported by the Student Support Manager who will also monitor the student's academic progress regularly and will be involved in the counselling and reporting process as outlined below.
- 4.2 At a convenient time, once per month, the Student Support Manager will review the academic progress of all students and monitor the following points:

a. ***Any student falls below 60% academic progress for a single term***

Students shall be sent a Notification Letter indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve Competency in further units undertaken the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will be deemed in breach of Visa requirements and be reported to the appropriate government agency(s). The students are given the opportunity to be counselled in their progress if required. **(See Appendix A)**

PLEASE NOTE: Where a course has 2 or less units delivered in term the Notification Letter will be issued when a student has failed a single unit or reaches 50%.

b. ***When a student's projected academic progress falls below 50% for a completed single term***

When a student's academic progress falls below 50% for a completed single term the Student Support Manager shall notify the Student Support Manager and a '1st Warning Letter' shall be sent to the student to advise he/she must contact BIOT and organise an appointment with the Student Support Officer to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term. (Appendix B)

- i. Notes: Student to be advised to invite a 3rd party as the student's witness if required.
- ii. If the student does not respond within 7 working days the Student Support Officer will attempt to contact the student via telephone. When this fails the matter shall be forwarded to the CEO.

c. ***Any student who is below 75% academic progress in their current term after falling below 50% in their previous term***

- i. Students shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms they will be reported to the appropriate government agency(s).
- ii. They are also informed that they are required to organise an appointment with the Student Support Officer to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the term. (See Appendix C)
- iii. If the student does not respond within 7 days the Student Support Officer will attempt to contact the student via telephone. When this method of contact fails the matter shall be forwarded to the CEO.

d. ***When a student's projected academic progress falls below 50% for 2 consecutive terms***

The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to the DIBP for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive terms.

They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (Appendix D)

- 4.3 If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

- 4.4 All communications with students (notification letters, warning letters) shall be made in writing and phone calls to/from students are recorded and will all be kept in the student file.

5. Intervention Strategies

5.1 BIOT implements a documented intervention strategy, which are made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the academic/course progress requirements. This strategy specifies:

- a. procedures for contacting and counselling identified students
- b. strategies to assist identified students to achieve satisfactory course progress; and
- c. the process by which the intervention strategy is activated.

5.2 The objective of this intervention strategy is to identify any necessary action to assist the student, who is identified as failing or at risk of failing to meet academic/course progress requirements, in order to achieve or regain satisfactory course progress.

5.3 The Student Support Manager is responsible for the implementation and monitoring of the Intervention Strategy.

5.4 At a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. BIOT activates an intervention strategy at any point before the end of the study period.

5.5 Within 10 working days of the completion of a unit, the Student Support Officer will review the academic progress of all students and identify those students who are "at risk" of not meeting satisfactory course progress requirements.

Notes: provide report as evidence

5.6 Depending upon the scenario, the required steps will be taken as per the 'Monitoring International Student Academic Progress Policy'.

5.7 In the process of following the intervention strategies, the responsible Student Support Officer will ensure that he/she records and maintain the following documents to monitor further course progress levels of the students:

- Intervention Monitoring Database
- Appointment Record Sheet
- Intervention Summary Sheet

(Copies of all the notification letters, warning letters, Intervention summary sheet & all the other relevant documents requires to be placed & retained in the student's academic file)

Notes: Sample student files

5.8 The warning letter will inform the Student that he or she is able to access BIOT's complaints and appeals process as per ESOS Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

5.9 If the student believes there are reasons why they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:

- a. BIOT has not recorded assessment outcomes correctly.

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- b. There are compassionate or compelling reasons which have contributed to their unsatisfactory progress. These circumstances could include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - **witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)**
 - **Where the RTO is unable to offer a pre-requisite unit**
 - **Inability to begin studying on the course commencement date due to delay in receiving a student visa.**
 - c. BIOT has not implemented their intervention strategy in accordance with their documented policies and procedures.
 - d. BIOT has not implemented any other policies which may impact upon their results – eg. Assessment policy.
 - e. BIOT has not provided the complaints and appeals policy to the student.
- 5.10 The intervention meetings will be initiated by the Student Support Officer; however appropriate personnel such as counsellors may be called on to assist with the process
- 5.11 At the intervention meeting academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:
- a) academic skills support
 - b) additional English/Tutorial support
 - c) increased monitoring
 - d) a mentor programme
 - e) personal counselling
 - f) provision of customised timetable
 - g) being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - h) a combination of the above and a reduction in course load.
- 5.12 Assessment Re-assessment: If the student fails his/her assessments, he will be provided with ongoing support as prescribed in the Training and Assessment Policy and Procedures: Assessment and Re-assessment and the Assessment Appeals.
- 5.12 The Intervention Strategy could be activated by:
- a. a letter to the student
 - b. personal contact with the student by a suitably authorised staff member
 - c. contact with the student by the course counsellor/convenor;
- 5.13 Documentary evidence of the intervention measures implemented should be kept in each student's files.
- 5.14 Students will be required to accept the intervention strategy proposed by BIOT **within 10 working days** by signing the Intervention Strategy Plan. Students failing to accept the proposed interventions strategy will be reported to the DIBP for unsatisfactory academic progress.

5.15 If a student attends an intervention meeting, has signed the Intervention Strategy Plan but fails to adhere to the plan, the student will be sent an intention to report letter after the end of the second consecutive study period. They will be provided with a copy BIOT's complaints and appeals policy and form advising the student of a 20 working days period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to the DIBP for unsatisfactory progress.

Note: Sample student file

5.16 Students failing to attend the intervention meeting without a **reasonable excuse (refer to compassionate and compelling circumstances)** will be sent an intention to report letter after 10 working days of the scheduled meeting. They will be provided with a copy BIOT's complaints and appeals policy and form advising the student of a 20 working days period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to the DIBP for unsatisfactory progress reported to the DIBP for unsatisfactory academic progress

5.17 Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be issued by the authorised PRISMS administrator and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date. Refer to the 'BIOT Extending Course Duration Policy & Procedure'

6. Reporting 'Breach of Student Academic Progress' – Notice of Intention to Report

6.1 Where BIOT has assessed the student as not achieving satisfactory course progress, the student will be notified in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access BIOT's complaints and appeals process in accordance with the Complaints and Appeals Policy and Procedures and that the student has 20 working days in which to do so.

6.2 All students who fail below 50% academic progress requirement for two consecutive terms (study periods) and have no supporting reasons shall be reported via PRISMS to the DIBP for a breach of their Visa condition.

6.3 Students have 20 working days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. This does not mean that the complaints/appeals process must be finalised within 20 working days.

6.4 If a student chooses to access BIOT's complaints and appeals process, BIOT must maintain the student's enrolment while the complaints and appeals process is ongoing.

6.5 Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results support BIOT's decision, BIOT will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

6.6 After all complaints and appeals processes are finalised and a student is deemed to have failed to meet satisfactory course progress, BIOT must report this via PRISMS.

This process of reporting breaches into PRISMS is the responsibility of the Student Support Manager who monitors the projected academic progress fortnightly. They are also supported by the monitoring conducted by the CEO.

A copy of all letters, details of phone calls made, and any reports are to be kept in the student files.

Appendix A: Student Poor Academic Progress – Notification Letter

«Client Title» «Client First Name» «Client Last Name»
«Client Post Add1» «Client Post Add2»
«Client Post Suburb» «Client Post State»

Re: Warning letter for unsatisfactory course progress

Dear «Client First Name»,
Student ID «Client RefInternal» «Client RefExternal»

Your enrolment in «Course Code» «Course Desc» at BIOT began on «COR Start Date».

During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that BIOT uses the Department of Education (DE) Course Progress Policy and Procedures for CRICOS Providers of VET Courses.

Under the DE Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a term (study period).

Our records indicate that your current academic progress may be at risk of falling below the required progression for the term. ***Your current academic progress is below 60% of the total units being undertaken in the current term.***

Please be advised that as soon as your projected academic progress is recorded as unsatisfactory for two consecutive terms **BIOT is obliged to notify the Department of Immigration and Border Protection (DIBP)** via Provider Registration and International Students Management System (PRISMS) that you have breached your student requirements.

If you have any questions or wish to discuss strategies to ensure a satisfactory academic record is achieved, you can contact BIOT and arrange a meeting with the Administration Manager to discuss how we can improve this situation.

At BIOT our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progression issues and attempt to reach satisfactory solutions.

Yours sincerely,

Student Administration Officer

Boston Institute of Technology (BIOT)
642 Nicholson St, Fitzroy North, Vic 3068
Phone: 1300 736 750, E-mail: admin@biot.edu.au
«TableEnd:AU_General_Main»

Appendix B: Student Poor Academic Progress – 1st Warning Letter

Date: 08/02/2017

«TableStart:AU_General_Main»

«Client Title» «Client First Name» «Client Last Name»
«Client Post Add1» «Client Post Add2»
«Client Post Suburb» «Client Post State»

Re: Warning letter for unsatisfactory course progress

Dear «Client First Name»,
Student ID «Client RefInternal» «Client RefExternal»

Your enrolment in «Course Code» «Course Desc» at BIOT began on «COR Start Date». During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that BIOT uses the Department of Education (DE) Course Progress Policy and Procedures for **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** Providers of Vocational Education and Training (VET) Courses.

Under the DE Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a term (study period).

Our records indicate that your academic progress is below 50% of assessed units for the current term.

You are advised to contact BIOT Institute to arrange a time and date for the intervention meeting. At this meeting we will discuss and confirm intervention strategies to ensure you are able to complete your studies within the required timeframe as per your CoE or if required, your study period may be extended. You were advised that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

If you fail to adhere to the intervention strategy, fail to attend an intervention meeting or do not accept and sign the intervention strategy you will be reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

Please contact Student admin Officer if you believe one or more of the following have happened:

- BIOT has not recorded or marked you correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory course progress.
- BIOT has not made relevant policies (e.g. Assessment and Academic Progress) available to you.

Yours sincerely,

Boston Institute of Technology (BIOT)
642 Nicholson St, Fitzroy North, Vic 3068
Phone: 1300 736 750, E-mail: admin@biot.edu.au

Appendix C: Student Poor Academic Progress – 2nd Warning Letter

Date: 08/02/2017

«Client Title» «Client First Name» «Client Last Name»
«Client Post Add1» «Client Post Add2»
«Client Post Suburb» «Client Post State»
Re: Warning letter for unsatisfactory course progress

Dear «Client First Name»,
Student ID «Client RefInternal» «Client RefExternal»

Your enrolment in «Course Code» «Course Desc» at BIOT began on «COR Start Date». During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that BIOT uses the Department of Education (DE) Course Progress Policy and Procedures for **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** Providers of Vocational Education and Training (VET) Courses.

Under the DE Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a term (study period).

Our records indicate that your current academic progress is below 75% of assessed units for the current term. This combined with your unsatisfactory progress last term places you at risk of breaching this Visa requirement

You are advised to contact BIOT Institute to arrange a time and date for the intervention meeting. At this meeting we will discuss and confirm strategies to ensure you are able to complete your studies within the required timeframe as per your CoE or if required, your study period may be extended.

You were advised that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

If you fail to adhere to the intervention strategy, fail to attend an intervention meeting or do not accept and sign the intervention strategy you will be reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

Please contact Student admin Officer if you believe one or more of the following have happened:

- BIOT has not recorded or marked you correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory course progress.
- BIOT has not made relevant policies (e.g. Assessment and Academic Progress) available to you.

Yours sincerely,

Student Administration Officer,
Boston Institute of Technology (BIOT)
642 Nicholson St, Fitzroy North, Vic 3068
Phone: 1300 736 750, E-mail: admin@biot.edu.au

Appendix D: Student Poor Academic Progress – Breach Recorded Letter

Date: 08/02/2017

«Client Title» «Client First Name» «Client Last Name»
«Client Post Add1» «Client Post Add2»
«Client Post Suburb» «Client Post PC»
«Client Post State»

URGENT: NOTICE OF INTENTION TO REPORT FOR UNSATISFACTORY COURSE PROGRESS

Dear «Client First Name»,

Student ID «Client RefInternal» «Client RefExternal»

Your enrolment in «Course Code» «Course Desc» at BIOT began on «COR Start Date».

When commenced your course with " BIOT" you signed a contract that you would abide by your visa conditions including maintaining satisfactory course progress as required by Australian legislation for holders of student visas including: The *ESOS Framework: The Education Services for Overseas Students Act 2000 and National Code* and the Institute Policies and Procedures.

During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that BIOT uses the Department of Education (DE) Course Progress Policy and Procedures for **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** Providers of Vocational Education and Training (VET) Courses.

You have been sent **two** formal warning letters on <insert date> and again on <insert date> advising you were at risk of breaching your student visa conditions for Course Progress. You were also provided with another copy of the Institute Course Progress Policy.

As a result of this you were required to <insert details of what they had to do> and placed on an intervention strategy.

Our records indicate that you were first identified as at risk of making unsatisfactory progress according to the academic progress policy procedure of BIOT. At that point, (BIOT) implemented its intervention strategy where you were advised that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

As you are aware under BIOT Course Progress Policy, a student has made unsatisfactory progress if a student have not successfully completed or demonstrated competency in at least 50% of the units of competency within a study period. Further, as per our policy, if you fail over two consecutive study periods you must be reported to the Department of Education & Training (DET) and the Department of Immigration and Border Protection (DIBP).

Under the DE Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period.

To assist you to meet course progress requirements, BIOT undertook all necessary actions as a part of its intervention strategy.

As you have been assessed as making unsatisfactory progress in a second consecutive compulsory study period, this letter is to formally advise you have breached your student visa requirements to maintain satisfactory course progress.

In accordance with the DE Course Progress Policy, I must now inform you of BIOT's intention to report you to the Secretary of the Department of Education through PRISMS for unsatisfactory progress in two consecutive study periods. This action automatically alerts the Department of Immigration and Border Protection (DIBP).

<Insert details of the units they have failed etc>

Despite our intervention strategies and assistance offered, you have not taken necessary action to improve your academic performance.

If you think there are reasons why you should not be reported, you may appeal against BIOT's decision if you believe one of the following has happened:

1. The Institute has not recorded or calculated your marks correctly
2. There are compassionate or compelling reasons which have contributed to your unsatisfactory progress that have not yet been considered.
3. The Institute has not implemented our intervention strategy in accordance its policy and procedures.

Attached is our *Complaints and Appeals Policy and Procedure*. You have 20 working days commencing from <insert date> to make a compliant/appeal. If the appeals process is initiated, the Institute will maintain your enrolment until the appeals process is complete, as per our policy. Under National Code Standard 8 and our *Course Progress Policy and Procedure*, BIOT must await the outcome of our internal and one external appeals process before reporting you for unsatisfactory course progress.

Once the Department of Education /DIBP has been notified of a deferment, suspension or cancellation of your enrolment, you have 28 days in which to:

- leave Australia or
- show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE)

or

- Provide DIBP with evidence that you have accessed an external appeals process.

If following receipt of this Intention to Report letter you choose not to initiate an appeal within 20 working days of issue of this warning, or if your appeal is unsuccessful; you will be reported DOE/DIBP for Unsatisfactory Course Progress via PRISMS. This may result in DIBP cancelling your student visa. You should seek advice from DIBP regarding action you need to take.

If you feel you have reasonable grounds for your poor academic progress in your course, you must contact BIOT in writing within 20 working days outlining your circumstances.

If you wish to discuss this matter further, please make an appointment with the training manager by sending an email to the CEO at harpreet.dhillon@griffithuni.edu.au you can bring a friend with you if you wish. The procedure for making an appeal is from our website.

If no response is received within 20 working days of the date of this letter BIOT will proceed with the reporting process.

Local DIBP CONTACTS

<http://www.border.gov.au/about/contact/offices-locations/australia>

Phone: 131 881, Email studentvisa@immi.gov.au.

To get in touch with us, [click here http://www.border.gov.au/about/contact](http://www.border.gov.au/about/contact)

Street address: 2 Lonsdale Street, Melbourne Vic. 3000

Postal address: GPO Box 241, Melbourne Vic. 3001

Counter hours: 9 am to 4 pm Monday to Friday

Yours sincerely,

**Student Administration Officer,
Boston Institute of Technology (BIOT)**

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